



ODISHA GRAMYA BANK

Information Technology Department
Head Office, Gandamunda, P.O.-Khandagiri, Bhubaneswar

RFP Ref. No OGB/RFP/ITD/CBS/009/2021-22 dated 28th October 2021, Amendment_1 Date: 22-11-2021

AMENDMENT_1: REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25

All bidders are hereby informed that based on the discussion in the Pre-bid meeting held at Head Office of Odisha Gramya Bank, on date 15th November 2021, the response to queries submitted by all bidders are in Table# 2 and necessary amendments to RFP are provided in Table#1.

Table#1: Amendment_1

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
1	Section 3 – Scope of Work	20	Table – Interface Requirement (New) (Aadhaar Vault)	Integration of CBS with new solution of “Aadhaar Vault” to be provided by SI. Customization of all queries as per extant guidelines of RBI / UIDAI. Replacement of Aadhaar data in CBS with Vault Token and relevant changes in SQL queries.	Integration of CBS with new solution of “Aadhaar Vault” to be provided by “SI”. Customization of all queries as per extant guidelines / regulations and acts of RBI / UIDAI / Govt. of India. Replacement of Aadhaar data in CBS with Vault Token and relevant changes in SQL queries. The TPS for ADV shall be 30 for 1st year with 10% YoY projected growth for subsequent years.

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					<p>The total no. of records to be stored in the ADV solutions shall be 35 lacs for the 1st year with 10 % YOY growth for the subsequent years.</p> <p>The no of users for tokenization shall be approximately 10 during UAT. However, bidder should factor for additional users if it is required as per design proposed by the bidder without any additional cost.</p> <p>Aadhaar Data Vault should be integrated with CBS and other existing applications like e-KYC, AePS, Micro ATM and e-Sign based e-Mandate. Aadhaar vault solution provided in this project should be treated as a separate solution and should be flexible for all new integrations during the contract period. The selected bidder should provide all services related to the Aadhaar Vault and its integration with existing and new services during the contract period without any additional cost to Bank.</p>
2	Section 3 – Scope of Work	42	2.28 Antivirus	<ol style="list-style-type: none"> 1. Bidder will be responsible for deployment of Antivirus Solution at all the Servers at Data Centre and DRC used for CBS setup. The solution should have all standard features of a server enterprise edition. Bidder should procure and provide the same. Bidder needs to carry out necessary installations & updates/patches for the newly procured licenses. 2. Bidder needs to factor the ATS of all the new licenses taken over in Migration. 3. Bidder needs to make sure that all the end points are fully complied with the latest updates / patches and all the system antivirus is properly working. 	<ol style="list-style-type: none"> 1. Bidder will be responsible for deployment of Antivirus Solution at all the Servers at Data Centre and DRC used for CBS setup. The solution should have all standard features of a server enterprise edition. Bidder should procure and provide the same. Bidder needs to carry out necessary installations & updates/patches for the newly procured licenses. 2. Bidder needs to factor the ATS of all the new licenses taken over in Migration. 3. Bidder needs to make sure that all the end points are fully complied with the latest updates / patches and all the system antivirus is properly working.

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				<p>4. Bidder will be responsible for deployment of Antivirus Solution at all Computers, Servers and Firewalls at Data Centre and DRC only.</p> <p>5. Antivirus solution for all the end points located at Branches and Offices shall not be in the scope of the Bidder.</p>	<p>4. Bidder will be responsible for deployment of Antivirus Solution at all Computers, Servers and Firewalls at Data Centre and DRC only.</p> <p>5. Antivirus solution for all the end points located at Branches and Offices shall not be in the scope of the Bidder.</p> <p>Antivirus solution should provide following minimum features but not limited to</p> <ol style="list-style-type: none"> 1. Host Intrusion Prevention 2. Host Firewall 3. Host Vulnerability Scanning 4. Application Control 5. Anti-malware 6. Server-client model, where server is responsible to collect the updates from internet and update the clients in LAN (without internet) automatically along with centralize management of clients. 7. Bidder should factor AV solutions for DRC and UAT. Please refer to the amended commercial format. 8. Only one Antivirus server should be factored for all clients to be installed in DC, DRC and UAT environments.
3	Section 8 – Terms and Conditions	68,69	8.6 Performance Bank Guarantee	The Successful bidder shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 6 years , with a claim period of 6 (Six) months from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. In case the successful bidder does not submit the PBG, OGB shall withhold an amount equal to 10% of the invoice value from the payments due to the	The Successful bidder shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 3% of total value of the Purchase order (exclusive of taxes), valid for 6 years , with a claim period of 6 (Six) months from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. Format for Performance Bank Guarantee provided in "Annexure B".

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				bidder. Format for Performance Bank Guarantee provided in "Annexure B".	Bank will invoke the PBG only on occurrence of material breach and after providing a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked
4	Section 8 – Terms and Conditions	70, 71	8.10 Penalty Clauses:	<p>1) <u>Timeline and Penalty for delay in project implementation:</u> The Selected Bidder shall be responsible for delivery; implementation and rollout of all the solutions required under this RFP and also must agree to the time duration specified in Section 3, Clause 9: Project Time Line of this document.</p> <p>In the event of SI's failure to deliver and / or implement all required components of a fully functional system (pertaining to the scope of the project) within the stipulated time schedule or by the date extended by the Bank, unless such failure is due to reasons entirely attributable to the Bank, it will be a breach of contract. In such case, the Bank would be entitled to charge a penalty. Penalty will be applicable for late delivery of the customized software where 0.5% of 'Total Quarterly Payment' will be deducted as penalty per week or part thereof for failure as indicated in the RFP with the maximum penalty of 5% of 'cost of the contract'.</p> <p>However, Bank reserve the right to terminate the contract at any time, if the project is not delivered as per scheduled timelines and Bank will claim entire amount paid to the vendor, along with additional 10% of 'cost of the contract', as compensation. This shall not be applicable for</p>	<p>1) <u>Penalty for delay in project implementation and migration:</u></p> <p>The Selected Bidder shall be responsible for delivery; implementation and rollout of all the solutions required under this RFP and also must agree to the time duration specified in Section 3, Clause 9: Project Time Line of this document.</p> <p>In the event of SI's failure to deliver and / or implement all required components of a fully functional system (pertaining to the scope of the project) within the stipulated time schedule or by the date extended by the Bank, unless such failure is due to reasons entirely attributable to the Bank, it will be a breach of contract. In such case, the Bank would be entitled to charge a penalty. Penalty will be applicable for late delivery of the undelivered items, where 0.5% of 'Total PO amount of delayed deliverables' will be deducted as penalty per week or part thereof for failure as indicated in the RFP with the maximum penalty of 5% of 'Total PO amount of delayed deliverables'.</p> <p>However, Bank reserve the right to terminate the contract at any time, if the project is not delivered as per scheduled timelines and Bank will claim entire amount paid to the vendor for 'all components of undelivered items or services' under consideration.</p>

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				<p>delay due to reasons entirely attributed to the Bank.</p> <p>Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.</p> <p>2) <u>Penalty for downtime for Post implementation:</u></p> <p>The Finacle CBS system has to be up for at least 99.90%. The Finacle CBS is deemed to be up if the users are able to log into the system.</p> <p>The uptime will be calculated on monthly basis and penalty will be charged as specified below:</p> <table><tr><th>S. No.</th><th>Uptime in percentage (%)</th><th>Penalty Charges</th></tr><tr><td>1</td><td>99.90%and above</td><td>Nil</td></tr><tr><td>2</td><td>99.50% to 99.90%</td><td>1% of Total Quarterly Payment</td></tr><tr><td>3</td><td>99.00% to 99.49%</td><td>3% of Total Quarterly Payment</td></tr><tr><td>4</td><td>95.00% to 98.99%</td><td>5% of Total Quarterly Payment</td></tr><tr><td>5</td><td>Below 95.00%</td><td>10% of Total Quarterly Payment</td></tr></table> <p>3) <u>SLA for Software Support</u></p> <p>Any software bug identified by Bank / vendor's service engineer would have to be fixed within the stipulated time depending upon the criticality of the issue. Refer to Clause 8.9</p>	S. No.	Uptime in percentage (%)	Penalty Charges	1	99.90%and above	Nil	2	99.50% to 99.90%	1% of Total Quarterly Payment	3	99.00% to 99.49%	3% of Total Quarterly Payment	4	95.00% to 98.99%	5% of Total Quarterly Payment	5	Below 95.00%	10% of Total Quarterly Payment	<p>This shall not be applicable for delay due to reasons entirely attributed to the Bank.</p> <p>Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.</p> <p>2) <u>Penalty for downtime for Post implementation:</u></p> <p>The Finacle CBS system has to be up for at least 99.90%. The Finacle CBS is deemed to be up if the users are able to log into the system.</p> <p>The uptime will be calculated on monthly basis and penalty will be charged as specified below:</p> <table><tr><th>S. No.</th><th>Uptime in percentage (%)</th><th>Penalty Charges</th></tr><tr><td>1</td><td>99.90%and above</td><td>Nil</td></tr><tr><td>2</td><td>99.50% to 99.90%</td><td>1% of Total Monthly Payment</td></tr><tr><td>3</td><td>99.00% to 99.49%</td><td>3% of Total Monthly Payment</td></tr><tr><td>4</td><td>95.00% to 98.99%</td><td>5% of Total Monthly Payment</td></tr><tr><td>5</td><td>Below 95.00%</td><td>10% of Total Monthly Payment</td></tr></table> <p>3) <u>Penalty on SLA for Software and Application Support</u></p> <p>Any software bug identified by Bank / vendor's service engineer would have to be fixed within the stipulated time depending upon the criticality of the issue. Refer to Clause 8.9</p>	S. No.	Uptime in percentage (%)	Penalty Charges	1	99.90%and above	Nil	2	99.50% to 99.90%	1% of Total Monthly Payment	3	99.00% to 99.49%	3% of Total Monthly Payment	4	95.00% to 98.99%	5% of Total Monthly Payment	5	Below 95.00%	10% of Total Monthly Payment
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					<p>For not complying with the SLA defined for “Problem/ Issue/ Defect” under Section 8.9, penalty of 0.5% with maximum penalty of 5% of “the total monthly support resources cost” will be deducted from monthly payment.</p> <p>For each week delay after agreed timeline for application support and customization as non-chargeable activity or CR, penalty of 0.1% with maximum penalty of 5% of “the total monthly resource cost” for application support will be deducted from the monthly payment.</p> <p>For each week delay after agreed timeline for customization or activity as chargeable CR, penalty of 0.3% with maximum penalty of 5% of “the total agreed man day cost” for the particular customization or activity will be deducted.</p> <p>4) <u>Penalty on not meeting “2.13 Performance requirement”</u> ₹ 5,000/- per instance will be deducted from any of the monthly payment for CPU utilization exceeding 70% at an instance except during Day-End process.</p> <p>5) <u>Penalty on Disaster Recovery Site unavailability</u> Business operations should resume from Disaster Recovery Site within defined RPO and RTO on service failure at Data Centre. Penalty of ₹ 10,000.00 per instance will be deducted from Facility Management payment for not meeting the RPO or RTO.</p>
5	Section 8 – Terms and Conditions	71, 72	8.12 Payment Terms:	Successful Bidder should issue invoices with invoice date later than the date of Project Go-Live as per Section: 2.18. Payments will be released after submission of Performance Bank Guarantee as mentioned in Clause 8.6 and correct invoice as per	Successful Bidder should issue invoices with invoice date later than the date of Project Go-Live as per Section: 2.18. Payments will be released after submission of Performance Bank Guarantee as mentioned in Clause 8.6 and correct invoice as per Bank's requirement along

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				<p>Bank's requirement along with required documents. However, payment procedure will be followed as below:</p> <p>1 Hardware and Servers:</p> <p>The payment against new hardware or servers will be released as below.</p> <ol style="list-style-type: none"> 1. 80% of the Hardware Cost on delivery. 2. 20% on Go-Live of the project. <p>2 License Cost:</p> <p>The payment against one time cost of DB License, OS License and Tools licenses will be released as below.</p> <ol style="list-style-type: none"> 1. 80% of the One Time Cost on delivery. 2. 20% on Go-Live of the project. <p>3 AMC and ATS Cost:</p> <p>AMC of Hardware, Subscriptions and ATS of all software licenses will be released as annually in Advance.</p> <p>4 Other Recurring Payments</p> <p>The payment against Engineers, Support staffs and other recurring charges not mentioned in clause 8.12, point: 3 will be released as quarterly arrear.</p>	<p>with required documents. However, payment procedure will be followed as below:</p> <p>1 Hardware and Servers:</p> <p>The payment against new hardware or servers will be released as below.</p> <ol style="list-style-type: none"> 1. 80% of the Hardware Cost on delivery. 2. 20% on Go-Live of the project or on submission of an equivalent amount a separate Bank Guarantee with a validity of 1 year and claim period of 3 months, post completion of installation of the systems in all respects. <p>2 License Cost:</p> <p>The payment against one time cost of DB License, OS License and Tools licenses will be released as below.</p> <ol style="list-style-type: none"> 1. 80% of the One Time Cost on delivery. 2. 20% on Go-Live of the project or on submission of an equivalent amount a separate Bank Guarantee with a validity of 1 year and claim period of 3 months, post completion of installation of the systems in all respects. <p>3 AMC and ATS Cost:</p> <p>AMC of Hardware, Subscriptions and ATS of all software licenses will be released as annually in Advance.</p> <p>4 Other Recurring Payments</p>

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				<p>Payment against non-service periods of any engineer or gap between exit of existing engineer and joining of new engineer of same skill, will be considered as non-billable period for respective service. The same period will be deducted along with applicable penalty from invoice submitted.</p> <p>Reported leave of a resource / engineer for maximum of 3 days in a quarter will be considered as billable period. Bidder to do alternate resource arrangement for any absence of more than 3 days for a billable resource or engineer. Maximum of one resource in a location can be allowed for leave at a time.</p>	<p>The payment against Engineers, Support staffs and other recurring charges not mentioned in clause 8.12, point: 3 will be released as monthly arrear.</p> <p>Payment against non-service periods of any engineer or gap between exit of existing engineer and joining of new engineer of same skill, will be considered as non-billable period for respective service. The same period will be deducted along with applicable penalty from invoice submitted.</p> <p>Reported leave of a resource / engineer for maximum of 3 days in a quarter will be considered as billable period. Bidder to do alternate resource arrangement for any absence of more than 3 days for a billable resource or engineer. Maximum of one resource in a location can be allowed for leave at a time.</p> <p>5 Training Cost</p> <p>The payment towards Training will be released only after successful completion of all trainings under scope of bidder and submission of feedback report from participants. The average feedback score from participants should be 3 out of 5.</p> <p>6 Migration Cost</p> <p>The payment towards transition and migration activities (Total of Transition and Migration Cost in commercial format) will be released on Signoff of migration process after go-live and after deduction of penalty as defined under "8.10 Penalty Clauses:</p>

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					<p>(1) Penalty for delay in project implementation and migration".</p> <p>7 Per man-day charges for customization: The payment towards per man-day charges for a CR, agreed between Bank and SI as chargeable CR will be paid with following formula after completion of the activity and on acceptance of the same by Bank.</p> <p>"per man-day charge" x "agreed man days"</p> <p>8 On Demand (OD) resource engagement: The On Demand resource engagement should be pre-approved by Bank. The payment towards period of engagement should be billed with following formula after completion of the activity assigned in full.</p> <p>"contract rate of OD charges" x "number of days engaged"</p> <p>Invoice Terms:</p> <p>Bank will release payment of GST compliant invoice within 30 days of receipt of the physical copy of the same, if and only if,</p> <ol style="list-style-type: none"> 1. the invoice is in order 2. there is no dispute or discrepancies available 3. The services billed on the invoice have been delivered and accepted in full and as per terms and condition mentioned in the RFP.

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6	Section 8 – Terms and Conditions	78	8.24 Order Cancellation	<p>OGB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to OGB alone;</p> <ul style="list-style-type: none"> i. Delay in delivery and services beyond the specified period as set out in the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected. iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information. <p>In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest @ 10% per annum from the date of each such payment. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder.</p>	<p>OGB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to OGB alone;</p> <ul style="list-style-type: none"> i. Delay in delivery and services beyond the specified period as set out in the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected. iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information. <p>In case of order cancellation, any payments made by OGB to the Bidder for the particular undelivered items or services would necessarily have to be returned to OGB. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder or vendor for the undelivered portion of the work.</p>
7	Section 8 – Terms and Conditions	78	8.25 Termination of Contract	<p>For Non-Performance: OGB reserves its right to terminate the contract in the event of Bidder's repeated failures (more than 3 occasions in a calendar year in maintaining the service level as defined in the Contract).</p>	<p>For Non-Performance: OGB reserves its right to terminate the contract in the event of Bidder's repeated failures (more than 3 occasions in a calendar year in maintaining the service level as defined in the Contract) with a cure period of 30 days.</p>

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					All payments pertaining to 30days cure period shall be kept on hold till re-acceptance of the contract or will be rejected on failure on part of successful bidder.
8	Section 3 – Scope of Work	53	9. Load Balancer	The Load Balancer proposed should comply with minimum specification mentioned in “ APPENDIX 5 ”. Bidder to share the datasheet of proposed Load Balancer software compiling to specification mentioned	<p>“APPENDIX 5 – LOAD BALANCER” – The specification mentioned is for load balancers to be provided for CBS.</p> <p>“APPENDIX 14 - LOAD BALANCER FOR INTERNET BANKING” – the specifications mentioned is for load balancers to be provided for internet banking</p> <p>Bidder should provide Load Balancers as under:</p> <ol style="list-style-type: none"> 1. one load balancer for Internet Banking at DC (Specification as per Appendix 14) 2. Two load balancer for CBS at DC (Specification as per Appendix 5) 3. one load balancer for Internet Banking at DR (Specification as per Appendix 14) 4. Two load balancer for CBS at DR (Specification as per Appendix 5)
9	APPENDIX 5 – LOAD BALANCER	128	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	The Solution should support minimum 5 Gbps L7 throughput. Solution should support minimum SSL throughput of 2 Gbps. Each device should have minimum 16 GB DDR4 RAM
10	APPENDIX 5 – LOAD BALANCER	128	4	Each Device should have minimum 6 no of 10 G Fiber port with SR module to cover multiple segment load balancing	Each Device should have minimum 2 no of 10 G Fiber port and 6 x 1 G Fiber port with SR module to cover multiple segment load balancing
11	APPENDIX 5 – LOAD BALANCER	128	11	TYPE2: minimum 2 Million L4 concurrent connections and minimum 200k L4 connections per second	Minimum 2 Million L4 concurrent connections and minimum 125k L4 connections per second

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12	APPENDIX 5 – LOAD BALANCER	128	18	The proposed solution Should support at least 100000 of concurrent SSL users connected at 2048 key size	The proposed solution Should support at least 2500 of concurrent SSL users connected at 2048 key size
13	APPENDIX 5 – LOAD BALANCER	128	23	The Proposed Solution Should support minimum 4 Gbps of compression.	The Proposed Solution Should support minimum 3 Gbps of compression.
14	Section 2 – Introduction	11	2.2 Objective of this RFP	The SI will be engaged for migration activities from date of release of Purchase Order till Go-Live of the project. The SI will further be engaged for maintenance of the new CBS and other services for a period of 5 years from date of Go-Live or 6 years from date of contract (whichever is later) for migration activities.	The SI will be engaged for migration activities from date of acceptance of Purchase Order till Go-Live of the project. The SI will further be engaged for maintenance of the new CBS and other services for a period of 5 years from date of Go-Live or 6 years from date of contract (whichever is later) for migration activities.
15	Section 3 – Scope of Work	15	1. Broad Scope:	<p>The requirement is segregated into part A and part B.</p> <p>a. Part A includes migration of CBS and procurement and supply of hardware software and OS for the same. The detailed requirement is mentioned in Section 3 (point# 2). The selected bidder shall migrate the existing CBS to Finacle 10.2.25 and will provide support services for a period of period of 5 years from date of Go-Live or 6 years from date of contract (whichever is later) for migration activities.</p> <p>b. Part B includes sizing of hardware and licenses to provide VMs and DB instances for non CBS applications as per requirement mentioned in Section 3 (point# 3). The selected bidder shall provide support services in terms of maintenance and management of VMs and relevant hardware & software for a period of 6 years from date of installation of the setup. In case of delay</p>	<p>The requirement is segregated into part A and part B.</p> <p>a. Part A includes migration of CBS and procurement and supply of hardware software and OS for the same. The detailed requirement is mentioned in Section 3 (point# 2). The selected bidder shall migrate the existing CBS to Finacle 10.2.25 and will provide support services for a period of period of 5 years from date of Go-Live or 6 years from date of contract (whichever is later) for migration activities.</p> <p>b. Part B includes sizing of hardware and licenses to provide VMs and DB instances for non CBS applications as per requirement mentioned in Section 3 (point# 3). The selected bidder shall provide support services in terms of maintenance and management of VMs and relevant hardware & software for a period of 6 years from date of contract. In case of delay of go-live, the support</p>

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				of go-live, the support should be extended till completion of support period for Part A .	should be extended till completion of support period for Part A .
16	Section 3 – Scope of Work	18	2.4 DR site setup support	(a) Bidder / Vendor should carry out the deployment of the application / DB in DR as applicable. (b) Bidder / Vendor should provide necessary Technical support to enable DR for the core banking solution post 'GO Live' within the project timelines specified. (c) It is the responsibility of the bidder / vendor to enable the DR well within the project timelines specified. (d) The DR must be exact replica of DC with real time synchronization. DC and DR should be in Active-Active mode with auto failover.	(a) Bidder / Vendor should carry out the deployment of the application / DB in DR as applicable. (b) Bidder / Vendor should provide necessary Technical support to enable DR for the core banking solution post 'GO Live' within the project timelines specified. (c) It is the responsibility of the bidder / vendor to enable the DR well within the project timelines specified. (d) The DR must be exact replica of DC with auto synchronization without manual intervention . DC and DR should be in Active-Passive mode.
17	Section 3 – Scope of Work	22	2.9 Database	1. All DB production instances should be hosted in separate physical server to maintain server level redundancy. 2. "Node 1" and "Node 2" should be in HA, active-active and redundant instances in separate physical box. 3. "Node 3" and "Node 4" should be replica of DC Cluster (Node 1 & Node 2) with zero data loss. 4. "DC DB Cluster" and "DRC DB Cluster" should be in Active – Active sync with zero data loss. 5. It should be possible to leverage the standby database to run reporting work load to optimizing the load on the primary.	1. All DB production instances should be hosted in separate physical server to maintain server level redundancy. 2. "Node 1" and "Node 2" should be in HA, active-passive and redundant instances in separate physical box with zero data loss. 3. "Node 3" and "Node 4" should be replica of DC Cluster (Node 1 & Node 2) with auto synchronization. 4. "DC DB Cluster" and "DRC DB Cluster" should be in Active – Passive sync with RPO of 15 min and RTO of 2 Hrs and near Zero Data Loss . 5. It should be possible to leverage the standby database to run reporting work load to optimizing the load on the primary.
18	Section 3 – Scope of Work	26	2.14 Finacle 10.2.25 Upgrade /	Responsibilities: OEM (EdgeVerve) Certify the proposed software, Hardware Sizing, Architecture and Database with Finacle 10.2.25.	***** The clause on certifying the hardware sizing by EdgeVerve stand cancelled and following new clause has been added.

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
			Migration responsibility		<p>Bidder should design and size the solution on the EdgeVerve certified Platform for implementation of Finacle 10.2.25 complying with the standards thereon.</p> <p>In case, during the course of the contract, including migration audit, the sizing of the solution is found to be inadequate or not according to required standards, then the Bidder should augment necessary hardware and other required systems to make good the deficiency without additional cost to the bank.</p>
19	Section 3 – Scope of Work	31	2.16 Other important points to be noted by the bidder:	<p>4. 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 lining agreement with OEM for risk mitigation in meeting the deliverables, implementation and other service commitments as per the RFP the Bidder makes to the Bank under the Contract to be entered into. The Bidders must share a copy of the back to back teaming arrangement with OEM, with the Bank</p>	<p>4. 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 lining agreement with OEM for risk mitigation in meeting the deliverables, implementation and other service commitments as per the RFP the Bidder makes to the Bank under the Contract to be entered into. The Bidders must share a copy of the back to back teaming arrangement with OEM, with the Bank</p> <p>With regard to Finacle software, “SI” can take L3 support available under ATS agreement between Bank and EdgeVerve for any issues pertaining to Finacle software. However, this will not dilute the responsibility of selected bidder for any kind of delivery under scope of the bidder.</p>
20	Section 3 – Scope of Work	34	2.18 Project Time Line	<p>1. The Vendor / Bidder shall complete the project as per the agreed project plan. A tentative plan is given below but the vendor should prepare their own project plan and get Bank's sign off prior to commencement of the project.</p>	<p>1. The Vendor / Bidder shall complete the project as per the agreed project plan. A tentative plan is given below but the vendor should prepare their own project plan and get Bank's sign off prior to commencement of the project.</p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP				Amendment			
				S.No.	Activity	Start Month	End Month	S.No.	Activity	Start Month	End Month
				1	Project Initiation , Detailed Project Plan Submission and sign off SLA, Business Process Documentation, SOW sign off	M0		1	Project Initiation , Detailed Project Plan Submission and sign off SLA, Business Process Documentation, SOW sign off	M0	
				2	Core Team Training	M1	M1	2	Core Team Training	M1	M1
				3	Current System Study , Gap Analysis ,Detailed Requirement Gathering	M1	M2	3	Current System Study , Gap Analysis ,Detailed Requirement Gathering	M1	M2
				4	Hardware , Software delivery and installation	M0	M3	4	Hardware , Software delivery and installation	M0	M4
				5	Data Mapping Exercise, Trial Migration , Data Migration Strategy Discussion and Approach	M1	M3	5	Data Mapping Exercise, Trial Migration , Data Migration Strategy Discussion and Approach	M1	M4
				6	System Set-up (Test, Training, All server setup and Finacle version 10.2.25 installation)	M3	M4	6	System Set-up (Test, Training, All server setup and Finacle version 10.2.25 installation)	M4	M5
				7	DR server setup and enablement	M3	M4	7	DR server setup and enablement	M4	M5
				8	Migration Stage 1	M4	M5	8	Migration Stage 1 (Oracle DB migration from Single Byte to Multi Byte system)	M4	M5
				9	Migration Stage 2	M4	M6	9	Migration Stage 2 (Migration to intermediate Finacle 7 version like 7.0.25)	M4	M6
				10	Test Migration on the test server, minimum of 3(three) iterations will be conducted	M6	M7	10	Test Migration on the test server, minimum of 3(three) iterations will be conducted	M6	M7
				11	Customization / Development	M6	M8	11	Customization / Development	M6	M8
				12	ATM / NEFT / RTGS / IMPS / POS / AePS / DBT / Finacle Treasury and other interfaces – Interfacing / Payment Channel integration and ancillary services integration	M6	M8	12	ATM / NEFT / RTGS / IMPS / POS / AePS / DBT / Finacle Treasury and other interfaces – Interfacing / Payment Channel integration and ancillary services integration	M6	M8
								13	Migration Stage 3	M6	M9

Sr. No.	Document Reference	Page No	Clause No	Description in RFP				Amendment			
				13	Migration Stage 3	M6	M9		Migration of CBS core to Finacle 10.2.25 with Test Migration on the test server, minimum of 3(three) iterations will be conducted		
				11	Train the Trainer, Training module setup, End User Training	M6	M10				
				13	Go Live Readiness and Go-Live	M10	M10	11	Train the Trainer, Training module setup, End User Training	M6	M10
								13	Go Live Readiness and Go-Live	M10	M10
								14	Closure of issues found in migration Audit and Closure signoff by Bank	M10	M13
								Bidder is free to rearrange the above timeline without changing the date or schedule of go-live (13).			
21	Section 3 – Scope of Work	34	2.18 Project Time Line	3. It is bidder's responsibility to complete the migration process in time. The Go Live of the project must be completed on or before 15th October 2022 . To expedite the process, Bidder should engage adequate engineers to complete the migration process before scheduled time well in advance.				3. It is bidder's responsibility to complete the migration process in time. The Go Live of the project must be completed on or before 15th October 2022 or 10 months from the date of issue of Purchase Order, whichever is later . To expedite the process, Bidder should engage adequate engineers to complete the migration process before scheduled time well in advance.			
22	Section 3 – Scope of Work	37	2.21 Responsibilities of Successful bidder	2. Implementation 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				2. Implementation 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. Any addition to the infrastructure, license and its services, which are out of the scope of this RFP will be determined through the chargeable change management process. Any customization with the existing module and all types of integrations should be provided without any additional cost to the bank.			

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment																																																										
23	Section 3 – Scope of Work	43	2.31 Recovery Time Objective (RTO) & Recovery Point Objective (RPO)	<p>1. Recovery Time Objective (RTO): The architecture and setup provided should meet following RTO:</p> <table><tr><th>Point of failure</th><th>RTO</th><th>Objective</th></tr><tr><td>Failure of DB node in a cluster</td><td>1 second</td><td>Switch over to other node in the cluster</td></tr><tr><td>Failure of one DB cluster</td><td>10 second</td><td>Switch over to other cluster</td></tr><tr><td>Failure or performance degradation of one application server in production at DC</td><td>30 minutes</td><td>Switch over to alternate application server in production at DC</td></tr><tr><td>Failure or performance degradation of DC setup</td><td>2 Hours</td><td>Switch over to DRC as production with DR DB cluster.</td></tr><tr><td>Failure or performance degradation of one application server at DRC during DR as production</td><td>30 minutes</td><td>Switch over to alternate application server in production at DC</td></tr></table> <p>2. Recovery Point Objective (RPO): The architecture and setup provided should provide following RTO:</p> <table><tr><th>Point of failure</th><th>RPO</th></tr><tr><td>Failure of DB node in a cluster</td><td>With latest committed and not-committed data</td></tr><tr><td>Failure of one DB cluster</td><td>With last committed data</td></tr><tr><td>Failure or performance degradation of one application server in production at DC</td><td>With all data and application status as of day begin of the failure date.</td></tr><tr><td>Failure or performance</td><td>With all committed data</td></tr></table>	Point of failure	RTO	Objective	Failure of DB node in a cluster	1 second	Switch over to other node in the cluster	Failure of one DB cluster	10 second	Switch over to other cluster	Failure or performance degradation of one application server in production at DC	30 minutes	Switch over to alternate application server in production at DC	Failure or performance degradation of DC setup	2 Hours	Switch over to DRC as production with DR DB cluster.	Failure or performance degradation of one application server at DRC during DR as production	30 minutes	Switch over to alternate application server in production at DC	Point of failure	RPO	Failure of DB node in a cluster	With latest committed and not-committed data	Failure of one DB cluster	With last committed data	Failure or performance degradation of one application server in production at DC	With all data and application status as of day begin of the failure date.	Failure or performance	With all committed data	<p>***** The clause on RTO and RPO has been changed as under.</p> <p>The architecture and setup provided should meet following RTO and RPO. Non-compliance to the same will attract penalty under “clause 8.10 Penalty Clause - 2)Penalty for downtime for Post implementation”</p> <table><tr><th>Service</th><th>RPO</th><th>RTO</th></tr><tr><td>Core Banking System</td><td>10 min</td><td>120 min</td></tr><tr><td>Database</td><td>10 min</td><td>60 min</td></tr><tr><td>Aadhaar Data Vault</td><td>30 min</td><td>120 min</td></tr><tr><td>e-KYC</td><td>60 min</td><td>180 min</td></tr><tr><td>All types of Payment Interfaces</td><td>15 min</td><td>120 min</td></tr><tr><td>DBT services interfaces</td><td>30 min</td><td>180 min</td></tr><tr><td>SMS and missed call alert interface</td><td>30 min</td><td>180 min</td></tr><tr><td>GST and invoice management solution</td><td>15 min</td><td>120 min</td></tr><tr><td>Card Management System</td><td>60 min</td><td>240 min</td></tr></table>	Service	RPO	RTO	Core Banking System	10 min	120 min	Database	10 min	60 min	Aadhaar Data Vault	30 min	120 min	e-KYC	60 min	180 min	All types of Payment Interfaces	15 min	120 min	DBT services interfaces	30 min	180 min	SMS and missed call alert interface	30 min	180 min	GST and invoice management solution	15 min	120 min	Card Management System	60 min	240 min
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24	Section 3 – Scope of Work	50	3. VIRTUAL ENVIRONMENT FOR NON-CBS APPLICATIONS (PART B)	<p>Bank is intent to implement many non-cbs applications during the period of 6 years. For this bidder should provide following Virtual Machine (VM) infrastructure to Bank as per requirement.</p> <p>a. Bidder should provide following application VMs for application.</p> <table><tr><th>VM type</th><th>Used for</th><th>Virtual Core</th><th>Operating system</th><th>RAM</th><th>Number of VMs</th><th>Storage Space</th></tr><tr><td>Type A1</td><td>Application – Windows</td><td>8</td><td>Windows Server Enterprise Edition with SA</td><td>16 GB</td><td>14</td><td>512 GB</td></tr><tr><td>Type A2</td><td>Application – Windows</td><td>8</td><td>Windows Server Enterprise Edition with SA</td><td>32 GB</td><td>16</td><td>512 GB</td></tr></table> <p>*Note: Bidder can propose and quote for Windows Server Datacentre Edition with SA to meet the above requirement of VMs in place of Enterprise Edition OS.</p> <p>b. Bidder should provide following Database instances for non CBS application.</p> <table><tr><th>VM type</th><th>Used for</th><th>Instances</th><th>Database Size / instance</th></tr><tr><td>Type D1</td><td>Database – Oracle Enterprise Edition</td><td>24</td><td>50 GB</td></tr></table>		VM type	Used for	Virtual Core	Operating system	RAM	Number of VMs	Storage Space	Type A1	Application – Windows	8	Windows Server Enterprise Edition with SA	16 GB	14	512 GB	Type A2	Application – Windows	8	Windows Server Enterprise Edition with SA	32 GB	16	512 GB	VM type	Used for	Instances	Database Size / instance	Type D1	Database – Oracle Enterprise Edition	24	50 GB	<p>Bank is intent to implement many non-cbs applications during the period of 6 years. For this bidder should provide following Virtual Machine (VM) infrastructure to Bank as per requirement.</p> <p>a. Bidder should provide following application VMs for application / web but not for Database.</p> <table><tr><th>VM type</th><th>Used for</th><th>Physical Core / VM</th><th>Operating system / VM</th><th>RAM / VM</th><th>Storage Space / VM</th><th>Number of VMs</th></tr><tr><td>Type A1</td><td>Application – Windows</td><td>4</td><td>Windows Server Enterprise Edition with SA</td><td>8 GB</td><td>512 GB</td><td>14</td></tr><tr><td>Type A2</td><td>Application – Windows</td><td>4</td><td>Windows Server Enterprise Edition with SA</td><td>16 GB</td><td>512 GB</td><td>16</td></tr></table> <p>*Note: Bidder can opt to propose and quote for Windows Server Datacentre Edition with SA to meet the above requirement of VMs in place of Enterprise Edition OS as per the design proposed by the bidder.</p> <p>b. Bidder should provide following Database instances for non CBS application.</p>		VM type	Used for	Physical Core / VM	Operating system / VM	RAM / VM	Storage Space / VM	Number of VMs	Type A1	Application – Windows	4	Windows Server Enterprise Edition with SA	8 GB	512 GB	14	Type A2	Application – Windows	4	Windows Server Enterprise Edition with SA	16 GB	512 GB	16
VM type	Used for	Virtual Core	Operating system	RAM	Number of VMs	Storage Space																																																			
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Sr. No.	Document Reference	Page No	Clause No	Description in RFP				Amendment			
				Type D2	Database – Microsoft SQL Server Enterprise Edition	12	20 GB	VM type	Used for	Instances	Database Size / instance
								Type D1	Database – Oracle Enterprise Edition	24	50 GB
								Type D2	Database – Microsoft SQL Server Enterprise Edition	12	20 GB
				<p>c. The management of these infra will be under scope of the bidder.</p> <p>d. VM sizing should be done as per requirement of the Bank based on applications to be installed. This sizing requirement of VM will be provided by Bank. Bidder should engineer the VM accordingly.</p> <p>e. The administrative user access should be provided to Bank.</p> <p>f. The security controls of these VMs will be under scope of the bidder.</p> <p>g. Backup of the database and application will be under scope of the bidder.</p>				<p>c. Bidder can propose any kind of VM solution as best suited like KVM, VPAR, LPAR, Hyper visor, VM Ware, etc.</p> <p>d. The management of these infra will be under scope of the bidder.</p> <p>e. VM sizing should be done as per requirement of the Bank based on applications to be installed. This sizing requirement of VM will be provided by Bank. Bidder should engineer the VM accordingly.</p> <p>f. The administrative user access should be provided to Bank.</p> <p>g. The security controls of these VMs will be under scope of the bidder.</p> <p>h. Backup of the database and application will be under scope of the bidder.</p>			
25	Section 8 - Terms and Conditions	69	8.9 Service Level Agreement (SLA) Expectation	<p>1. Delivery of Hardware: All hardware shall be delivered and installed within 6 weeks from date of issue of Purchase Order and should be installed within 8 weeks from date of issue of Purchase Order.</p>				<p>1. Delivery of Hardware: All hardware shall be delivered and installed within 8 weeks from date of signing of contract and should be installed within 12 weeks from date of signing of contract.</p>			
26	Section 8 - Terms and Conditions	70	8.9 Service Level Agreement (SLA) Expectation	Category	Severity	Timeframe for Problem analysis & response	Timeframe for resolutions	Category	Severity	Timeframe for Problem analysis & response	Timeframe for resolutions
				Problem/ Issue/ Defect	Showstopper	Immediate	Immediate	Problem/ Issue/ Defect	Showstopper	10 min	2 Hrs
					High	1Hr	3 Hr		High	1Hr	3 Hr
					Medium	4 Hr	8 Hr		Medium	4 Hr	8 Hr
					Low	SBD*	NBD*				

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27	Section 3 – Scope of Work	22	2.10 Application Maintenance, Support Services (AMS)	AMS team consisting of minimum of following resources should be available on-site at designated sites and would assist Bank's team to resolve day-to-day production issues reported in Finacle 10.2.25 suite of products by debugging and analyzing the same.	AMS team consisting of minimum of following resources should be available on-site at designated sites and would assist Bank's team to resolve day-to-day production issues reported in Finacle 10.2.25 suite of products by debugging and analyzing the same.																																																																																																																																				
				<table><thead><tr><th>Minimum Resource</th><th>Shifts</th><th>On-site Location</th><th>Units</th><th>Type</th><th>Minimum Qualification</th></tr></thead><tbody><tr><td>Database Administrator</td><td>M, E, N</td><td>DC, Chennai</td><td>1</td><td>Dedicated</td><td>APPENDIX - 6</td></tr><tr><td>Database Administrator</td><td>OD</td><td>DR, Hyderabad</td><td>1</td><td>On-Demand</td><td>APPENDIX - 6</td></tr><tr><td>Infrastructure Support and OS Admin</td><td>M, E, N</td><td>DC, Chennai</td><td>1</td><td>Dedicated</td><td>APPENDIX - 9</td></tr><tr><td>Infrastructure Support and OS Admin</td><td>N, OD</td><td>DR, Hyderabad</td><td>1</td><td>On-Demand for off hours and dedicated for regular activities.</td><td>APPENDIX - 9</td></tr><tr><td>L2 Support Engineers</td><td>M, E, N</td><td>Head Office, Bhubaneswar</td><td>5</td><td>Dedicated</td><td>APPENDIX - 7</td></tr><tr><td>L2 Engineers (Customization) Developer for all customization</td><td>D</td><td>Head Office, Bhubaneswar</td><td>3</td><td>Dedicated</td><td>APPENDIX - 8</td></tr><tr><td>Project Director</td><td>D</td><td>Head Office, Bhubaneswar</td><td>1</td><td>Dedicated</td><td>APPENDIX - 10</td></tr><tr><td>Middleware Engineer</td><td>D</td><td>Head Office, Bhubaneswar</td><td>1</td><td>Dedicated</td><td>APPENDIX - 11</td></tr></tbody></table>	Minimum Resource	Shifts	On-site Location	Units	Type	Minimum Qualification	Database Administrator	M, E, N	DC, Chennai	1	Dedicated	APPENDIX - 6	Database Administrator	OD	DR, Hyderabad	1	On-Demand	APPENDIX - 6	Infrastructure Support and OS Admin	M, E, N	DC, Chennai	1	Dedicated	APPENDIX - 9	Infrastructure Support and OS Admin	N, OD	DR, Hyderabad	1	On-Demand for off hours and dedicated for regular activities.	APPENDIX - 9	L2 Support Engineers	M, E, N	Head Office, Bhubaneswar	5	Dedicated	APPENDIX - 7	L2 Engineers (Customization) Developer for all customization	D	Head Office, Bhubaneswar	3	Dedicated	APPENDIX - 8	Project Director	D	Head Office, Bhubaneswar	1	Dedicated	APPENDIX - 10	Middleware Engineer	D	Head Office, Bhubaneswar	1	Dedicated	APPENDIX - 11	<table><thead><tr><th>Resource</th><th>Shifts</th><th>On-site Location</th><th>Units</th><th>Type</th><th>Minimum Qualification</th></tr></thead><tbody><tr><td>Database Administrator L2</td><td>D</td><td>DC, Chennai</td><td>1</td><td>Dedicated</td><td>APPENDIX 6</td></tr><tr><td>Database Administrator L1</td><td>N</td><td>DC, Chennai</td><td>1</td><td>Dedicated</td><td>APPENDIX 15</td></tr><tr><td>Database Administrator L1</td><td>E</td><td>DR, Hyderabad</td><td>1</td><td>Dedicated</td><td>APPENDIX 15</td></tr><tr><td>Infrastructure Support and OS Admin</td><td>D, N</td><td>DC, Chennai</td><td>1</td><td>Dedicated</td><td>APPENDIX 9</td></tr><tr><td>Infrastructure Support and OS Admin</td><td>N</td><td>DR, Hyderabad</td><td>1</td><td>Dedicated</td><td>APPENDIX 9</td></tr><tr><td>L2 Support Engineers</td><td>M, D, E, N</td><td>Head Office, Bhubaneswar</td><td>6</td><td>Dedicated</td><td>APPENDIX 7</td></tr><tr><td>L2 Engineers (Customization) Developer for all customization</td><td>D</td><td>Head Office, Bhubaneswar</td><td>2</td><td>Dedicated</td><td>APPENDIX 8</td></tr><tr><td>Project Director</td><td>D</td><td>Head Office, Bhubaneswar</td><td>1</td><td>Dedicated</td><td>APPENDIX 10</td></tr><tr><td>Middleware Engineer</td><td>D</td><td>Head Office, Bhubaneswar</td><td>1</td><td>Dedicated</td><td>APPENDIX 11</td></tr><tr><td>Storage and backup L2</td><td>D, N</td><td>DC, Chennai</td><td>1</td><td>Dedicated</td><td>APPENDIX 16</td></tr><tr><td>Storage and backup L1</td><td>OD</td><td>DR, Hyderabad</td><td>1</td><td>On-Demand</td><td>APPENDIX 16</td></tr><tr><td>Application Load Balancer L2</td><td>D</td><td>DC, Chennai</td><td>1</td><td>Dedicated</td><td>APPENDIX 17</td></tr></tbody></table>	Resource	Shifts	On-site Location	Units	Type	Minimum Qualification	Database Administrator L2	D	DC, Chennai	1	Dedicated	APPENDIX 6	Database Administrator L1	N	DC, Chennai	1	Dedicated	APPENDIX 15	Database Administrator L1	E	DR, Hyderabad	1	Dedicated	APPENDIX 15	Infrastructure Support and OS Admin	D, N	DC, Chennai	1	Dedicated	APPENDIX 9	Infrastructure Support and OS Admin	N	DR, Hyderabad	1	Dedicated	APPENDIX 9	L2 Support Engineers	M, D, E, N	Head Office, Bhubaneswar	6	Dedicated	APPENDIX 7	L2 Engineers (Customization) Developer for all customization	D	Head Office, Bhubaneswar	2	Dedicated	APPENDIX 8	Project Director	D	Head Office, Bhubaneswar	1	Dedicated	APPENDIX 10	Middleware Engineer	D	Head Office, Bhubaneswar	1	Dedicated	APPENDIX 11	Storage and backup L2	D, N	DC, Chennai	1	Dedicated	APPENDIX 16	Storage and backup L1	OD	DR, Hyderabad	1	On-Demand	APPENDIX 16	Application Load Balancer L2	D	DC, Chennai	1	Dedicated	APPENDIX 17
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L2 Support Engineers	M, D, E, N	Head Office, Bhubaneswar	6	Dedicated	APPENDIX 7																																																																																																																																				
L2 Engineers (Customization) Developer for all customization	D	Head Office, Bhubaneswar	2	Dedicated	APPENDIX 8																																																																																																																																				
Project Director	D	Head Office, Bhubaneswar	1	Dedicated	APPENDIX 10																																																																																																																																				
Middleware Engineer	D	Head Office, Bhubaneswar	1	Dedicated	APPENDIX 11																																																																																																																																				
Storage and backup L2	D, N	DC, Chennai	1	Dedicated	APPENDIX 16																																																																																																																																				
Storage and backup L1	OD	DR, Hyderabad	1	On-Demand	APPENDIX 16																																																																																																																																				
Application Load Balancer L2	D	DC, Chennai	1	Dedicated	APPENDIX 17																																																																																																																																				
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2. All engineers must be in the payroll of awarded bidder.																																																																																																																																									

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment																																															
					Application Load Balancer L2	OD	DR, Hyderabad	1	On-Demand	APPENDIX 17																																										
<p>.....</p> <p>2. The Project director should be in Bidder's direct payroll. For the other categories minimum 60% of the resources has to be in bidder's direct payroll and remaining 40% resources can be on third party.</p> <p>However it is bidder's responsibility for end to end management including SLA. Also note that this capping of 60% is also applicable for individual capability asked in RFP (Applications L2, Database Admin L2 and System Admin).</p> <p>Resources type where only 1 unit irrespective of location has been asked should be under scope of bidder only. On Demand resource can either be on bidder's payroll or on third party.</p>																																																				
28	Section 3 – Scope of Work	17	2.3 Functional and Technical Training	<p>Bidder shall provide necessary Training to the Bank.</p> <table><tr><th>S. No.</th><th>Training Type</th><th>Trainer</th><th>No. of days / Weeks per batch</th><th>No. of Batches</th><th>No. of Trainees per Batch. (*)</th></tr><tr><td>1</td><td>Core Team Training – Functional & Technical</td><td>Selected Bidder</td><td>1 Week</td><td>1</td><td>20</td></tr><tr><td>2</td><td>Administration training</td><td>Selected Bidder</td><td>1 Week</td><td>1</td><td>5</td></tr></table>	S. No.	Training Type	Trainer	No. of days / Weeks per batch	No. of Batches	No. of Trainees per Batch. (*)	1	Core Team Training – Functional & Technical	Selected Bidder	1 Week	1	20	2	Administration training	Selected Bidder	1 Week	1	5	<p>Bidder shall provide necessary Training to the Bank.</p> <table><tr><th>S. No.</th><th>Training Type</th><th>Trainer</th><th>No. of days / Weeks per batch</th><th>No. of Batches</th><th>No. of Trainees per Batch. (*)</th></tr><tr><td>1</td><td>Core Team Training – Functional & Technical</td><td>Selected Bidder</td><td>2 Week</td><td>1</td><td>20</td></tr><tr><td>2</td><td>Administration training</td><td>Selected Bidder</td><td>1 Week</td><td>1</td><td>5</td></tr><tr><td>3</td><td>End user training</td><td>Selected Bidder</td><td>3 days</td><td>3</td><td>30</td></tr></table>						S. No.	Training Type	Trainer	No. of days / Weeks per batch	No. of Batches	No. of Trainees per Batch. (*)	1	Core Team Training – Functional & Technical	Selected Bidder	2 Week	1	20	2	Administration training	Selected Bidder	1 Week	1	5	3	End user training	Selected Bidder	3 days	3	30
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				<table border="1"> <tr> <td>3</td><td>End user training</td><td>Selected Bidder</td><td>3 days</td><td>3</td><td>30</td></tr> </table> <p>(*) Each batch should be able to accommodate additional 10% of resources over and above the limit prescribed</p> <ul style="list-style-type: none"> All training under Sl. No. 1 & 2, should be conducted in the training center of Infosys, Bhubaneswar. "End user training" (Sl. No. 3) should be conducted through Video Conference to branches and physically at Learning Centre, Head Office of Odisha Gramya Bank. Trainer to be present physically at Head Office during the training period. Functional & Technical training to the core team should be conducted before initiation of the migration process for one batches with a maximum of 20 resources (in total). The training should include the concept required to conduct migration of CBS to Finacle 10.2.25 and the features of modules available. Administration training should be provided to the system administrators and CBS helpdesk team identified by Bank. The training should be provided after migration of the CBS and should include all details required to administrate Finacle 10.2.25 setup in Bank. A printed guide should be 	3	End user training	Selected Bidder	3 days	3	30	<p>(*) Each batch should be able to accommodate additional 10% of resources over and above the limit prescribed</p> <ul style="list-style-type: none"> All training under scope of this RFP should be conducted by selected bidder and can be done either at bidder's training center or at Head Office of Odisha Gramya Bank. "End user training" (Sl. No. 3) should be conducted through Video Conference to branches and physically at Learning Centre, Head Office of Odisha Gramya Bank. Trainer to be present physically at Head Office during the training period. Functional & Technical training to the core team should be conducted before initiation of the migration process for one batches with a maximum of 20 resources (in total). The training should include the concept required to conduct migration of CBS to Finacle 10.2.25 and the features of modules available. Administration training should be provided to the system administrators and CBS helpdesk team identified by Bank. The training should be provided after migration of the CBS and should include all details required to administrate Finacle 10.2.25 setup in Bank. A printed guide should be provided to the trainee with detailed steps on administration of CBS.
3	End user training	Selected Bidder	3 days	3	30						

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				<p>provided to the trainee with detailed steps on administration of CBS.</p> <ul style="list-style-type: none"> End user training should be arranged and provided by trainer of Selected Bidder before go-live of the project. This should include <ul style="list-style-type: none"> Printed guide or booklet with screenshot of all the services and modules available for branch and office use. Hands on live session on menus available for branch use and familiarization of new environment. 	<ul style="list-style-type: none"> End user training should be arranged and provided by trainer of Selected Bidder before go-live of the project. This should include <ul style="list-style-type: none"> Printed guide or booklet with screenshot of all the services and modules available for branch and office use. <p>Hands on live session on menus available for branch use and familiarization of new environment.</p>
29	Section 3 – Scope of Work	49	2.43 GST Solution	<p>Bidder should provide an on premise “GST Solution” for both account payable & receivables and the same should be integrated with CBS. The solution and integration should be done as per guideline and best practices available across industries. Bidder should factor the required hardware, software, licenses and maintenance as part of this RFP.</p> <p>The GST solution provided should be a third-party on-prem solution and widely accepted across India but not necessarily in Banks only. The GST solution proposed should be deployed in both DC and DRC.</p> <p>The GST solution should provide following minimum features but not limited to:</p> <ol style="list-style-type: none"> Auto GST transaction in CBS All types of return reports GST rate master Auto invoicing and report to invoicing solution Tax compliance includes GST Return Files 	<p>Bidder should provide an on premise “GST Solution” for both account payable & receivables and the same should be integrated with CBS. The solution and integration should be done as per guideline and best practices available across industries. Bidder should factor the required hardware, software, licenses and maintenance as part of this RFP.</p> <p>The GST solution provided should be a third-party on-prem solution and widely accepted across India but not necessarily in Banks only. The GST solution proposed should be deployed in both DC and DRC with auto sync of data and logic.</p> <p>Bidder's minimum scope of work for GST solution has been defined in APPENDIX – 18 but not limited to.</p> <p>Bidder should provide following services to the Bank without any additional cost:</p>

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				6. Gst Invoice & Billing 7. Tax Clubbing 8. Auto Tax Collections 9. Advance Security 10. Seamless filing Process 11. Easy Accounting 12. Internal Audit 13. Reconciliation with Online GST Portal Bidder should provide following services to the Bank without any additional cost: 1. All out of the box services as on date of release of latest version. 2. All changes within the scope of the product proposed and required by Bank till go-live. 3. All changes which do not require major changes in terms of addition of a new module after go-live. 4. All report requirements during the contract period. 5. Any changes as part of regulatory requirement or changes in the GST Law. 6. Any improvement or changes or patches available from software supplier. 7. All type of integration with CBS during the contract period. 8. All types of performance improvements. Bank will carry out a third-party audit of the solution provided and bidder should do necessary changes in the system as per outcome of the audit during the contract period.	1. All out of the box services as on date of release of latest version. 2. All changes within the scope of the product proposed and required by Bank till go-live. 3. All changes which do not require major changes in terms of addition of a new module after go-live. 4. All report requirements during the contract period. 5. Any changes as part of regulatory requirement or changes in the GST Law. 6. Any improvement or changes or patches available from software supplier. 7. All type of integration with CBS during the contract period. 8. All types of performance improvements. Bank will carry out a third-party audit of the solution provided and bidder should do necessary changes in the system as per outcome of the audit during the contract period. The bidder can either be a GSP (GST Suvidha Provider) or can engage third party provider under obligation of bidder for seamless filing of returns, auto download GSTR2A and GSTN validation. The recurring cost of GSP should be quoted by bidder in commercial format and the charges for GSP will be released as defined for recurring payment to the bidder.

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
30	Section 3 – Scope of Work	52	6. Enterprise Management Solutions (Third Party Applications)	<p>Bidder should implement following third party solutions. Bidder should factor the hardware or VM sizing, DB licenses, software licenses and maintenance for contract period. All customization to these application as per requirement of Bank should be addressed by bidder without any additional cost during the contract period.</p> <p>The EMS tools proposed or combination of tools proposed as EMS should comply with minimum specification mentioned in “APPENDIX 4”. Bidder to share the release note of proposed EMS software compiling to specification mentioned.</p> <ol style="list-style-type: none"> 1) Third party Helpdesk ticketing solution <ol style="list-style-type: none"> a. with at least 20 technician or helpdesk user license b. with at least 600 end user license (30 concurrent) c. with at least 100 device monitoring license (if require). 2) Proactive device health, Infrastructure and storage management solution <ol style="list-style-type: none"> a. with at least 20 technician or helpdesk user license b. with at least 100 device monitoring license (if require). 3) Fault and Change request management solution <ol style="list-style-type: none"> a. with at least 40 technician or helpdesk user license b. with at least 100 device monitoring license (if require). 4) Configuration Management (minimum 40 user licenses) 	<p>Bidder should implement following third party solutions. Bidder should factor the hardware or VM sizing, DB licenses, software licenses and maintenance for contract period. All customization to these application as per requirement of Bank should be addressed by bidder without any additional cost during the contract period.</p> <p>The EMS tools proposed or combination of tools proposed as EMS should comply with minimum specification mentioned in “APPENDIX 4”. Bidder to share the release note of proposed EMS software compiling to specification mentioned.</p> <p>Bidder needs to provide all OS, software, license and hardware for EMS solution. EMS tool covering features like call & IT service desk/helpdesk management, change management, patch management (DC, DR infrastructure) along with Server, database monitoring, and overall reporting to bank irrespective of any location. Bidder should supply, install and maintain EMS tool related hardware & software at DC and DR both locations. However, EMS tools database should be in sync with DR and should work during DR-Dill or in case of any exigency. The tool servers and solution should be standalone and without HA.</p> <p>Call/Helpdesk with Change management feature – 20 nos. of concurrent users.</p> <p>Additionally, bidder should implement call/helpdesk management solution such as way that branch/corporate office users should be able to access call management/helpdesk portal/URL for call ticketing/call lodge at any point of time and that should</p>

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				5) VM management and security solution (for unlimited VMs)	<p>be attended by L1 & L2 support team for resolution accordingly.</p> <p>DC, DR infrastructure monitoring and Patch management for 125 devices.</p> <p>Middleware monitoring (JOBSS): 20 (DC & DR).</p> <p>Database monitoring 30 nos. of various application DB instances.</p> <p>Bidder needs to factor EMS hardware in such a way that any point time same hardware is able to handle the load from day one implementation and system resources should not go beyond 70% at any point of time during contract period. If any point of time during contract period system resources utilization goes beyond 70%, bidder needs to upgrade EMS hardware within 1 month without any additional cost to Bank.</p>
31	APPENDIX 4	122	ENTERPRISE MANAGEMENT SOLUTION (EMS) TOOL (2)	Proposed solution should have Out-of-the-Box connectors/ probes to integrate with multiple EMS solutions, including industry standard solutions from Micro Focus, IBM, CA, Microsoft, etc, and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator.	<p>Proposed solution should have Out-of-the-Box connectors/ probes to integrate with multiple EMS solutions, including industry standard solutions from Micro Focus, IBM, CA, Microsoft, or any other widely accepted enterprise or open source application, and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator.</p> <p>Bidder can propose any widely accepted enterprise or open source application compiling to specification mentioned.</p>
32	APPENDIX 4	123	ENTERPRISE MANAGEMENT	The proposed Alarm Correlation and Root Cause Analysis system shall integrate network, server and	The proposed Alarm Correlation and Root Cause Analysis system shall integrate network, server,

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			SOLUTION (EMS) TOOL (20)	database performance information and alarms in a single console and provide a unified reporting interface for network components. The current performance state of the entire	middleware, application and database performance information and alarms in a single console and provide a unified reporting interface for network components. The current performance state of the entire system
33	APPENDIX 4	125	ENTERPRISE MANAGEMENT SOLUTION (EMS) TOOL (60)	OGC Gold level or Pink Elephant certifications for ITILv3 process.	Certified for ITILv3 process.
34	Section 5 – Instruction to Bidders	60, 61	5.7 Earnest Money Deposit (EMD) and Exemptions	<p>The Bidder is required to deposit ₹50,00,000/- (Rupees Fifty Lakhs only) in the form of Bank Guarantee issued by a scheduled commercial bank valid for 6 months, with a claim period of 3 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure B.</p> <p>No interest will be paid on the EMD.</p> <p>The scanned copy of the Bank Guarantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at "Information Technology Department, 2nd Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" before last date of submission of bid along with other documents.</p> <p><i>Exemption of EMD will be allowed to bidder registered under MSME / NSIC / Udayog Aadhaar as Micro & Small Enterprises of service industry under category relevant to this RFP and on submission of photo copy of registration certification from relevant authority of Govt. of India. Bidder should upload scanned copy of required valid certificate in Bank's e-Procurement portal and need not send any hardcopy</i></p>	<p>The Bidder can either deposit ₹50,00,000/- (Rupees Fifty Lakhs only) in the form of Bank Guarantee issued by a scheduled commercial bank valid for 6 months, with a claim period of 3 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure B or can upload scanned copy and submit the original bid security declaration on bidder's letter head, in place of EMD as per ANNEXURE B1 - BID SECURITY DECLARATION (IN PLACE OF EMD)</p> <p>No interest will be paid on the EMD.</p> <p>The scanned copy of the Bank Guarantee or Bid security declaration as applicable, to be uploaded in e-Procurement portal and the hard copy of the BG must reach at "Information Technology Department, 2nd Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" before last date of submission of bid along with other documents.</p> <p><i>Exemption of EMD will be allowed to bidder registered under MSME / NSIC / Udayog Aadhaar as Micro & Small Enterprises of service industry under category relevant to this RFP and on submission of photo copy of</i></p>

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					registration certification from relevant authority of Govt. of India. Bidder should upload scanned copy of required valid certificate in Bank's e-Procurement portal and need not send any hardcopy
35	Checklist	8	Checklist	2. Earnest Money Deposit (EMD) in form of Bank Guarantee (BG) amounting to ₹50,00,000/-(Rupee Fifty Lakhs only) . The scanned copy of Bank Guarantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at Head Office of OGB before last date of submission of bid	Earnest Money Deposit (EMD) in form of Bank Guarantee (BG) amounting to ₹50,00,000/-(Rupee Fifty Lakhs only) or original bid security declaration on bidder's letter head, in place of EMD as per ANNEXURE B1 - BID SECURITY DECLARATION (IN PLACE OF EMD) should be submitted to Bank . The scanned copy of Bank Guarantee or bid security declaration to be uploaded in e-Procurement portal and the hard copy of the BG must reach at Head Office of OGB before last date of submission of bid.
36	Section 3 – Scope of Work	50	4. Hardware Sizing	Additional clause	Bidder can propose for either blade servers or rack servers. However, the server proposed should have 1. Redundant and hot swappable power supply with dual in mount SMPS. 2. Redundant network cards, HBAs and the cards should be minimum of 10Gig. Bidder should provide TOR switch for connectivity of all servers in the Rack. The TOR switch should connect to Bank's core switch / Firewall using Gig bit Ethernet port in network rack of Bank.
37	Section 3 – Scope of Work	50	4. Hardware Sizing 6 (1)	6. All proposed hardware must comply with following points.	The OEM of respective Hardware solution should be published in leader's quadrant of Gartner's report 2020/2021 or should be in use for CBS in any Public Sector Bank. For hardware solution(s) not published by Gartner, the bidder can share the PO or acceptance

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				1) The OEM of all Hardware must be listed in leader's quadrant of Gartner's report 2020/2021	document issued by a Public Sector Bank for the proposed hardware solution.
38	APPENDIX 1 – STORAGE SPECIFICATION	117	13 CAPACITY & PERFORMANCE REQUIREMENT	<p>The proposed array should be configured with usable capacity of 60 TB using NVMe SSDs in RAID5/RAID6 or equivalent and should be able to deliver atleast XXX IOPS (8K block size, 70% Read/30% Write) with sub-millisecond latency for both read & write IOs. Mentioned performance numbers should be achieved with data reduction techniques like Compression and deduplication turned ON. OEM should submit the document stating the above mentioned performance metrics capability of the proposed system.</p> <p>However Bidder to resize the specification to meet the required performance of this project.</p>	<p>The proposed array should be configured with usable capacity of 60 TB using NVMe SSDs in RAID5/RAID6 or equivalent and should be able to deliver at least 1,50,000 IOPS (8K block size, 70% Read/30% Write) with sub-millisecond latency for both read & write IOs. Mentioned performance numbers should be achieved with data reduction techniques like Compression and deduplication turned ON. OEM should submit the document stating the above mentioned performance metrics capability of the proposed system.</p> <p>However Bidder to resize the specification to meet the required performance of this project.</p>
39	Section 3 – Scope of Work	21, 22	2.8 Architecture	<p>Hardware:</p> <p>Bidder to supply Hardware with required sizing to achieve the required TPS and performance.</p> <p>Edgeverve should examine and certify the sizing proposed and the reference should be submitted along with the Technical Bid.</p>	<p>Hardware:</p> <p>Bidder to supply Hardware with required sizing to achieve the required TPS and performance.</p> <p>Bidder (herein "SI") to propose the best fit platform recommended or certified by respective application OEM or IP rights holder.</p>
40	Section 3 – Scope of Work	47	2.40 Internet Banking (View only) facility	c. Security appliance or solution to be provided as separate physical application or box	<p>Security related to network will be under scope of Bank. Bidder need not provide any network devices like firewalls for intrusion prevention.</p> <p>Bidder to study, propose and implement security measures for internet banking solution to secure the same from all probable attaches and to comply the</p>

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					security guidelines / regulations defined by RBI, CERT-IN, NABARD or any other regulators for security standards. Bidder is not required to supply separate Firewall for the same
41	Section 3 – Scope of Work	21	2.6 Customization Retrofits and Interface Porting 2.Existing Interfaces of Finacle Core	n) Any gaps identified during product demonstration, functional requirements specifications study, system testing, user acceptance testing, business process re-engineering and pilot migration should be included by the bidder as migration efforts. Bank will not pay the bidder any additional charges for all such customizations. Bidder shall take up all such amendments as required by the Bank on a priority basis and shall inform the Bank the timelines for completions. o) During the period of contract or Term, bidder should provide all type of integration of CBS with third-party software or services (both transactional and non-transactional) without any additional cost and as non-commercial change request.	n) Any gaps identified during product demonstration, functional requirements specifications study, system testing, user acceptance testing, business process re-engineering and pilot migration should be included by the bidder as migration efforts. Bank will not pay the bidder any additional charges for all such customizations. Bidder shall take up all such amendments as required by the Bank on a priority basis and shall inform the Bank the timelines for completions. o) During the period of contract or Term, bidder should provide all type of integration of CBS with third-party software or services (both transactional and non-transactional) without any additional cost and as non-commercial change request except for following scenarios, where bidder will have to provide all these integration as per contracted “per man-day” charges. The number of man-days will be decided mutually between Bank and Project Director of SI based on requirements. 1. Any customization that will be needed in all the solutions(other than CBS) provided and managed by bidder 2. If there is significant jump in customizations and current team doesn't have bandwidth to support 3. Any new solutions that is not currently scope in RFP or not within any of the modules or services already

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					deployed and is to be deployed by Bank needs integration with CBS.
42	APPENDIX 3 – BACKUP SOFTWARE	119	Minimum Technical requirement for Backup Software	150 TB front end capacity licenses and same license can be used in DC, DR and NDR. Capacity can be changed	60 TB front end capacity licenses or socket based license and same license can be used in DC, DR and NDR. The solution should have feasibility to upgrade upto 100 TB capacity.
43	Section 3 – Scope of Work	27	2.14 Finacle 10.2.25 Upgrade / Migration responsibility	<p>Responsibility (Bidder):</p> <p>Bidder to build the test cases including negative test cases and drives the UAT / SIT closure with the bank. Prepare issue tracker covering test cases, issues raised during testing, issues resolved / pending to EdgeVerve. All the issues including product related patches identified during the project to be closed by the bidder before GO LIVE.</p> <p>Responsibility (Bank):</p> <p>Post EdgeVerve recommendations final sign off will be done between the bidder / vendor and the bank. Planning the testing phase, review test reports. Provide sign off for UAT and SIT.</p>	<p>Responsibility (Bidder):</p> <p>Bidder to build the test cases including negative test cases and drives the UAT / SIT in discussion with the bank. Prepare issue tracker covering test cases, issues raised during testing, issues resolved / pending to EdgeVerve. All the issues including product related patches identified during the project to be closed by the bidder before GO LIVE.</p> <p>Responsibility (Bank):</p> <p>Validation of test cases, Planning the testing phase, review test reports. Provide sign off for UAT and SIT.</p>
44	Section 3 – Scope of Work	33	2.16 Other important points to be noted by the bidder:	16. To install, customize and implement the new modules in the system as per the requirement of the Bank in a month's time	16. To install, customize and implement the new modules in the system as per the requirement of the Bank within mutually agreed timeline.
45	Section 8 - Terms and Conditions		8.41 Intellectual Properties (IP) rights	<p>New Clause:</p> <p>Intellectual Properties (IP) rights</p>	All Intellectual Properties Rights of source code of customization or development by the billable resources deployed for Bank during the contract period will lie with Odisha Gramya Bank except for the source code for which the IP right is held by any other entity before

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					Odisha Gramya Bank. For source codes under IP rights of Odisha Gramya bank should be shared with Bank.
46	Section 4 – Eligibility Criteria	58	4.1 Eligibility Criteria	The bidder can make cannot sub-contract the job to any other company or firm and the implementation for the Bank must be done by the employees of the bidder.	The bidder cannot sub-contract the migration activity to any other company or firm and the implementation for the Bank must be done by the employees of the bidder, however support services can be sub-contracted as per clause defined in Amendment_1, 27.
47	Section 3 – Scope of Work		12. Tape library	New Clause: Tape library	Bidder should provide tape library at DC and DR without redundancy with minimum specification as mentioned in APPENDIX 19 – TAPE LIBRARY.
48	Section 3 – Scope of Work	53	7. Database 1.Oracle Enterprise Edition:	c. Bidder should also supply and install following additional licenses: 1) Diagnostic Tunic licenses 2) Partitioning 3) Audit Vault and database firewall	This clause stands cancelled.
49	Section 3 – Scope of Work	48, 49	2.42 AADHAAR VAULT	Bidder should provide an on premise “Aadhaar Vault solution” and the same should be integrated with CBS. The solution and integration should be done as per guideline and security measure prescribed by UIDAI. Bidder should factor the required hardware, software, licenses and maintenance as part of this RFP. Bidder should provide following services to the Bank without any additional cost: 1. All out of the box services as on date of release of latest version. 2. All changes within the scope of the product proposed and required by Bank till go-live.	Bidder should provide an on premise “Aadhaar Vault solution” and the same should be integrated with CBS. The solution and integration should be done as per guideline and security measure prescribed by UIDAI. Bidder should factor the required hardware, software, licenses and maintenance as part of this RFP. Bidder should provide following services to the Bank without any additional cost: 1. All out of the box services as on date of release of latest version. 2. All changes within the scope of the product proposed and required by Bank till go-live. 3. All changes which do not require major changes in terms of addition of a new module after go-live.

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				<p>3. All changes which do not require major changes in terms of addition of a new module after go-live.</p> <p>4. All report requirements during the contract period.</p> <p>5. Any changes as part of regulatory requirement.</p> <p>6. Any improvement or changes or patches available from software supplier.</p> <p>7. All type of integration with CBS during the contract period.</p> <p>8. All types of performance improvements.</p> <p>Bank will carry out a third-party audit of the solution provided and bidder should do necessary changes in the system as per outcome of the audit during the contract period.</p>	<p>4. All report requirements during the contract period.</p> <p>5. Any changes as part of regulatory requirement.</p> <p>6. Any improvement or changes or patches available from software supplier.</p> <p>7. All type of integration with CBS during the contract period.</p> <p>8. All types of performance improvements.</p> <p>The Proposed solution should have following capabilities:</p> <p>a. The underlying Database need not be in HA but in sync with DB of Aadhaar vault of DRC.</p> <p>b. The data should be encrypted at rest and in transit and should be protected from highly privileged users.</p> <p>c. All audit data should be encrypted and stored securely for alerts and compliance reporting and there should be a firewall at the database layer for preventing unauthorized SQL traffic such as SQL injection etc.</p> <p>d. There should be a robust Identity and Access Management Solution based on Least Privilege, Federation, Multifactor Authentication, Segregation of Duties principles etc.</p> <p>Bank will carry out a third-party audit of the solution provided and bidder should do necessary changes in the system as per outcome of the audit during the contract period.</p>
50	Section 4 – Eligibility Criteria	57	4.1 Eligibility Criteria (4)	Bidder should have successfully completed within last 10 years at least in two Banks end-to-end implementation of Finacle CBS (or) migration from legacy systems to Finacle CBS (10.2.25) (or) version upgrade /migration of Finacle CBS from version (7.x	Bidder should have successfully completed within last 10 years at least in two Banks end-to-end implementation of Finacle CBS (or) migration from legacy systems to Finacle CBS (or) version upgrade /migration of Finacle CBS from version (7.x to 10.x) in

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				to 10.2.25) (hereafter referred as "version migration") in banks in India with a minimum of 300 branches. At least one should have been an end to end implementation of Finacle CBS. Experience of ongoing migration in any Bank in India can also be presented. However, in such Bank the at least 50% of migration process should have been completed and same should have been certified by the Bank in their letter head.	banks in India with a minimum of 300 branches. At least one should have been an end to end implementation of Finacle CBS.
51	Section 4 – Eligibility Criteria	57	4.1 Eligibility Criteria (5)	Bidder should have successfully completed at least one implementation / migration of Oracle enterprise database with architecture of zero lag sync between DC instances and between DC and DR instances.	Bidder should have successfully completed at least one implementation / migration of Oracle enterprise database with architecture of near zero lag sync to achieve zero RPO between DC and DR instances.
52	Section 4 – Eligibility Criteria	57	4.1 Eligibility Criteria (6)	Bidder should have at least 10 trained resources with experience in implementation of Finacle CBS and integration of Finacle with peripheral systems like Net banking, Payment Systems, Cheque Truncation System, Treasury System etc. Supporting Document : The necessary profiles needs to be provided as per annexure (Team Profile). The Bank has a right to interview and reject resources deployed by the Bidder	Bidder should have at least 10 trained resources with experience in implementation of Finacle CBS and integration of Finacle with peripheral systems like Net banking, Payment Systems, Cheque Truncation System, Treasury System etc. Supporting Document : Bidder should submit self-declaration on Bidder's letter head with name of engineer's and contact numbers for verification. The Bank has a right to interview and reject resources deployed by the Bidder.
53	Annexure I – Technical Bid Evaluation Criteria	94	Credentials (2)	Should have done upgrade /migrate or under process of migration of Finacle CBS from one version to a higher version (Finacle 7.x to 10.2.25 etc.) within last 10 years. Proof of such work should be submitted along with the response.	Should have done upgrade /migrate or under process of migration of Finacle CBS from one version to a higher version (Finacle 7.x to Finacle 10.x) within last 10 years. Proof of such work should be submitted along with the response.

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
54	Annexure I – Technical Bid Evaluation Criteria	94	Credentials (3)	Should have implemented or under process of implementation of Oracle Node Cluster using Active Data Guard in large organizations in BFSI sector having database size of more than 1TB.	Bidder should have successfully completed at least one implementation / migration of Oracle enterprise database clustering with architecture of near zero lag sync to achieve zero RPO between DC and DR instances.
55	Annexure I – Technical Bid Evaluation Criteria	94	Credentials (4)	Bidder's Experience in Implementation of new modules / Add-on Applications as defined in Scope of Work.	Bidder's Experience in Implementation of new modules / Add-on Applications as defined in Scope of Work. Bidder should submit self-declaration on bidder's letter head with list of modules and application name.
56	Annexure O Commercial Bid	109		Commercial bid format	Bidder should refer to the amended commercial bid format excel sheet. Commercial Bid Format-Amended-1.xlsx
57	APPENDIX 1 – STORAGE SPECIFICATION	118	New clause	APPENDIX 1 – STORAGE SPECIFICATION (27) New Clause	27 OTHER SPECIFICATION 1. The array should be supplied with minimum 12 X 32 G FC ports and 4 X 10G Ethernet Ports across controllers from day one. Should to support file protocols (NFS, CIFS). 2. The array should be configured with NFS Tier of around minimum of 10 TB 3. The proposed array should support a NFS File share with a minimum support of 5,000 subfolders per share
58	APPENDIX 10 – PROJECT DIRECTOR	135	1. Minimum Qualification:	b. Should have either PMI / PMP Certification or MBA	b. Should have either PMI / PMP Certification or MBA or any other certifications related to project management / project methodology.
59	APPENDIX 3 – BACKUP SOFTWARE	119	Minimum Technical	4. The licensing for the Backup software must be in Usable Capacity in such a way that the migration of	4. The licensing for the Backup software can be either in Usable Capacity or as socket based in such a way that

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
			requirement for Backup Software	operating systems and/or databases/mail servers of servers/clients must not warrant a change in license. The licensing must be independent of the server processor, whether it is RISC based or SISC based processors or x86. Also, same license can be used to initiate backup in DC , DR and NDR	the migration of operating systems and/or databases/mail servers of servers/clients must not warrant a change in license. The licensing must be independent of the server processor, whether it is RISC based or SISC based processors or x86. Also, same license can be used to initiate backup in DC , DR and NDR
60	Section 1 - Bid Schedule and Address	10	9	Last date, time and place for submission of Original Bid Cost (DD), Bank Guarantee towards EMD, Integrity Pact and Power of Attorney.	Last date, time and place for submission of Original Bid Cost (DD), Bank Guarantee towards EMD or Bid Security Declaration , Integrity Pact and Power of Attorney.
61	Section 1 - Bid Schedule and Address	10		3. Bids sent through post/courier or by hand will not be accepted/ evaluated. Bids should be submitted in the e-procurement portal of Odisha Gramya Bank. Original copy of Bid Cost DD, EMD Bank Guarantee, Power of Attorney and Integrity Pact must reach to Head Office of Odisha Gramya Bank (OGB) on or before last date and time of submission of Bids. Any delay due to postal and or courier will not be considered towards relaxation in submission of physical copies of required documents	3. Bids sent through post/courier or by hand will not be accepted/ evaluated. Bids should be submitted in the e-procurement portal of Odisha Gramya Bank. Original copy of Bid Cost DD, EMD Bank Guarantee or Bid Security Declaration , Power of Attorney and Integrity Pact must reach to Head Office of Odisha Gramya Bank (OGB) on or before last date and time of submission of Bids. Any delay due to postal and or courier will not be considered towards relaxation in submission of physical copies of required documents
62	C. Submission of Bid	62	5.14 Bid Submission modes	2. Signed and scanned copy of all documents must be submitted as part of technical bid in e-procurement portal along with scanned copy of Demand Draft towards Bid Cost, Bank Guarantee towards EMD, Integrity Pact and Power of Attorney, on or before last date of submission of bid. Hardcopies of technical bid documents should not be sent to Head Office except for Demand Draft towards Bid Cost, Bank Guarantee towards EMD, Integrity Pact and Power of Attorney.	2. Signed and scanned copy of all documents must be submitted as part of technical bid in e-procurement portal along with scanned copy of Demand Draft towards Bid Cost, Bank Guarantee towards EMD or Bid Security Declaration , Integrity Pact and Power of Attorney, on or before last date of submission of bid. Hardcopies of technical bid documents should not be sent to Head Office except for Demand Draft towards Bid Cost, Bank Guarantee towards EMD, Integrity Pact and Power of Attorney.

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
63	Annexure C - Bid Offer Form (without Price)	88		<p>As security (EMD) for the due performance and observance of the undertaking and obligation of the bid we submit herewith Bank Guarantee valid for ____days for an amount of Rs.____ (Rs. ____ only) payable at Bhubaneswar.</p> <p>Yours sincerely,</p> <p>Authorized Signature [In full and initials]:</p> <p>Name and Title of Signatory:</p> <p>Name of Company/Firm:</p> <p>Address</p>	<p>As security (EMD) for the due performance and observance of the undertaking and obligation of the bid we submit herewith Bank Guarantee valid for ____days for an amount of Rs.____ (Rs. ____ only) payable at Bhubaneswar.</p> <p>Or</p> <p>For the due performance and observance of the undertaking and obligation of the bid, we submit herewith “Bid Security Declaration” in place of EMD.</p> <p>Yours sincerely,</p> <p>Authorized Signature [In full and initials]:</p> <p>Name and Title of Signatory:</p> <p>Name of Company/Firm:</p> <p>Address</p>

ANNEXURE B1 - BID SECURITY DECLARATION (IN PLACE OF EMD)

RFP Reference No:

To,

Odisha Gramya Bank
Head Office, Gandamunda, Khandagiri
Bhubaneswar - 751030

Dear Sir,

We, the undersigned, declare that:

We, M/s.....(herein referred as bidder) understand that, according to bid clause No. 5.7, bids may be supported with a Bid Securing Declaration, therefore rather than submitting the Earnest Money Deposit Form as attached at Annexure B: Bid Security (Bank Guarantee) of the RFP, bidder render the declaration that:-

Bank will proceed against us for recovery of actual direct losses as per the remedy available under an applicable law (maximum up to EMD Value) and we will be suspended for participation in the tendering process of the Bank in future and will be blacklisted by the Bank, if we are in breach of our obligation(s) under the bid conditions, because we:-

- i. Fails to honour submitted bid; and/or
- ii. If the Bidder withdraws its bid during the period of bid validity; and / or
- iii. Fails to sign the contract in line with the terms of the RFP; and / or
- iv. Fails to accept the correction of its Bid price as agreed with Bank; and/or
- v. Fails to furnish performance Bank Guarantee in the format as per Annexure P; and /or
- vi. Fails to sign the contract and submit the Performance Bank Guarantee within 30 days of acceptance of Purchase Order and/or

- vii. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- viii. If the Bidder violates any of the provisions of the terms and conditions of this tender specification

Bidder understand that this declaration shall expire if Bidder is not the successful Bidder and on receipt of purchaser's notification of the award to another Bidder; or sixty days after the validity of the Bid; whichever is earlier.

Dated

(Signature)

(Name of Authorized Signatory)

(Designation)

(Place):

(Name and address of the bidder)

(Company Seal)

APPENDIX 14 – LOAD BALANCER (Internet Banking)

Bidder should propose **Load Balancer** solution (for “**Internet Banking**” only) as per minimum specification mentioned but not limited to. The Datasheet of the solution propose should justify the specification mentioned.

SL.NO	Description	Compliance (Y/N)	Cross-Reference
SYSTEM Requirements			
1	System should support 5 Gbps L7 throughput		
2	System should support minimum 3 Gbps of SSL throughput		
3	The hardware should have minimum 4 X 1G interfaces and 2 x 10G (fibre with SFP module)		
4	System should support Minimum 12 Million L4 concurrent connections		
5	System should support Minimum 300K L7 requests per second		
6	The solution should support Web Based Management for full device configuration (GUI)		
7	System should support minimum of 2000 SSL CPS/TPS with RSA 2K bit key and 1500 SSL CPS/TPS with ECC ECDSA P-256		
8	System must support minimum 3Gbps of hardware/Software compression throughput.		
Server load balancer			
9	The solution should support performing load balancing for Layers 4 through 7 of the Open Systems Interface (OSI) reference model with support to the IP, TCP and UDP protocols.		
10	Proposed solution should support for High Availability (Active-Passive) with SSL and TCP session mirroring. The proposed solution should be able to maintain or mirror the SSL and TCP connection even if one of the HA or clustered devices is down.		
11	The proposed solution must provide below traffic optimization features: 1) TCP Optimization: Should be able to modify TCP parameters like keep alive interval, maximum RTO etc. on the fly to improve application performance 2) Hardware/Software based Compression: Solution should be able to provide cost-effective offloading of traffic compression processing to improve page load times and reduce bandwidth utilization. 3) Caching: Solution should be able to do caching to reduce network traffic and increase performance		
12	The proposed solution must have the capability to provide SSL offloading using both RSA and ECC based keys		
13	The Proposed solution should be able to monitor the applications using intelligent application monitors which can be either using system defined executable scripts. It should also provide mechanism to bind multiple health checks, support for application specific VIP health check and next gateway health checks		
14	The proposed solution should support 2048 and 4096 bit key for SSL traffic management or higher. The system must support proxy SSL function that allows inspection of SSL encrypted traffic while clients are directly authenticated by the backend servers.		

15	The solution should be able to "cloak" error responses to hide sensitive server related information in the response body and response headers.		
16	Protocols supported: TCP, UDP, FTP, HTTP, HTTPS, DNS (TCP and UDP), SIP (over UDP), Diameter, RADIUS etc		
17	It should have the ability to granularly define the key exchange algorithm, ciphers and signing algorithm for the SSL&TLS connection as per the application need.		
18	System supports SSL offload - the ability to manage client side SSL traffic by terminating incoming SSL connections and sending the request to the server in clear text		
19	Should support end – end SSL if required		
20	The SLB should support the below load balancing algorithms:		
a	Hash		
b	Least Connections		
c	Round-Robin		
d	Weighted Round Robin		
e	Response Time		
f	Bandwidth		
g	Load based for HTTP only		
21	The SLB must have SNI support when using HTTPS Monitor		
22	System supports fully encrypted DNS with DNS over HTTPS using SSL with additional licenses.		
23	System prevents DNS Spoofing using cryptographic signatures to verify origination with additional licenses.		
24	System should support Domain Name System Security Extensions (DNSSEC) with additional licenses.		
Health Monitoring			
25	System supports the ability configure TCP and UDP monitors		
26	System supports multiple health checks per IP and per port		
27	System supports the ability to specify the number of retries for each monitor before marking a Real Server unavailable.		
28	System should support creating application specific custom monitor using scripts. This scripting option should be available as a standard component of the OS.		
Service ,Support & Training			
29	Vendor operates 24/7/365 Global Technical Assistance Center (TAC).		
30	Bidder should mention maximum rated power (watts) and cooling (BTU/hr) and rack space requirement for the server.		

APPENDIX 15 – DATABASE ADMINISTRATOR (L1) (MINIMUM QUALIFICATION)

Bidder should engage the L1 engineer for Database Administrator L1 having following minimum qualification and experience. The resume of the same to be provided with the technical bid.

1. Minimum Qualification:

- a. Should be a Diploma/Engineering Graduate/Science Graduate.
- b. Should have a valid “Oracle Database Administrator” certification or have taken training of DB administration on Oracle and Microsoft.

2. Minimum Experience and skills:

- a. Should have minimum of **3 years** of experience as Database Administrator with Oracle Enterprise Edition
- b. Should have adequate knowledge and expertise in Installation, configuration, monitoring of DB, enrolling users in DB.
- c. Should have capability in creating, optimizing, and allocating storage, table spaces, modify structure of database
- d. Should have good knowledge of RDBMS, Backing up and recovering databases with understanding of database security and High Availability.
- e. Strong problem determination and resolution skills

APPENDIX 16 – STORAGE AND BACKUP L2 & L1 (MINIMUM QUALIFICATION)

Bidder should engage the Storage and backup resources having following minimum qualification and experience. The resume of the same to be provided with the technical bid.

1. Minimum Qualification:

- a. Should be a graduate in Science/ Commerce
- b. Should have minimum of any one of the relevant Beginners/Associates certification.

2. Minimum Experience:

- a. Should have minimum of **4 years** (for L2) / **2 years** (for L1) of experience in similar Projects as Storage Management/Backup Management L2 at PSU/RRB's Banks in India
- b. Should have worked as part of 24x7 operations team.
- c. Should have Excellent oral and written communications skills
- d. Should Ability to work independently and as a team player.

APPENDIX 17 – APPLICATION LOAD BALANCER L2 (MINIMUM QUALIFICATION)

Bidder should engage the Application Load Balancer resources having following minimum qualification and experience. The resume of the same to be provided with the technical bid.

1. Minimum Qualification:

- a. Should be a graduate in Science/ Commerce
- b. Should have Load balancing OEM Training.

2. Minimum Experience:

- a. Should have minimum of **3 years** working experience on Load balancers used for load balancing of servers in BFSI
- b. Should have Experience of Troubleshooting and Resolution of issues observed/reported on day to day basis.

APPENDIX 18 – GST SOLUTION

Bidder should provide a GST solution complying with following requirements.

1. Scope of the GST Compliance Solution

There are the following solutions including Core Banking System (CBS), for which interface is required to be designed with GST Solution (ASP Solution) to comply with the Government / GST compliance guidelines. Details of source systems (To be collectively called as Transacting Systems) requiring integration/ data import facility in a pre-defined format with GST Solution is listed below:

1. Core Banking Solution (Sales / Income & Purchase / Expenses)
2. NPCI – Digital Banking Transaction
3. Card Transaction
4. Charges and commissions
5. Any other Source System/Application as and when required.

GST Compliance Solution should also be integrated with the following systems for smooth functioning of the Software solution:

6. Email System (SMTP)
7. GST Suvidha Provider (GSP)
8. Any other system that exists or may be integrated during the period of contract.

2. Scope of Work

A. Functional Requirements Sales

1. The solution should provide for collection of data available in the Transacting Systems (CBS & other transacting system), generate GST invoice in the prescribed (GST Law complaint) format with requisite details. Ability to raise exception report where transactions are not captured with appropriate details. The solution should integrate and inward the data from the Bank's transacting / core systems and change it in the format required by the GSTN for various GST returns there by processing GST Return filing of the Bank.
2. The solution should possess the functionality to determine/auto-calculate the tax type and amount with the applicable tax rate as per the tax rate maintained for HSN/ SAC Code.
3. The solution should have the ability to segregate the transactions into different components of GST i.e. CGST, SGST, IGST and UGST and other cess.
4. Provision should be there in the solution for linking of reversals (Credit Note) with original transaction/invoices with necessary check and system validations built in.

5. The solution should provide for the State wise segregation of the data as per the logic given by the bank from time to time enabling reporting under GST provisions.
6. The solution should have flexibility to accommodate various / different income booking patterns like inclusive and exclusive income booking.
7. Source wise mapping should be available in the system and proper segregation of transactions should be provisioned to identify source wise system's transactions at any point of time.
8. The solution should provide data format for furnishing the details/transactions of distinct person/related person/between branches. A separate report must be made available for transactions with Distinct/Related parties.
9. The solution should have the ability to capture the master data like bank, branches, regional office and zonal office. The solution should be able to maintain the hierarchy of branches, regions, zones, bank etc.
10. There should be provision in the solution to alter GST related data post the transaction, if required, with proper audit trail. Whenever GST related data requires modification during return filing also, provision for alteration for re-filing for that particular transaction should be available in the system.
11. The solution should have the ability to prepare all GSTR returns for filing as per stipulated dates required under GST Law present and in future as well according to changes brought by GST Council / GST Authorities / CBIC / Any other regulatory body impacting GST aspect etc.
12. The solution should prepare the various returns but not limited to like GSTR1, GSTR3B, GSTR9C, GSTR7 and GSTR9 etc. Generation of GST Compliance reports for review before return filing with necessary validations.
13. The solution should have the ability to download and upload the GST data from the GSTN portal directly into the GST application and convert it into the format as defined by GSTN / Bank. The solution should structure effective data monitoring tools.
14. The solution should have provision for real time GSTIN validation of the customers. The solution is expected to have built in validation / business rules required accordance with GST law like but not limited to de-duplication check, PoS Validations, HSN etc.
15. The solution should have reconciliation module with banks data systems including with the Bank's financial books, with GST liable data pushed into the application for processing.
16. The solution should have the extensive and elaborative reconciliation modules. Proper MIS reports may be generated specifically showing the mismatch which has to be reconciled.

B. Functional Requirements Purchase

17. The solution should provide for collection of Banks Purchase data available in the Banks Transacting Systems. The solution should have functionality to auto reconcile Auto-Drafted GSTR 2A/2B with the bank's Purchase Register. The solution should throw the un-reconciled report

of mismatch entry between GSTR2A/GSTR2B and purchase register data. The solution should also provide the reason for mismatch in the report. GSTR 2A data being dynamic in nature, the solution should be capability to fetch / extract the incremental data during auto download process and make the same available for matching i.e., GSTR2A/GSTR2B data which was already downloaded during earlier process and matched should not be taken for processing.

18. The solution should facilitate single, elaborated, detailed view of purchase invoices which are accepted, rejected or kept pending. The solution should have functionality for bulk action of accept /reject or keep pending actionable at vendor / suppliers level.

19. The solution to have functionality to check vendor / supplier return filing status and provide GST compliance history of vendors at branch and Account payable unit level to check before processing vendor invoices.

20. The solution should facilitate to send emails to vendors/ suppliers for missing invoices or mismatch in invoice and GSTR2A data.

21. The solution should have functionality to check ITC eligibility during GSTR2A/GSTR2B matching process; throw suitable reports there from for control purpose. Reports in respect of ITC eligible to be claimed in a particular month, year, selected period.

22. The solution should facilitate to identify, categorize and record inward supplies attracting RCM Liability with generation of invoice for the same.

23. The solution should have facility to verify vendor's GSTIN registration under regular and (or) composition.

C. Functional Requirements General

24. The solution to facilitate bulk download of GSTR returns filed. Also to facilitate auto upload / submit data to GSTN Portal through GSP services.

25. The solution provider should be a GSP and should be able to automatically upload the data to GSTIN portal from the GST compliance solution

26. MIS Reports Generation: Daily/Monthly/Yearly GST filing reports, Exception reports, Detailed/summary level reports, Audit Trail reports etc.

27. The solution should integrate with e-mail gateway for various automated invoice / communications at various stages as defined by bank from time to time.

28. The solution should handle State/centrally/union territory wise filing of various monthly/quarterly/annual Returns as per GSTN requirements.

29. The solution should provide for end to end solution including but not limited to :

- To collect the data from “Transacting System “with suitable interface or upload or any other means that may be decided with the selected bidders;
- For processing of such data collected from the Transacting Systems as per requirement of filing of various returns;

30. Provide various MIS report that may be required from time to time for full compliance of GST, Audit and inspection by government department and monitoring of the compliances GST no wise, Unit-wise i.e. for each branch/office covered under the distinct GST no and also for Bank as a whole.

31. All the cyber security features are to be incorporated in the solution.

D. Functional Requirement of Vendor Payment Module.

The solution should facilitate provision for capturing purchase invoice data at Branch/ RO/ZO and Head Office

The solution should have provision for processing the payment Invoices covering all types of payment except for ITC and the related entries which will be part of return to be filed for taking ITC. Once payment is authorized in Software, suitable transaction along with GST & TDS details, if any, shall be sent to CBS for effecting Payment (No Manual intervention shall be accepted).

The solution has to provide necessary interface and undertake the integration with the CBS for effecting payments.

The solution should have provision for real time GSTIN validation of the vendor GSTIN through GSP services.

E. The GST solution should provide following minimum features but not limited to:

1. Auto GST transaction in CBS – The logic should be defined in the GST solution but the transaction should be created in CBS.
2. All types of return reports – The report should be generated in GST solutions by using the transaction data from CBS
3. GST rate master
4. Auto invoicing and report to invoicing solution, GST Invoice & Billing – Bidder can either use the features of proposed solution or may propose a separate invoicing solution.
5. Tax compliance includes GST Return Files
6. Auto Tax calculation and reporting as per GST
7. Easy Accounting
8. Internal Audit
9. Feasibility of Reconciliation with Online GST Portal

APPENDIX 19 – TAPE LIBRARY

Sr. No.	Minimum Requirement Specification		Compliance (Complied/ /Not complied)	Remarks
	Tape Library			
1	Capacity	a) Shall support Native data capacity of more than 3PB (uncompressed) expandable to more than 4 PB (2.5:1 compressed) when fully populated, using LTO-8 or higher Technology. b) Shall be offered with Minimum of 4 no's LTO-8 FC tape drives c) Tape Drive shall support encryption. d) Shall be offered with minimum 125 Cartridge slots.		
2	Tape Drive Architecture	Offered LTO-8 drive in the Library shall conform to the Data rate matching technique for higher reliability. Tape Drive Architecture in the Library shall conform to the INCITS/T10 SCSI-3 standard or newer standards.		
3	Speed	Offered LTO-8 drive shall support 300MB/sec in Native mode.		
4	Scalability	Tape Library shall be scalable to more than 80 slots and 12 number of LTO-8 Drives within the same Library.		
5	Connectivity	Offered Tape Library shall provide 8Gbps native FC connectivity to SAN switches.		
6	Partitioning	Offered Tape Library shall have partitioning support so that each drive can be configured in a separate partition. Offered Tape Library shall have support for at-least 20 partition.		
7	Management	Tape Library shall provide web based remote management.		
8	Encryption device	Offered Library shall be provided with a hardware/software device like USB key, separate appliance etc to keep all the encrypted keys in a redundant fashion		
9	Barcode Reader and Mail slots	Out of 250 slots, Tape library shall support Barcode reader and at-least 10 mail slots and shall be scalable to 20 mail slots when fully populated.		
10	Other Features	a) Tape Library shall have GUI Panel. b) Shall be rack mountable and shall be offered with mounting kit. c) Shall have option for redundant power supply. d) Tape Library shall be supplied with software which can predict and prevent failures through early warning and shall also suggest the required service action. e) Offered Software shall also have the capability to determine when to retire the tape cartridges and what compression ratio is being achieved.		
11	OEM Criteria	a) OEM shall be in the leader's quadrant as per the latest Gartner's MQ report for General Purpose Disk Array OR MQ report for DCN. b) OEM must have India presence for last 5 years on both Sales and Support operation.		

Table#2: Clarification on queries of bidders

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
1	DXC	14	2.3.9	viii. Both DC and DRC are having 3 zones (LAN, DMZ and Internet) through Internet gateway Firewall of Fortigate 500D ix. Similarly, both DC and DRC are having two LAN Firewalls each of Juniper acting as cluster with in DC and DRC.	Our understanding is that bank managed existing NGFWs are with IPS feature enabled, Please confirm.	Clarification: Existing network firewall is having IPS services enabled.
2	DXC	20	2.6	Table – Interface Requirement (New) Aadhaar Vault Integration of CBS with new solution of "Aadhaar Vault" to be provided by SI. Customization of all queries as per extant guidelines of RBI / UIDAI. Replacement of Aadhaar data in CBS with Vault Token and relevant changes in SQL queries.	Bidder requests Bank to share the TPS and no. of records to be stored in the Aadhaar Data Vault. This will help In sizing the ADV solution properly. Bank to confirm that integration of ADV solution is required only with CBS and no other solution. Bank to confirm the no. of users to be tested for the tokenization and de-tokenization process during UAT phase.	Refer to Table#1: Amendment_1 Sl. No. 1
3	DXC	41	2.24	C. Access Management Monitoring and management of logs for user access management of privileged users	Is the Bidder required to propose a Privileged Access Management (PAM) solution? If yes, what are the no. of privileged users?	Clarification: Bidder should use the native features of Oracle DB only.
4	DXC	42	2.28	Antivirus The solution should have all standard features of a server enterprise edition	Bidder understanding is that features required for the server enterprise edition are Host Intrusion Prevention, Host Firewall, Host Vulnerability Scanning, Application Control and Anti-malware.	Refer to Table#1: Amendment_1 Sl. No. 2
5	DXC	47	2.40	Internet Banking (View only) facility Security appliance or solution to be provided as separate physical application or box.	Bidder requests Bank to provide more details on what is meant by Security appliance or solution, please share the details.	Refer to Table#2: Clarification Sl. No. 40
6	DXC	48	2.4	Internet Banking (View only) facility Following security measures should be ensured and required solutions should be placed. i. Security solution to prevent intrusions and attacks.	As per the scope of the RFP, Bidder is required to provide an Antivirus solution. Bidder understanding is that it is Bank's responsibility to prevent intrusions and attacks through network security solutions currently managed by Bank. Please confirm.	Refer to Table#1: Amendment_1 Sl. No. 40

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
7	DXC	48	2.4	Internet Banking (View only) facility Critical web Applications should enforce at least SSL v3 or Extended Validation – SSL / TLS 1.0 128 bit encryption level for all online activity.	Our understanding is that the SSL certificate will be procured by bank for the same, please confirm.	Clarification: All necessary certificates should be procured and managed by SI and the certificates should be in the name of Odisha Gramya Bank.
8	DXC	48	2.42	Aadhaar Vault Bidder should provide following services to the Bank without any additional cost:	Bidder will integrate ADV solution with Core Banking solution only. Additional application integrations will be part of a change request.	Refer to Table#1: Amendment_1 Sl. No. 1
9	DXC	N/A	N/A	Application License Sheet	Bank has not specified separate line item for Antivirus solution for DRC and UAT environments. Bidder will factor enterprise wide license for Antivirus solution covering servers in DRC and UAT environment also. Request Bank to provide more clarity on network and security solution that is required,	Refer to Table#1: Amendment_1 Sl. No. 2
10	DXC	N/A	N/A	FM-Manpower sheet	Bidder requests Bank to add one L1 and one L2 resource to support Aadhaar Data Vault and Antivirus.	Clarification: Bidder should engage their internal talent or resources for management of Aadhaar Data Vault as per requirement. If required, the L2 engineers deployed at Bhubaneswar should be trained to manage Aadhaar Data Vault. Antivirus solutions should be managed by the Infra resource and necessary training should be given to the engineer by the bidder. Both these solutions are expected to work automatically once implemented.
11	DXC	68	8.6	Performance Bank Guarantee (PBG) The Successful bidder shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to	Please make the following modifications: a) Bidder seeks PBG to be provided at 3% of total value of the Purchase Order as per revised government mandate.	Refer to Table#1: Amendment_1 Sl. No. 3

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				10% of total value of the Purchase order (exclusive of taxes), valid for 6 years, with a claim period of 6 (Six) months from the date of expiry of the validity period of the Bank Guarantee BG), as per statutory provisions in force. In case the successful bidder does not submit the PBG, OGB shall withhold an amount equal to 10% of the invoice value.	b) Customer shall invoke the PBG only on occurrence of material breach and after providing a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.	
12	DXC	70	8.1	<p>1) Timeline and Penalty for delay in project implementation</p> <p>In the event of SI's failure to deliver and / or implement all required components of a fully functional system (pertaining to the scope of the project) within the stipulated time schedule or by the date extended by the Bank, unless such failure is due to reasons entirely attributable to the Bank, it will be a breach of contract. In such case, the Bank would be entitled to charge a penalty. Penalty will be applicable for late delivery of the customized software where 0.5% of 'Total Quarterly Payment' will be deducted as penalty per week or part thereof for failure as indicated in the RFP with the maximum penalty of 5% of 'cost of the contract'.</p> <p>However, Bank reserve the right to terminate the contract at any time, if the project is not delivered as per scheduled timelines and Bank will claim entire amount paid to the vendor, along with additional 10% of 'cost of the contract', as compensation. This shall not be applicable for delay due to reasons entirely attributed to the Bank.</p> <p>Once the maximum deduction is reached, the Bank may consider</p>	<p>1. For delay in project implementation, the maximum penalty should be capped at 5% of the delayed deliverable value.</p> <p>2. Please delete the requirements for return of payment along with additional 10% of the cost of the contract, as the payments are specifically made on completion of deliverable. Also, there are other remedies available to the customer such as termination for default, Penalty, PBG invocation etc.</p>	Refer to Table#1: Amendment_1 SI. No. 4

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				termination of the Contract at its discretion.		
13	DXC	70	8.1	2) Penalty for downtime for Post implementation: The Finacle CBS system has to be up for at least 99.90%. The Finacle CBS is deemed to be up if the users are able to log into the system. The uptime will be calculated on monthly basis and penalty will be charged as specified below: S. No. Uptime in percentage (%) Penalty Charges 1. 99.90% and above Nil 2. 99.50% to 99.90% 1% of Total Quarterly Payment 3. 99.00% to 99.49% 3% of Total Quarterly Payment 4. 95.00% to 98.99% 5% of Total Quarterly Payment 5. Below 95.00% 10% of Total Quarterly Payment	2) Penalty for downtime for Post implementation: Since the uptime will be calculated on monthly basis, cost reference for penalties should be on monthly payment. Accordingly, they should be capped at 10% of the monthly payment.	Refer to Table#1: Amendment_1 Sl. No. 4
14	DXC	71	8.12	Payment Terms: 1. Hardware and Servers: The payment against new hardware or servers will be released as below. 1. 80% of the Hardware Cost on delivery. 2. 20% on Go-Live of the project. 2 License Cost: The payment against one time cost of DB License, OS License and Tools licenses will be released as below. 1. 80% of the One Time Cost on delivery. 2. 20% on Go-Live of the project. 4 Other Recurring Payments The payment against Engineers, Support	Payment Terms: Please define the payment terms for Application License Cost, Transition & Migration and Training costs as they are missing in the RFP. Please make the following changes in the existing payments terms in the RFP: 1. Hardware and Servers: 1. 80% of the Hardware Cost on delivery. 2. 20% on Go Live of the project or against BG of an equivalent amount with validity up to Go Live. 2 License Cost: 1. 80% of the One Time Cost on delivery. 2. 20% on Go Live of the project or against	Refer to Table#1: Amendment_1 Sl. No. 5

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				staffs and other recurring charges not mentioned in clause 8.12, point: 3 will be released as quarterly arrear.	BG of an equivalent amount with validity up to Go Live. 4 Other Recurring Payments The payment against Engineers, Support staffs and other recurring charges not mentioned in clause 8.12, point: 3 will be released as monthly arrear.	
15	DXC	78	8.24	Order Cancellation OGB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to OGB alone; i. Delay in delivery and services beyond the specified period as set out in the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected. iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information. In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest @ 10% per annum from the date of each such payment. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder.	Please delete the requirements for return of payment as the payments are specifically made on completion of deliverable. Also, there are other remedies available to the customer such as termination for default, Penalty, PBG invocation etc.	Refer to Table#1: Amendment_1 Sl. No. 6

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
16	DXC	79	8.25	Termination of Contract For Non Performance For Non-Performance: OGB reserves its right to terminate the contract in the event of Bidder's repeated failures (more than 3 occasions in a calendar year in maintaining the service level as defined in the Contract). Notice: In the event of termination, OGB will issue notice to Vendor for a period of 90 days over e-mail / registered mail.	Please make the following changes: a) Customer shall provide 30 days cure period before exercising the right to terminate for default.	Refer to Table#1: Amendment_1 Sl. No. 7
17	DXC		Additional Clause	Invoicing term	Customer shall pay within 30 days from the date of invoice.	Refer to Table#1: Amendment_1 Sl. No. 5
18	DXC		Additional Clause	Termination by Bidder	Bidder seeks right to terminate or suspend services in the event of delay in payment of undisputed invoice.	Existing clause in RFP stands
19	DXC	128	Appendix 5 - 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	The Solution should support minimum 5 Gbps L7 throughput. Solution should support minimum SSL throughput of 2 Gbps. Each device should have minimum 16 GB DDR4 RAM	Refer to Table#1: Amendment_1 Sl. No. 9
20	DXC	128	Appendix 5 -4	Each Device should have minimum 6 no of 10 G Fiber port with SR module to cover multiple segment load balancing	Each Device should have minimum 2 no of 10 G Fiber port with SR module and 4 no of 1 G with SX module to cover multiple segment load balancing	Refer to Table#1: Amendment_1 Sl. No. 10
21	DXC	128	Appendix 5 -10	TYPE2: minimum 2 Million L4 concurrent connections and minimum 200k L4 connections per second	Minimum 2 Million L4 concurrent connections and minimum 125k L4 connections per second	Refer to Table#1: Amendment_1 Sl. No. 11
22	DXC	128	Appendix 5 - 16	The proposed solution Should support at least 100000 of concurrent SSL users connected at 2048 key size	The proposed solution Should support at least 2500 of concurrent SSL users connected at 2048 key size	Refer to Table#1: Amendment_1 Sl. No. 12
23	DXC	128	Appendix 5 - 21	The Proposed Solution Should support minimum 4 Gbps of compression	The Proposed Solution Should support minimum 3 Gbps of compression	Refer to Table#1: Amendment_1 Sl. No. 13
24	DXC	128	Appendix 5 - 21	Requirement of number of Appliances to be proposed	Total Number of appliances required	Refer to Table#1: Amendment_1 Sl. No. 8
25	DXC	128	Appendix 5 - 21	Specification of Type 1	Type 2 specification is mentioned.	Refer to Table#1: Amendment_1 Sl. No. 8
26	DXC	128	Appendix 5 - 21	Number of appliances required in Intranet	Number of appliances required in Intranet	Refer to Table#1: Amendment_1 Sl. No. 8

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
27	DXC	128	Appendix 5 - 21	Number of appliances required in Internet	Number of appliances required in Internet	Refer to Table#1: Amendment_1 Sl. No. 8
28	DXC	11	2.2	The SI will be engaged for migration activities from date of release of Purchase Order till Go-Live of the project.	Request you to change the clause as "The SI will be engaged for migration activities from date of contract release of Purchase Order till Go-Live of the project.	Refer to Table#1: Amendment_1 Sl. No. 14
29	DXC	16	3	<p>Part A and part B.</p> <p>a. Part A includes migration of CBS and procurement and supply of hardware software and OS for the same. The detailed requirement is mentioned in Section 3 (point# 2). The selected bidder shall migrate the existing CBS to Finacle 10.2.25 and will provide support services for a period of period of 5 years from date of Go-Live or 6 years from date of contract (whichever is later) for migration activities.</p> <p>Part B includes sizing of hardware and licenses to provide VMs and DB instances for non CBS applications as per requirement mentioned in Section 3 (point# 3). The selected bidder shall provide support services in terms of maintenance and management of VMs and relevant hardware & software for a period of 6 years from date of installation of the setup. In case of delay of go-live, the support should be extended till completion of support period for Part A</p>	Request that both the Part A and Part B should have the same tenure as it both has inter dependencies. Request bank to provide firm contract term starting from the date of signing of contract.	Refer to Table#1: Amendment_1 Sl. No. 15
30	DXC	18	2.4	<p>2.4 DR site setup support</p> <p>(d) The DR must be exact replica of DC with real time synchronization. DC and DR should be in Active-Active mode with auto failover.</p>	Request to change this to "The DR must be exact replica of DC with real time synchronization. DC and DR should be in Active- Active Passive mode with auto failover.	Refer to Table#1: Amendment_1 Sl. No. 16
31	DXC	22	2.9	1) All DB production instances should be hosted in separate physical server to maintain server level redundancy.	<p>Please confirm the following</p> <p>2. Node 1 and Node 2 should be in HA - Does Bank wants Active-Active Cluster or</p>	Refer to Table#1: Amendment_1 Sl. No. 17

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				2) "Node 1" and "Node 2" should be in HA, active-active and redundant instances in separate physical box. 3) "Node 3" and "Node 4" should be replica of DC Cluster (Node 1 & Node 2) with zero data loss. 4) "DC DB Cluster" and "DRC DB Cluster" should be in Active – Active sync with zero data loss. 5) It should be possible to leverage the standby database to run reporting work load to optimizing the load on the primary.	Active-Passive cluster 4) Our understanding is that "DC DB Cluster" and "DRC DB Cluster" will be Active – Passive sync. Please confirm	
32	DXC	26	2.14 Finacle 10.2.25 Upgrade / Migration responsibility	Responsibility of OEM for Server and Database Capacity Planning Certify the proposed software, Hardware Sizing, Architecture and Database with Finacle 10.2.25.	Request you to remove the requirement of certifying the hardware sizing by EdgeVerve. We will propose the OEM certified platform. However, the sizing should be left to the SI.	Refer to Table#1: Amendment_1 Sl. No. 18
33	DXC	31-32	2.16 Other important points to be noted by the bidder: point no. 4	However, the Bidder must confirm to the Bank that they are willing to enter into a back to back lining agreement with OEM for risk mitigation in meeting the deliverables, implementation and other service commitments as per the RFP the Bidder makes to the Bank under the Contract to be entered into. The Bidders must share a copy of the back to back teaming arrangement with OEM, with the Bank.	In case OGB refers EdgeVerve as OEM here in this point, please note that EIT has implementation experience of Finacle 10 upgrade and has required capability & wherewithal to undertake such project factoring all risk mitigation. A back to back teaming agreement with OEM, if any such feasible would be commercial in nature with complete scope defined and hence defeat the purpose of this RFP where Bank entrusting the responsibility of Finacle 10 Upgrade to the selected SI. EIT would be taking necessary support from OEM through L3 support available under Technical Support (ATS) agreement between Bank and OEM. We therefore request OGB to remove the clause.	Refer to Table#1: Amendment_1 Sl. No. 19
34	DXC	32	2.16	The Bidder shall provide the hardware sizing, duly certified / approved by the EdgeVerve, based on the projections provided by the Bank to ensure high reliability, availability, scalability,	Request you to remove the requirement of certifying the hardware sizing by EdgeVerve. We will propose the OEM certified platform. However, the sizing should be left to the SI.	Refer to Table#1: Amendment_1 Sl. No. 18

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				redundancy and performance of the solution and to meet the technical and functional requirements as per the terms of the RFP within the timeframe prescribed by the Bank.		
35	DXC	34	2.18 Project Time Line	Hardware , Software delivery and installation	The timelines are very short for delivery and setup of the Infrastructure , Request you to please change the end Month to M4	Refer to Table#1: Amendment_1 Sl. No. 20
36	DXC	34	2.18 Project Time Line	DR server setup and enablement	The timelines are very short for delivery and setup of the Infrastructure , Request you to please change the end Month to M5	Refer to Table#1: Amendment_1 Sl. No. 20
37	DXC	35	2.18 Project Time Line	3. It is bidder's responsibility to complete the migration process in time. The Go Live of the project must be completed on or before 15th October 2022. To expedite the process, Bidder should engage adequate engineers to complete the migration process before scheduled time well in advance.	The Go-Live date is dependent on bank down selecting and awarding the contract to successful Sl. As per our experience the minimum time for Go-Live is 12 months.	Clarification: From the Bank's perspective, basis on the presumption that the entire process goes through as per schedule, go- live date has been fixed. Successful bidder is expected to strive to work towards achieving the goal. Refer to Table#1: Amendment_1 Sl. No. 21
38	DXC	37	2.21 Responsibilities of Successful bidder	Implementation 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.	Our understanding is that Any new AMC/ATS and support of additional infrastructure will be basis Change request, Please confirm if our understanding is correct	Refer to Table#1: Amendment_1 Sl. No. 22
39	DXC	38	2.23 Facilities Management Services (FMS)	The Bank intends that the contract which is contemplated herein with the successful Bidder shall be for a period of Five years (5 years) from the date of go-live and shall cover all Deliverables and Services required to be procured or provided by the Bidder during such period of contract unless until any	Request bank to be consistent on the contract tenure across RFP and provide firm period starting from the signing of the contract date.	Refer to Table#1: Amendment_1 Sl. No. 15

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				statutory and unavoidable development occurs.		
40	DXC	39	2.24 Database Administration	The Bidder agrees that all databases of the Bank will be administered as per applicable standards and requirements. The service covers all the databases that run on Bank' servers at DC & DRC facilities designated by the Bank including but not limited to the following	Our understanding is that Database scope is restricted to bidder supplied and in scope database support of applications being managed by bidder. Please confirm	Clarification: "All databases" herein refers to all databases under the scope of this RFP.
41	DXC	41	2.25 Operations Management	If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done at no additional cost during the period of contract.	Our understanding is that the same is restricted to in scope operating system for applications that is managed by EIT	Clarification: "Operating Systems" herein refers to all Operating Systems under the scope of this RFP.
42	DXC	43	2.31 Recovery Time Objective (RTO) & Recovery Point Objective (RPO)	RPO and RTO requirement	The requirement of RPO and RTO mentioned in the RFP is not Industry standards as other Banks. Request Bank to relook at the same.	Refer to Table#1: Amendment_1 Sl. No. 23
43	DXC	46	2.38 System & Security Audit	Post installation of OS, VA & PT (Vulnerability Assessment & Penetration Testing) is conducted and reported will be provided by Bank to bidder. All findings/issues pointed out in the report to be complied/fixed before installation of the software (Database, application)	The VA/PT will be done by Bank. Bidder need not factor the efforts for the same. Please confirm	Clarification: VA/PT is under scope of Bank. However, the remediation of the vulnerabilities or points raised in the audit will be under the scope of the successful bidder.
44	DXC	50	3. VIRTUAL ENVIRONMENT FOR NON-CBS APPLICATIONS (PART B):	Bidder should provide following application VMs for application	Please provide the Physical cores requirement in each server	Refer to Table#1: Amendment_1 Sl. No. 24
45	DXC	50	3. VIRTUAL ENVIRONMENT FOR NON-CBS APPLICATIONS (PART B):	b. Bidder should provide following Database instances for non CBS application.(Type D1 and Type D2)	Our understanding is that Bank will provide the necessary Database licenses. Bidder need not factor the same.	Clarification: Database licenses are under scope of bidder. However, bidder should factor for additional licenses after considering the existing DB licenses in the name of Odisha Gramya Bank.
46	DXC	50	3. VIRTUAL ENVIRONMENT FOR NON-CBS APPLICATIONS (PART B):	b. Bidder should provide following Database instances for non CBS application (Type D1 and Type D2)	These are the total Instances in DC, DR. Please confirm	Clarification: Type D1 - total count 24 (DC 12, DR12) Type D2 - total count 12 (DC 6, DR, 6)

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
47	DXC	53	7. Database	1) Diagnostic Tunic licenses 2) Partitioning	Does Bank has any existing Diagnostics and Partioning licenses in existing setup	Clarification: Bank is not having Diagnostic Tunic License or Partitioning license.
48	DXC	69	8.9 Service Level Agreement (SLA) Expectation:	Delivery of Hardware: All hardware shall be delivered and installed within 6 weeks from date of issue of Purchase Order and should be installed within 8 weeks from date of issue of Purchase Order.	Request the clause to be changed to "Delivery of Hardware: All hardware shall be delivered and installed within 6 12 weeks from date of issue of Purchase Order issue of Purchase Order signing of contract and should be installed within 8 16 weeks from date of signing of contract issue of Purchase Order ."	Refer to Table#1: Amendment_1 Sl. No. 25
49	DXC	22	2.10 Application Maintenance, Support Services (AMS)	Database Administrator	The Bank has only asked for all L2 Engineers only. Request Bank to add one more additional L3 database admin during Day shift	Refer to Table#1: Amendment_1 Sl. No. 27
50	DXC	22	2.10 Application Maintenance, Support Services (AMS)	Database Administrator - DR, Hyderabad (OD)	Request Bank to change the On demand to dedicated 1 resource during day shift. It is difficult to factor on demand resource	Refer to Table#1: Amendment_1 Sl. No. 27
51	DXC	22	2.10 Application Maintenance, Support Services (AMS)	Storage and Backup Resource	The Bank is asking for a dedicated storage and backup solution. Request you to add One additional dedicated L2 for the same	Refer to Table#1: Amendment_1 Sl. No. 27
52	DXC	22	2.10 Application Maintenance, Support Services (AMS)	Network Load Balancer	The load balancer is a critical component in F10.x architecture. The bank has not asked for any Network Load balancer. Request Bank to add 2 L2 engineer for Day shift to support the same	Refer to Table#1: Amendment_1 Sl. No. 27
53	DXC	22	2.10 Application Maintenance, Support Services (AMS)	Middleware	The load balancer is a critical component in F10.x architecture. The bank has not asked for any Network Load balancer. Request Bank to add at least one more L2 engineer for Day shift to support the same	Refer to Table#1: Amendment_1 Sl. No. 27
54	DXC	22	2.10 Application Maintenance, Support Services (AMS)	Database Administrator	The Bank has only asked for 3L2 Engineers only. The bank has 2 variant of Database (Oracle, MS SQL) and are different skillset. Request Bank to add 2 more L2 for MS SQL support	Clarification: Creation of VM and creation of DB instance will be under scope of bidder and the DBA of bidder should do this activity. The Database administration for DB instances provided under "Part B" will be under scope of Bank or the designated third party vendor.

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
55	DXC	22	2.10 Application Maintenance, Support Services (AMS)	L2 Support Engineers	Request Bank to add One Additional L3 Engineer as this is critical for F10.x setup.	Refer to Table#1: Amendment_1 Sl. No. 27
56	DXC	22	2.10 Application Maintenance, Support Services (AMS)	L2 Support Engineers	The bank is in the process of deploying card management, Internet banking, and positive pay system, request the bank to increase 2 numbers of L2 resources.	Refer to Table#1: Amendment_1 Sl. No. 27
57	DXC	13, 48	2.3.5 e-KYC 2.41 E-KYC	2.3.5 e-KYC Bank is having e-KYC service integrated with CBS to create customer master and account automatically from KYC repository. This service and application has been provided, integrated and maintained by present SI. 2.41 E-KYC End to end implementation of e-KYC facility except "biometric authentication device" will be under scope of Bidder. Bidder should implement the same in VM with failover arrangement between DC and DR. All hardware, software, licenses and maintenance of the same will be under scope of bidder during the contract period. Bidder is allowed to use third party application in compliance with regulatory guidelines.	We understand bank already have e-KYC solution which is integrated with Finacle current setup. Please elaborate what is expected in e-KYC new solution implementation in that case.	Clarification: End to end implementation of e-KYC should be done by selected bidder along with supply of the new e-KYC solution. The selected bidder should integrate the existing C-KYC solution with CBS.
58	DXC	17 28	2.3 Functional and Technical Training 2.14 Finacle 10.2.25 Upgrade / Migration responsibility	All training under Sl. No. 1 & 2, should be conducted in the training centre of Infosys, Bhubaneswar OEM : NO Role	The 2 sections are contradicting for Core team and Admin training scope. Please confirm if Core team and Administrator training to be provided by OEM or by bidder and OEM will have no role.	Refer to Table#1: Amendment_1 Sl. No. 28
59	DXC	28	2.14 Finacle 10.2.25 Upgrade / Migration responsibility	OEM Responsibility	Please confirm that all the services required from OEM will be taken by Bank directly from OEM.	Refer to Table#1: Amendment_1 Sl. No. 18
60	DXC	32	2.16 Other important points to be noted by the bidder:	The Upgrade / Migration of the core banking system should be done along with the new licensed modules / add-on applications at OGB Data Centre, Siruseri, Chennai and DR, Madhapur,	Please confirm that the services will be carried out by Bidder from the following 3 locations - Head Office at Bhubaneswar, OGB Data Centre at Siruseri, Chennai and DR at Madhapur, Hyderabad	Clarification: Services shall be carried out by the selected bidders from DC, Chennai, DRC, Hyderabad and Head Office Bhubaneswar only.

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				Hyderabad and should be accessed and operated from the Bank's offices / processing units / branches / RACs.		
61	DXC	49	2.43	Auto GST transaction in CBS	Whether the GST transaction/ Tax determination (CGST/SGST/IGST) should happen in CBS? Or in the third-party solution? Usually the GST transaction happens in CBS and the tax determination and invoicing happens in our solution or any third party solution.	Refer to Table#1: Amendment_1 Sl. No. 29
62	DXC			Auto invoicing and report to invoicing solution	Whether the generated GST invoices to be shared with any other invoicing solution? The Tax determination and invoicing will happen in the proposed GST compliance solution only, both reports and invoices generated can be shared	Refer to Table#1: Amendment_1 Sl. No. 29
63	DXC	49	2.43	Auto Tax Collections	What is the scope of Auto tax collection in GST compliance solution?	Refer to Table#1: Amendment_1 Sl. No. 29
64	DXC	49	2.43	"GST Solution" for both account payable & receivables and the same should be integrated with CBS.	Kindly provide the detailed scope of Accounts Payable in GST Compliance Solution? Whether Accounts Payable transaction will happen in CBS and that data to be inwards in GST compliance Solution for GSTR2A/B reconciliation? Or The Accounts Payable transaction to be captured in GST compliance solution which will hit CBS through API integration for payment to vendors? Is the Bank looking for complete Vendor Payment System to record and transact Accounts Payable transaction along with GST compliance solution? Kindly clarify	Refer to Table#1: Amendment_1 Sl. No. 29
65	DXC	49	2.43	Seamless filing Process	Will Bank need GSP services for seamless filing? The Application Service Provider for GST compliance solution should also be a GSP?	Refer to Table#1: Amendment_1 Sl. No. 29

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
66	DXC	49	2.43	General	Is GST solution considered as including all the GSP services or it is excluding GSP services? Please confirm. If it is including GSP services please provide provision in commercials to quote for GSP services	Refer to Table#1: Amendment_1 Sl. No. 29
67	DXC	139	Appendix 13 : ADD-ON MODULES OR APPLICATION	Bank has identified to implement the following new modules but not limited to as mentioned below of Finacle 10.2.25. These should be implemented without any additional cost.	Bidder understanding is that license for all these modules / application components will be directly procured by bank from OEM and bidder will only implement during Finacle 10 upgrade.	Clarification: Additional Licenses (if any) required for Finacle 10 than same should be proposed by Bidder and will be procured by Bank from EdgeVerve directly. Bidder should not factor any licenses for Finacle 10 modules to be procured from only from EdgeVerve.
68	DXC	52	6	with at least 600 end user license (30 concurrent)	Are these end users the bank employees? Or do they also cover Bank's other 3rd party vendors who will close/resolve the tickets?	Refer to Table#1: Amendment_1 Sl. No. 30
69	DXC	52	6	with at least 600 end user license (30 concurrent)	How the bank has arrived at 30 concurrent end-users?	Refer to Table#1: Amendment_1 Sl. No. 30
70	DXC	52	6	With at least 100 device monitoring license (if require).	This monitoring requirement is parked under Ticketing tool... Kindly clarify: 1) Whether you need monitoring tool as well? 2) Please provide the device details (model/version) with quantity (servers/network device counts and types)	Refer to Table#1: Amendment_1 Sl. No. 30
71	DXC	52	6	with at least 40 technician or helpdesk user license with at least 20 technician or helpdesk user license with at least 20 technician or helpdesk user license	These are the three statements given... Please clarify whether these user licenses are for same persons OR they all are for different persons. We are asking this because some tools do not differentiate the licenses by functions (eg Fault, Change Mgmt, Incident, configuration mgmt etc) \. You've mentioned the license requirement under different tool functions.	Refer to Table#1: Amendment_1 Sl. No. 30
72	DXC			with at least 100 device monitoring license (if require).	We see this sentence 3 times under different points on same page/section. Kindly clarify whether these are for different devices OR they are for same device? We are asking	Refer to Table#1: Amendment_1 Sl. No. 30

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					this because most of the tools license by device only and not by functions (i.e. fault, performance etc.). Note that you've mentioned this line 3 times under different functions	
73	DXC	52	6	Enterprise Management Solutions (Third Party Applications)		Refer to Table#1: Amendment_1 Sl. No. 30
74	DXC	123	APPENDIX 4 point # 20	The current performance state of the entire	Kindly complete the sentence	Refer to Table#1: Amendment_1 Sl. No. 32
75	DXC	125	APPENDIX 4 point # 60	OGC Gold level	The OGC Gold level doesn't seem to provide ITSM certification on their website. Kindly clarify if this is the appropriate certification authority for EMS/ITSM tools.	Refer to Table#1: Amendment_1 Sl. No. 33
76	DXC	126	APPENDIX 4 point # 83	All the hardware should be quoted with 99.50% SLA uptime (calculated monthly) with 8 hours response time	Kindly advise the landscape of Tools in production and DR... Do you require HA in DC for tools? Do you require HA/Standalone in DR for Tools. Normally the HW Sizing for Tools is proposed with HA in DC for critical systems like Helpdesk and server/network monitoring and rest tools like Patch management and Discovery can be kept as standalone in DC and in DR.	Refer to Table#1: Amendment_1 Sl. No. 30
77	DXC	126	APPENDIX 4 point # 83	All the hardware should be quoted with 99.50% SLA uptime (calculated monthly) with 8 hours response time	Kindly advise whether the 99.5% SLA Uptime is for tool in DC only or in DR as well... Because if 99.5% is in DR as well then we may have to size the DR as well in HA alike in DC. We just to have tools architecture with HA in DC and standalone in DR	Refer to Table#1: Amendment_1 Sl. No. 30
78	DXC	122	APPENDIX 4 – ENTERPRISE MANAGEMENT SOLUTION (EMS) TOOL		(1) Kindly advise whether you need perpetual or subscription licenses. (2) Kindly advise whether the bank is OK to propose EMS Tool licenses in the name of Bank in the mid/end of contract term ?	Clarification: The EMS tools licenses should be in subscription based license and in the name of Odisha Gramya Bank.

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
79	DXC	49	2.43	Auto GST transaction in CBS	Whether the GST transaction/ Tax determination (CGST/SGST/IGST) should happen in CBS? Or in the third-party solution? Usually the GST transaction happens in CBS and the tax determination and invoicing happens in our solution or any third party solution.	Refer to Table#1: Amendment_1 Sl. No. 29
80	DXC			Auto invoicing and report to invoicing solution	Whether the generated GST invoices to be shared with any other invoicing solution? The Tax determination and invoicing will happen in the proposed GST compliance solution only, both reports and invoices generated can be shared	Refer to Table#1: Amendment_1 Sl. No. 29
81	DXC	49	2.43	Auto Tax Collections	What is the scope of Auto tax collection in GST compliance solution?	Refer to Table#1: Amendment_1 Sl. No. 29
82	DXC	49	2.43	"GST Solution" for both account payable & receivables and the same should be integrated with CBS.	Kindly provide the detailed scope of Accounts Payable in GST Compliance Solution? Whether Accounts Payable transaction will happen in CBS and that data to be inwards in GST compliance Solution for GSTR2A/B reconciliation? Or The Accounts Payable transaction to be captured in GST compliance solution which will hit CBS through API integration for payment to vendors? Is the Bank looking for complete Vendor Payment System to record and transact Accounts Payable transaction along with GST compliance solution? Kindly clarify	Refer to Table#1: Amendment_1 Sl. No. 29
83	DXC	49	2.43	Seamless filing Process	Will Bank need GSP services for seamless filing? The Application Service Provider for GST compliance solution should also be a GSP?	Refer to Table#1: Amendment_1 Sl. No. 29
84	DXC	49	2.43	General	Is GST solution considered as including all the GSP services or it is excluding GSP services? Please confirm.	Refer to Table#1: Amendment_1 Sl. No. 29

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					If it is including GSP services please provide provision in commercials to quote for GSP services	
85	DXC	76,78	8.22	Reverse Transition/Exit Plan 1. Bidder shall provide the payment may be given to Bidder for Termination/Expiration Assistance regardless of the reason for termination or expiration 20. Bidder need to ensure at least 6 months of Exit Management of Reverse Transition 21. During Reverse transition Bank will not pay any additional cost to the Bidder for doing reverse transition	Request Bank to clarify the following: a) Please confirm whether additional payment may be given to Bidder for reverse transition? Clause 8.22(21) is contradictory with Clause 8.26. b) With reference to clause 8.22(1), reverse transition services will not be applicable if the bank terminates the contract for its convenience. Please confirm. c) Request Bank to provide a timeline for completing the reverse transition services in order to prepare a most competitive bid. d) Our understanding is reverse transition will happen within the contract period with minimum 90 days of notice period. If reverse transition happens beyond the contract period, the same will be mutually discussed and agreed.	Clarification: a. Bidder shall treat the period of reverse transition as support period and payment towards the same will be released as as per rate contract. No additional payment will be given to bidder for particular to reverse transition. b. Reverse transition is applicable for all type of terminations. c. The reverse transaction period should be confined to 90 days. In case of extension, the same will be mutually discussed and agreed.
86	DXC	61-62	5.7	Earnest Money Deposits (EMD) and Exemptions The Bidder is required to deposit ₹50,00,000/- (Rupees Fifty Lakhs only) in the form of Bank Guarantee issued by a scheduled commercial bank valid for 6 months, with a claim period of 3 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure B.	Request Bank to replace the EMD with Bid Security Declaration with two years suspension period as per the Government of India mandate and remove Annexure - B	Refer to Table#1: Amendment_1 Sl. No. 34, 35
87	DXC	79-80	8.25	Termination of Contract: For Amalgamation / Merger of bank For Amalgamation / Merger of bank, Bank with written notice of 3 months to Bidder, may terminate the contract whole or in part at any time for its convenience giving three months prior	Request Bank to help us with the clarification: a) If Bank is amalgamated in the first year of the contract, contract may be terminated by Bank whereas bidder may face financial losses as investments would have been made. In this scenario, bank	Existing clause in RFP stands

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. OGB will release any payment applicable till date of termination for services taken, but will not release any payment request raised by vendor for termination for amalgamation or merger of bank as per instruction of GOI.	shall support the bidder for reasonable charges if the bank is amalgamated in the first and second year of the contract.	
88	DXC		OGB Commercial Bid Format - Prod/UAT/Dev Part A	Blade Enclosure for CBS, Other Application, App/Web Server	Server with Rack form factor should be allowed as all OEM don't manufacture Blade Server. This will allow bidder to select OEM of their choice to build solution with high performant server.	Refer to Table#1: Amendment_1 Sl. No. 36
89	DXC		OGB Commercial Bid Format - DR/Report Server Part A	Blade Enclosure for CBS, Other Application, App/Web Server	Server with Rack form factor should be allowed as all OEM don't manufacture Blade Server. This will allow bidder to select OEM of their choice to build solution with high performant server.	Refer to Table#1: Amendment_1 Sl. No. 36
90	DXC	51	Section 4 /point 6	The OEM of all Hardware must be listed in leader's quadrant of Gartner's report 2020/2021	Gartner's report for magic quadrant consider server with Intel processor only and not any other processor. OEM who manufacture server other than Intel processor won't be able get any report from Gartner's magic quadrant.(e.g. HP Itanium/Oracle SPARC/IBM Power processor)	Refer to Table#1: Amendment_1 Sl. No. 37
91	DXC	116	Section12-Appendix (Point9)	DRAM CACHE / MEMORY: The proposed storage should be configured with at least 192GB DRAM cache scalable to at least 768GB of DRAM Cache without replacing the existing controllers. The proposed array must protect data in cache during a manual power down or an unexpected power outage by vaulting/destage to persistent flash storage.		Existing clause in RFP stands

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				In case NAS capabilities are not built-in and are supplied through additional/external hardware/gateways, additional 256 GB Memory should be supplied across redundant NAS controllers.		
92	DXC	117	Section12-Appendix (Point13)	<p>CAPACITY & PERFORMANCE REQUIREMENT</p> <p>The proposed array should be configured with usable capacity of 60 TB using NVMe SSDs in RAID5/RAID6 or equivalent and should be able to deliver at least XXX IOPS (8K block size, 70% Read/30% Write) with sub-millisecond latency for both read & write IOs. Mentioned performance numbers should be achieved with data reduction techniques like Compression and deduplication turned ON. OEM should submit the document stating the above mentioned performance metrics capability of the proposed system.</p> <p>However Bidder to resize the specification to meet the required performance of this project.</p>	Please confirm what is the total IOPS requirement?	Refer to Table#1: Amendment_1 Sl. No. 38
93	HPE	22		Bidder to supply Hardware with required sizing to achieve the required TPS and performance. EdgeVerve should examine and certify the sizing proposed and the reference should be submitted along with the Technical Bid.	Kindly advice whether HPE can propose X86 servers. Since the market is already moved towards industry standard architecture and since the RFP is upgradation of hardware for upcoming 6 years of contract period, We would like to propose X86 servers for this upgrade for 6 years of contract.	Refer to Table#1: Amendment_1 Sl. No. 39
94	HPE	69		Delivery of Hardware: All hardware shall be delivered and installed within 6 weeks from date of issue of Purchase Order and	We would request Bank to modify the clause as all the hardware shall be delivered within 8 weeks from the date of acceptance of Purchase Order and	Refer to Table#1: Amendment_1 Sl. No. 25

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				should be installed within 8 weeks from date of issue of Purchase Order.	should be installed within 10 weeks from the date of acceptance of purchase order	
95	HPE		Commercial Bid format	Network and Security Solution	We would request the Bank to provide description on this requirement since the scope is large in nature.	Refer to Table#1: Amendment_1 Sl. No. 40
96	HPE		Commercial Bid format	Blade enclosure and blade server for CBS and other applications	We would request the Bank to clarify whether Bank is requesting only blade servers for CBS and Non CBS applications	Clarified elsewhere
97	HPE		Commercial Bid format		Kindly advice whether the storage migration cost also to be factored to migrate storage data from current hardware to the proposed new storage	Clarification: The migration of storage data will be part of CBS migration and no separate line item included under commercial.
98	Wipro	17	2.3	Functional and Technical Training	Core Team functional and technical training are assumed to be 2 separate trainings? Please clarify	Clarification: The core team training and technical training to be carried under same session.
99	Wipro	17	2.3	Functional and Technical Training	Duration of one week of Functional and Technical training seems less. With our experience it should be at least 2 weeks.	Clarification: Bidder can factor for more numbers of weeks as per standard. The numbers of week given is the minimum number of weeks to be covered for respective training.
100	Wipro	21	2.6	Customization Retrofitting and Interface Requirement	'Any gaps identified during product demonstration, functional requirements specifications study, system testing, user acceptance testing, business process re-engineering and pilot migration should be included by the bidder as migration efforts. Bank will not pay the bidder any additional charges for all such customizations. Bidder shall take up all such amendments as required by the Bank on a priority basis and shall inform the Bank the timelines for completions.	Refer to Table#1: Amendment_1 Sl. No. 41

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					<p>During the period of contract or Term, bidder should provide all type of integration of CBS with third-party software or services (both transactional and non-transactional) without any additional cost and as non-commercial change request."</p> <p>The above clauses are open ended and it will be difficult to size. Please clarify of this is AS-IS migration? Or else can we put a cap on number of person days for customizations?</p>	
101	Wipro	23	2.1	Application Maintenance, Support Services	<p>"L2 Engineers (Customization) Developer for all customization "</p> <p>Is this L3??</p>	<p>Clarification:</p> <p>Bank requires L2 Engineer for Customization with minimum experiences mentioned in the RFP and Amendment.</p>
102	Wipro	25	2.12	Data Archival & Purging Solution	Assume archival will be in 10 DB directly and not in 7	<p>Clarification:</p> <p>Data Archival and Purging should be done in Finacle 10 setup. This is not available in current setup.</p>
103	Wipro	28	2.14	Finacle 10.2.25 Upgrade/Migration responsibility	Test cases creation is usually done by Testing Agency/Bank. Does this needs to be in scope of Bidder? Would it not be conflict	Refer to Table#1: Amendment_1 Sl. No. 43
104	Wipro	32	2.16	Other Important Points to be noted	'Any gaps identified during Detail Requirement Gathering, functional requirements specifications study, system testing, user acceptance testing, business process re-engineering and pilot migration should be included by the bidder as migration efforts. Bank will not pay the bidder any additional charges for all such customizations. Bidder shall take up all such amendments as required by the	Existing clause in RFP stands

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					Bank on a priority basis and shall inform the Bank the timelines for completions" This is open ended. Can be have a cap on man-days for the unknown coming out of GRG	
105	Wipro	33	2.16	Other Important Points to be noted	'To install, customize and implement the new modules in the system as per the requirement of the Bank in a month's time.' Customization of Finacle CBS modules is a lengthy activity. Please revise this clause. Customizations should be done on priority basis as per the mutual agreed timeline	Refer to Table#1: Amendment_1 Sl. No. 44
106	Wipro	34	2.17	Migration Process	We can remove the dependency on intermediate migration to 7.0.25. It is not needed if we are using ETL approach. Even Multi Byte conversion also would not be required. Please revisit.	Clarification: If bidder is having alternate improved approach to skip any of the step of migration, the same will be studied by Bank during Business Requirement Documentation, and if found to be suitable and effective, the same can be accepted by Bank.
107	Wipro	47	2.4	Internet Banking	"Solution for system Monitoring" Please elaborate as IBS will not have inbuilt solution for system monitoring.	Clarification: Bidder can use the EBS to be provided under scope of this RFP to provide system monitoring of Internet Banking System.
108	Wipro	48	2.42	Aadhaar Vault	'All changes within the scope of the product proposed and required by Bank till go-live" Assume no customization and only implementation of product features. Otherwise it becomes an open ended statement. Request to provide a cap of man-days for customization	Clarification: The terms mentioned in Table#1: Amendment_1 Sl. No. 41 , can be referred for any change request after go-live.
109	Wipro	49	2.43	GST	'All changes within the scope of the product proposed and required by Bank till	Clarification: The terms mentioned in Table#1:

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					go-live" Assume no customization and only implementation of product features. Otherwise it becomes an open ended statement. Request to provide a cap of man-days for customization	Amendment_1 Sl. No. 41 , can be referred for any change request after go-live.
110	Wipro	11	2.3.4	Payment Systems	'IMPS: Development of transaction triggering application for IMPS outwards" Assumption is that currently it is not present. We assume the outward IMPS feature in Finacle 10.x is what is asked here	Clarification: A third-party developed application is being used in current setup to consume the API to trigger IMPS outward transaction. With Finacle 10, bidder should eliminate the use of this application and trigger the transaction from Finacle 10 solution directly.
111	Wipro	11	2.3.4	Payment Systems	'Generation of required reports" Which reports are being requested here. Assumption is what is present in AS-IS will be provided in 10.x as well. Please elaborate.	Clarification: All reports AS-IS should be ported from Finacle 7 to 10 and any new report as requested will have to be provided by Bidder.
112	Wipro	11	2.3.4	Payment Systems	'Further Customization" Assumption is that the way the current interfaces are there, they would be integrated in a similar manner. Please elaborate about further customization as it is open ended statement.	Clarification: Further customization means any customization requirement for the product mentioned as an when required by Bank.
113	Wipro	20	2.6	Customization Retrofitting and Interface Requirement	Assume following new modules are not to be implemented by the bidder as part of this RFP UPI Positive Pay Loan Processing Kiosk Banking Card Management System Only Integration providing is in scope of the RFP. In that case, bidder will not be responsible for any delay caused by third party vendor	Clarification: Following are the scope of work under bidder as part of migration. UPI - Integration with switch, only after getting license from RBI by Bank Positive Pay - Integration with V-Soft service Loan Processing - Integration with Loan Processing System to be deployed by Bank. Kiosk Banking - Integration with the same after implementation of the

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						same by Bank Card Management System - The card management system should be provided by Bidder and same should be integrated with CBS.
114	Wipro	34	2.18	Project Timeline	It is assumed that all allied applications as per the RFP scope like Archival, IBS, Aadhaar Vault, e-KYC, GST will be made available with Finacle 10.2.25 go live and not in Finacle 7	Clarification: All work under scope of this RFP to be made available with Finacle 10.2.25 before Go-Live.
115	Wipro	25	2.13 Performance requirement	Transaction per Second (TPS)	Can we use these values for sizing the HSM for Aadhaar Data Vault?	Refer to Table#1: Amendment_1 Sl. No. 1
116	Wipro				If NO kindly provide the TPS for the HSM in TPS	Refer to Table#1: Amendment_1 Sl. No. 1
117	Wipro		422.27 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	From security perspective, do we need to consider security solution for Non prod environment?	Clarification: All environment to be considered for any kind of security measures to be provided under this RFP.
118	Wipro		422.27 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	We understand that only Aadhaar Data Vault and Antivirus (as non-native tools) are the security solutions asked in the RFP. Please confirm	Clarification: All environment to be considered for any kind of security measures to be provided under this RFP.
119	Wipro		422.27 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	As per commercial template also only these 2 components are asked	Refer to the Commercial Bid Format-Amended-1

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120	Wipro	44	2.32 Quarterly Performance Analysis for systems	4. Vendor shall report all security related issues relating to the Infrastructure and RCA for the incidents to Bank for review of the same on quarterly report.	Infrastructure is referred as Compute infrastructure. Please confirm	Clarification: "Infrastructure" herein refer to the setup provided by Bidder.
121	Wipro				We presume that Banks SIEM/SOC team will perform monitoring of Security Events/threats and notify the BIDDER for remedial action. Please confirm if our assumption is correct	Clarification: Bank's NOC and SOC will perform monitoring of security incidents. However, this will not leverage the obligation of Bidder from security responsibility of the system provided.
122	Wipro	42	2.28 Antivirus	Bidder will be responsible for deployment of Antivirus Solution at all Computers, Servers and Firewalls at Data Centre and DRC only.	We presume computers as "Admin Computers" managing the DC/DR. Please confirm	Clarification: Selected bidder should provide Antivirus for admin computers at DC and DRC also.
123	Wipro	46	2.38 System & Security Audit	3. The New solutions should have built in security features and compliant with the requirements of RBI, NABARD, UIDAI and other regulatory agencies.	Is the infrastructure solution required to comply with the regulatory agencies mentioned?	Refer to Table#1: Amendment_1 Sl. No. 40
124	Wipro	46	2.38 System & Security Audit	2. During AMC / ATS period, the vendor needs to comply with security and system audit observation and rectify the audit observation without any additional cost to the Bank.	We presume that Bank will get the audits performed by 2rd party auditors and bidder is expected to perform remedial action. Please confirm	Clarification: Security and VAPT audit will be conducted by Bank by engaging third-party auditor and Bidder is expected to perform remedial measures.
125	Wipro	46	2.38 System & Security Audit	4. New Solutions should have high level of reliability with particular emphasis on data integrity and security. Authorized users to use the application if available on Internet / Intranet, generate logs and audit trails.	We presume Bank will provide necessary certificates for encryption for intranet and internet facing applications of CBS. Please confirm	Refer to Table#2 Clarification Sl. No. 7
126	Wipro		2. Existing Interfaces of Finacle Core Table – Interface Requirement (New)	i) The Bidder will ensure and incorporate all necessary security and control features within the application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times.	1) Do OGB have internal Cyber security/ Info Security team which validates the proposed security and control features? 2) If YES, does this team implements and manages security posture of OGB?	Clarification: Bank's NOC and SOC will perform monitoring of security incidents. However, this will not leverage the obligation of Bidder from security responsibility of the system provided.
127	Wipro	35	2. Project Go-Live: This project will be said to Go-Live when,	IV. All security measure has been implemented as per globally accepted standard.	Kindly provide the Security measures that will be considered for go-live sign off (security controls/components listed below for reference).	

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					Kindly provide the details of what you have (from the list of security controls listed below) so that we can analyse and bring or recommend what is required for minimum security posture to be implemented Based on the responses for the below solutions availability we will further send queries for design and quantification of the solution components	
128	Wipro		2. Project Go-Live: This project will be said to Go-Live when,	IV. All security measure has been implemented as per globally accepted standard.	Infra Security: NG Firewall (internal/external), WAF, IDS/IPS, Anti DDoS, VPN, NAC, Antivirus, Antimalware, Load balancers Also please confirm End point security (user side like PC/laptops) is NOT in the scope of this RFP	Clarification: Security related to network will be under scope of Bank.
129	Wipro		2. Project Go-Live: This project will be said to Go-Live when,	IV. All security measure has been implemented as per globally accepted standard.	Data Security: Data Loss Prevention, DAM, Data Governance, Certificate Lifecycle Management, Encryption & Key Management, Data Masking, Data Privacy & information rights management	Clarification: Security related to Data will be under scope of "SI"
130	Wipro		2. Project Go-Live: This project will be said to Go-Live when,	IV. All security measure has been implemented as per globally accepted standard.	IdAM: Identity & Access management, Role based Access Control (RBAC), Single Sign On (SSO)	Clarification: "SI" can either use the Active Directory service available with Bank for IAM or can provide the same as per feasibility.
131	Wipro		2. Project Go-Live: This project will be said to Go-Live when,	IV. All security measure has been implemented as per globally accepted standard.	Security Intelligence and Analytics: SIEM/SOC, VA/PT, Security Audits	Clarification: Security Audits and VAPT is under scope of Bank and will be done through third-party vendor
132	Wipro		2. Project Go-Live: This project will be said to Go-Live when,	IV. All security measure has been implemented as per globally accepted standard.	Risk, Compliance and Assurance services, Security governance	Clarification: Security governance for the systems provided by "SI" will be under scope of "SI"
133	Wipro	47	2.40 Internet Banking (View only) facility	5.c. Security appliance or solution to be provided as separate physical application or box.	Bank has application level security like WAF, perimeter security like Firewall and Network based threats like Anto DDoS solutions in place. Please confirm	Refer to Table#2 Clarification SI. No. 40

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134	Wipro		2.40 Internet Banking (View only) facility	5.c. Security appliance or solution to be provided as separate physical application or box.	What are the current security measures enabled for Internet banking ?	Refer to Table#2 Clarification Sl. No. 40
135	Wipro		2.20 Knowledge Transfer and Documentation –	B. Complete Documentation and hands-on Knowledge Transfer for all relevant Bank's Infrastructure, including peripherals, but not limited to the following – 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)	1) Kindly provide the scope for IT Security Management? 2) Do you have SIEM which can be integrated to the new work loads coming from Finacle 10 upgrade? 3) Kindly provide the dump of tickets related to IT Security Management for last 6 months with bifurcation of technologies	Clarification: Security related to Data will be under scope of "SI". For other clarification, please refer to the RFP and Amendment_1
136	Wipro	48	2.40 Internet Banking (View only) facility	8.Web Applications should not store sensitive information in HTML hidden fields, cookies, or any other client-side storage leading to compromise in the integrity of the data. Critical web Applications should enforce at least SSL v3 or Extended Validation –SSL / TLS 1.0 128 bit encryption level for all online activity.	We presume that Bank will provide necessary certificates for SSL enablement. Please confirm	Refer to Table#2 Clarification Sl. No. 7
137	Wipro	48	2.20 Knowledge Transfer and Documentation –	B.8) IT Security policies and procedures	Kindly elaborate the scope for this ask so that we can arrive at the appropriate KT sessions We presume these are available with OGB's Info Sec team. Please confirm	Clarification: Bidder should provide the required KT and documentation within the scope of the bidder
138	Wipro	39	B. Database Monitoring and Administration	61. Implementation and monitoring of database security	Do Bank have DB Activity Monitoring (DAM) tool in the existing setup and can the bidder leverage the same with license augmentation from OGB?	Clarification: The list of DB licenses available with Bank are provided in the RFP. Any additional licenses required by the proposed solution of the bidder should be factored by the bidder.
139	Wipro		General		Is escrow arrangement required for CBS?	Clarification: The list of DB licenses available with Bank are provided in the RFP. Any

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						additional licenses required by the proposed solution of the bidder should be factored by the bidder.
140	Wipro	23	Environment	Set up and Maintenance of various Environments	Bidder understands that following environments needs to be maintained apart from DC and DR Development, Test, Training, Migration, CBS-MIS Please let us know sizing of above environments and whether NDR environment needs to be created	Refer to Table#1: Amendment_1 Sl. No. 45
141	Wipro		General	RTO and RPO	Please let us know RTO and RPO required for CBS, Allied and Infra applications. Do we have any Near DR site requirement as per RBI guidelines?	Refer to Table#1: Amendment_1 Sl. No. 23
142	Wipro	17	DR Site Support	(m) The DR must be exact replica of DC with real time synchronization. DC and DR should be in Active-Active mode with auto failover.	It will be difficult to achieve Active-Active mode between DC and DR when Chennai is at DC location and Hyderabad is DR location due to distance limitation. We need <5ms roundtrip latency between DC-DR to achieve real time synchronization (Normally within city over Dark Fiber we can achieve the same). We need <1ms roundtrip latency between DC-DR to achieve Active-Active mode between DC-DR for backend system like Oracle database. Kindly share RPO and RTO requirement for CBS, Allied and Infra applications.	Refer to Table#1: Amendment_1 Sl. No. 16
143	Wipro	23	Interface	Interface Table	Please advise on maintenance support for hardware and tools used in interface	Clarification: All hardware and tools provided by bidder will be under maintenance scope of bidder
144	Wipro	16	Functional & Technical Training	Core Team Training – Functional & Technical	We recommend Bank to consider 14 number of days instead of 7 Suggest removal of Infosys dependency on training	Refer to Table#1: Amendment_1 Sl. No. 28
145	Wipro	16	End user Training	End user Training	Bidder understands that Bank is looking for "Train the Training" training for 14 days. Please confirm	Clarification: "Train the trainer" to be as per "End

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						user training" defined under 2.3 Functional and Technical Training
146	Wipro	71	Eligibility Criteria	The bidder can make consortium but cannot sub-contract the job to any other company or firm and the implementation for the Bank must be done by the employees of the consortium members only. Prime bidder will be sole responsible for the entire project	Please let us know the role of consortium	Refer to Table#1: Amendment_1 Sl. No. 46
147	Wipro	22	Performance Requirement	Transactions Per second	Bidder understands that Peak TPS- 310 refers to financial transactions from Branch Network, ATM and FI channels.	Clarification: TPS count has been given considering all types transactions with CBS.
148	Wipro	22	Performance Requirement	Transactions Per second	Current 200 TPS and 3Lacs transaction/Day as well as Year5 310 TPS and 6Lacs transaction/Day figures are not matching for TPS calculation. Do we have to consider TPS value or Transaction/Day for performance calculation?	Clarification: Bidder to consider both.
149	Wipro	24	Migration Responsibility	Requirement Gathering	Understand this is AS-IS migration from the RFP. While we understand Gap Analysis/Detailed System Study (Point 5), please elaborate on the Detailed Requirement Gathering Activity as elaborated in point number 6. No new requirements to be taken for CBS in the absence of Functional and Technical specifications	Clarification: Requirement Gathering involves all work within the scope of this RFP along with GAP analysis and new implementations with Finacle 10.
150	Wipro	24	Migration Responsibility	Migration Strategy	It is mentioned to use Finacle Uploadable Formats and extraction / Tranformation in this section. However, with	Please refer to the RFP
151	Wipro	42	Internet Banking	Solution for system monitoring.	Need more detail around the same. System Monitoring usually is not part of Internet Banking application	Refer to Table#2 Clarification Sl. No. 107
152	Wipro	22	Data Archival	All old data of Finacle 7.x should be available till the Go Live of this project in new production server.	Do we intend to do Archival only after Go Live on Finacle 10.x?	Clarification: The duration of Archival will be decided during Business Requirement Gathering discussion and the Archival

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						should be done before as well as after Go-Live
153	Wipro	31	Project Timeline	The Go Live of the project must be completed on or before 15th October 2022.	Given the 12 month plan, it is not possible to complete the project by 15th Oct 2022. The timeline should be "Go Live in 12 Months Post Issuance of PO	Clarification: From the Bank's perspective, basis on the presumption that the entire process goes through as per schedule, go- live date has been fixed. Successful bidder is expected to strive to work towards achieving the goal. Refer to Table#1: Amendment_1 Sl. No. 21
154	Wipro	31	Project Timeline	Timeline for IBS, Aadhaar Data Vault and Archival Solution	What's the timeline for the implementation of the allied applications? It is understood that the IBS, ADV and Archival solution will go live along with Finacle CBS	Clarification: All allied services listed under scope of bidder should be implemented or integrated along with Finacle 10.2.25 before go-live.
155	Wipro	31	Project Timeline	Train the Trainer, Training module setup, End User Training	This should not be held in M10-M11 and TTT should be planned earlier	Refer to Table#1: Amendment_1 Sl. No. 20
156	Wipro	11	Existing hardware	Overview of existing hardware	Kindly share existing software BOQ with Part number, description and quantity. This will help for bidder whether they have to propose new solution or can upgrade existing solution.	Clarification: Bidder can request the BOQ of current hardware and software over email to procurement@odishabank.in.
157	Wipro	128	Backup Policy	Appendix 3	Kindly share backup policy based on environment and application criticality along with retention policy to calculate backup solution. Is bank looking for Disk based backup solution to reduce backup/restoration window for critical applications? If yes than kindly provide details for which application, backup policy and retention policy.	Clarification: All policies will be provided to the successful bidder during BRD. Bidder should refer to the specification provided under Appendix-3 for Backup solution design. Backup should be done on tape library only. Also refer to Table#1: Amendment_1 Sl.No.47
158	Wipro	12	Oracle Database license	Oracle Database Active Data Guard	Kindly help us with existing Oracle database detail BOQ along with Quantity (Core and NUP license) for various features details like RAC, ADG, partitioning, Audit	Please refer to the RFP clause: "2.3.8 Database". Clarification:

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					Vault, Database firewall, Advance security etc.	At present Bank is not having Active Data Guard license.
159	Wipro	12	Oracle Database license	Oracle Database Active Data Guard	Kindly share the scope related to Oracle Database Active Data Guard. Is it only for data replication from primary site to secondary site or we are running some reports from secondary site on replicated data from primary site?	Clarification: Primary objective of Active Data Guard is for data replication between DC and DRC and correction of corrupted data block.
160	Wipro	105	Oracle Database security features	Oracle Audit Vault, Database Firewall, Advance security	Kindly help us with use case and scope requirement for these solution as part of this project.	Refer to Table#1: Amendment_1 Sl. No. 48
161	Wipro	11	Existing hardware	Overview of existing hardware	Kindly share used capacity for various application in current production environment. How many years of CBS database we have in existing Finacle 7.x solution on primary storage and archive storage.	Clarification: Current CBS database is having ledger data since Year 2010. However, other data are older than Year 2010. All data are stored in primary storage only.
162	Wipro	128	Backup Migration	Appendix 3	Incase bidder wants to propose new backup solution; do we have to perform any backup data migration as part this project scope.	Clarification: On proposal of new backup solution, Bidder should migrate all the data to new system.
163	Wipro		General	Environment Sizing	How many environments apart from production at DC & DR are required for various applications? How much compute and storage capacity is required for each applications as compare to production environment? For which environment we have to considered high availability solution?	Clarification: Environment design should be done by referring to the details provided under scope of work in the RFP. The sizing of hardware is under scope of bidder and should be done by referring to all types of specification and parameters provided in the RFP.
164	Wipro	13	Section 2.4.10 & 2.4.11	Hardware, Storage	As per understanding - current hardware is 7 years old and reaching EOL / EOS and bidder understanding is same will be decommission post migration to Finacle 10.2.25 is completed > Bidder need to manage only new hardware commissioned and decommissioning is out of scope for bidder?	Clarification: Post migration to Finacle 10.2.25, the old hardware will be decommissioned and Auctioned by Bank.

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165	Wipro	14	Section 2.4.12	Tools	Bidder assumes that all tools licences will be extended by Bank and is Bank is fine to explore open source tools?	Refer to Table#1: Amendment_1 Sl. No. 31
166	Wipro		General	Tickets	Can you please share current ticket dump for CBS (Finacle) and any automation currently enabled on Bank environment,	Clarification: Currently all ticketing are being done manually.
167	Wipro	20	Section 2.6	Application Maintenance, Support Services (AMS)	While we understood shift timing and resource units - can you please advise support window (example for M, E, N --> Are we looking for 7 days a week / or as per bank working Hrs?)	Clarification: The support window is 7 days a week and resources should be engaged in rotation.
168	Wipro	20	Section 2.6	Application Maintenance, Support Services (AMS)	For resource requirement OD - can you clarify minimum Hrs availability (as OD availability will be based on tickets / calls?)	Clarification: The On Demand resources to be arranged as per requirement. The minimum hours cannot be defined at this stage.
169	Wipro	34	Section 2.20	Help Desk & Support Staff	Bidder understanding is that Help-desk agent's deployment and management is bidder preview? Can you please clarify on the point 3 mentioned in same section " <i>L1 help desk support will be handled by Bank and is out of scope of the bidder</i> "?	Clarification: The complaints and queries from Branches and offices will be first handled by Bank's L1 helpdesk and under scope of Bank. Rest all supports are to be provided by Bidder.
170	Wipro	37	Section 2.22	Operations Management	Bidder understands there need to be team on ground M, E, N at DC & DR site (24X7) to manage respective tasks mentioned?	Clarification: Bidder should arrange their resources as per resource arrangement asked in the RFP for 24x7 support at DC and DR wherever applicable.
171	Wipro	37	Section 2.22	Software licence management	As bidder understands - Bidder need to provide Hardware and software inventory management (for in scope devices / infra / Apps) - Please clarify any specific support window requirement and current tools used for Asset management?	Clarification: Hardware and software data inventory should be jointly maintained by both bidder and Bank. Bidder can use "OGB Asset Management" application to record the data.
172	Wipro	38	Section 2.24	Updates/Upgrades/New releases/New versions/Patch Management	Please advice on current Patch management tool used and bidder assumes same will be extended for bidder utilisation?	Clarification: Bank is not having any patch management tools. Bidder to provide patch management tools under scope of this RFP.

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173	Wipro	38		Tools Management	Bidder assumes that tools management including integration with newly deployed HW & application will be managed by current Bank tools team and bidder need to coordinate with bank tools team for respective agent's deployment.	Clarification: Tools management will be under scope of the bidder.
174	Wipro	19/148	2.2.2 Existing Interfaces of Finacle Core	The Bidder will ensure and incorporate all necessary security and control features within the application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times.	1) Do OGB have internal Cyber security/ Info Security team which validates the proposed security and control features? 2) If YES, does this team implements and manages security posture of OGB?	Clarification: Bank's NOC and SOC will perform monitoring of security incidents. However, this will not leverage the obligation of Bidder from security responsibility of the system provided.
175	Wipro	31/148	2. Project Go-Live: This project will be said to Go-Live when,	IV. All security measure has been implemented as per globally accepted standard.	Kindly provide the Security measures that will be considered for go-live sign off (security controls/components listed below). Kindly provide the details of what you have (from the list of security controls listed below) so that we can analyse and bring or recommend what is required for minimum security posture to be implemented Based on the responses for the below solutions availability we will further send queries for design and quantification of the solution components	Clarification: All network related security measures will be under scope of Bank. Bidder to study and propose all application security measures best suited for the solution proposed.
176	Wipro	31/148	2. Project Go-Live: This project will be said to Go-Live when,	IV. All security measure has been implemented as per globally accepted standard.	Infra Security: NG Firewall (internal/external), WAF, IDS/IPS, Anti DDoS, VPN, NAC, Antivirus, Antimalware, Load balancers Also please confirm End point security (user side like PC/Laptops) is NOT in the scope of this RFP	Clarification: Security related to network will be under scope of Bank.
177	Wipro	31/148	2. Project Go-Live: This project will be said to Go-Live when,	IV. All security measure has been implemented as per globally accepted standard.	Data Security: Data Loss Prevention, DAM, Data Governance, Certificate Lifecycle Management, Encryption & Key Management, Data Masking, Data Privacy & information rights management	Clarification: Security related to Data will be under scope of "SI"

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178	Wipro	31/148	2. Project Go-Live: This project will be said to Go-Live when,	IV. All security measure has been implemented as per globally accepted standard.	IdAM: Identity & Access management, Role based Access Control (RBAC), Single Sign On (SSO)	Clarification: "SI" can either use the Active Directory service available with Bank for IAM or can provide the same as per feasibility.
179	Wipro	31/148	2. Project Go-Live: This project will be said to Go-Live when,	IV. All security measure has been implemented as per globally accepted standard.	Security Intelligence and Analytics: SIEM/SOC, VA/PT, Security Audits	Clarification: Security Audits and VAPT is under scope of Bank and will be done through third-party vendor
180	Wipro	31/148	2. Project Go-Live: This project will be said to Go-Live when,	IV. All security measure has been implemented as per globally accepted standard.	Risk, Compliance and Assurance services, Security governance	Clarification: Security governance for the systems provided by "SI" will be under scope of "SI"
181	Wipro	32/148	2.17 Knowledge Transfer and Documentation –	B. Complete Documentation and hands-on Knowledge Transfer for all relevant Bank's Infrastructure, including peripherals, but not limited to the following – 1) Infrastructure Architecture, including Server, Storage, Network and Security Architecture	Please confirm if DC Network is in scope of this RFP and to be proposed by the bidder? Kindly provide the boundaries for the KT sessions to provide finite services	Clarification: Network Management is under scope of Bank.
182	Wipro	32/148	2.17 Knowledge Transfer and Documentation –	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)	1) Kindly provide the scope for IT Security Management? 2) Do you have SIEM which can be integrated to the new workloads coming from Finacle 10 upgrade? 3) Kindly provide the dump of tickets related to IT Security Management for last 6 months with bifurcation of technologies	Clarification: Bank's NOC and SOC will perform monitoring of security incidents. However, this will not leverage the obligation of Bidder from security responsibility of the system provided.
183	Wipro	32/148	2.17 Knowledge Transfer and Documentation –	8) IT Security policies and procedures	Kindly elaborate the scope for this ask so that we can arrive at the appropriate KT sessions We presume these are available with OGB's Info Sec team. Please confirm	Clarification: All network related security measures will be under scope of Bank. Bidder to study and propose all application security measures best suited for the solution proposed.
184	Wipro	34/148	2.20 Facilities Management Services (FMS)	A. Hardware AMC and Software ATS 1. The successful Bidder will be the Single Point of Contact and responsible for Facilities Management Services, AMC	Kindly provide the inventory of Network infra that the Bidder is expected to take over? Kindly confirm if bidder is expected to	Clarification: Network Management is under scope of Bank.

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				and ATS for hardware and software, etc. other than that of network, which the Bidder will be taking over	provide the network gear for the compute & storage for Finacle upgrade? Kindly elaborate on the "Take over" scope. Is bidder expected to buy back the network gear and manage the uptime of the network please confirm the scope	Also Refer to Table#1: Amendment_1 Sl. No. 36
185	Wipro	35/148	2.21 Database Administration	61. Implementation and monitoring of database security. 63. Proactively apply security fixes	Do OGB have DB Activity Monitoring tool in the existing setup and can the bidder leverage the same with license augmentation from OGB?	Clarification: The list of DB licenses available with Bank are provided in the RFP. Any additional licenses required by the proposed solution of the bidder should be factored by the bidder.
186	Wipro	37/148	2.21 Database Administration	C. Access management 1. Implementing & managing security rules & access authority as per security policy; Database Hardening 2. Implementation of database security by creating roles, privileges & profiles 3. Management of users in database and assigning of roles/privileges 4. Monitoring and management of logs for user access management of privileged users 5. Reporting of multiple login failures of any user during the day and any other exceptions	1) Do you have any IdAM solution in place in the existing setup which can be leveraged for this function on the new solution provided? 2) Do OGB want us to provide new IdAM solution? If yes then we will send next set of queries for sizing of the solution	Clarification: "SI" can either use the Active Directory service available with Bank for IAM or can provide the same as per feasibility.
187	Wipro	41/148	2.34 System & Security Audit	1. All audit points raised by the Software auditor should be complied by the vendor without any additional cost to the Bank.	1) Do ODB have external agency to perform Security audits? 2) Do this agency perform VA/PT function as well for which bidder is expected to provide remedial action for the observations documented in the report?	Clarification: Security and VAPT audit will be conducted by Bank by engaging third-party auditor and Bidder is expected to perform remedial measures.
188	Wipro	106/148	Table# 1.3 – Software (license) Cost at UAT, Development & Training	Aadhaar Vault	Do you need a dedicated Aadhaar Vault solution for UAT environments well as it is appearing in the pricing template	Clarification: Separate dedicated Aadhaar Vault for UAT is not required.
189	Oracle	13	2.3.8 Database	i. Bank is having two active-passive instances of Oracle Database with data guard at DC, Chennai and two active-passive instances of Oracle Database with data guard at DRC, Hyderabad.	Please confirm the below understanding on your existing infrastructure:- a. You have 2 Active-Passive clusters in DC (4 nodes in all) and 2 more Active-Passive clusters in DR (4 nodes in all)	Refer to Table#1: Amendment_1 Sl. No. 17

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				vi. Total 8 instances of Database are being used at DC and DR.	b. What is the functional/non-functional requirement(s) of having 2 clusters in DC and 2 more in DR instead of having 1 cluster(with multiple nodes) each in DC as well as in DR. Please clarify.																									
190	Oracle	18	2.4 DR site setup support	(d) The DR must be exact replica of DC with real time synchronization. DC and DR should be in Active-Active mode with auto failover.	We understand from this statement that DR should have real time synchronization with DC along with auto failover. In addition, do you also need Active-Active clustering in DR. Kindly confirm.	Refer to Table#1: Amendment_1 Sl. No. 16																								
191	Oracle	37	2.22 Migration of Oracle DB	Bank is currently running CBS (Finacle version 7.0.18) on Oracle 10.2.0.3 for CBS databases (including Production/UAT/MIS/DR/CSIS/Dev/Test). 4. Upgrade version of the Oracle client in Finacle application server and database in Production/Non Prod/MIS/DR/CSIS etc. to latest version of Oracle.	We understand that in addition to DC and DR, there are other environments as well in scope w.r.t Finacle migration. For the environments UAT, MIS, CSIS, Dev/Test could we consider the following :- a. Are each of these environments, exact replica(100%) of DC? b. Are there any additional requirements for any of these environments such as HA with Active-Active clustering etc.? c. Any other environment(s) to be considered in addition to UAT, MIS, CSIS, Dev/Test ? Kindly confirm.	Clarification: Please refer to the commercial bid format to understand the system requirement at DC and DRC. <table><tr><th>Environment</th><th>DC</th><th>DRC</th><th>Mode</th></tr><tr><td>Production</td><td>Yes</td><td>Yes</td><td>Exact Replica (100%)</td></tr><tr><td>Reports</td><td>No</td><td>Yes</td><td>When production is in DC</td></tr><tr><td>MIS</td><td>Yes</td><td>Yes</td><td>Replica not required</td></tr><tr><td>CSIS</td><td>Yes</td><td>Yes</td><td>Exact Replica (100%)</td></tr><tr><td>Dev / UAT</td><td>Yes</td><td>No</td><td>Replica not required</td></tr></table>	Environment	DC	DRC	Mode	Production	Yes	Yes	Exact Replica (100%)	Reports	No	Yes	When production is in DC	MIS	Yes	Yes	Replica not required	CSIS	Yes	Yes	Exact Replica (100%)	Dev / UAT	Yes	No	Replica not required
Environment	DC	DRC	Mode																											
Production	Yes	Yes	Exact Replica (100%)																											
Reports	No	Yes	When production is in DC																											
MIS	Yes	Yes	Replica not required																											
CSIS	Yes	Yes	Exact Replica (100%)																											
Dev / UAT	Yes	No	Replica not required																											
192	Oracle	48	2.42 AADHAAR VAULT	Bidder should provide an on premise "Aadhaar Vault solution" and the same should be integrated with CBS. The solution and integration should be done as per guideline and security measure prescribed by UIDAI. Bidder should factor the required hardware, software, licenses and maintenance as part of this RFP.	It is recommended that that the Aadhaar Vault solution should have the following capabilities. Please confirm:- a. The underlying Database should have HA with Active-Active clustering at both DC and DR. b. The data should be encrypted at rest and in transit and should be protected from highly privileged users. c. All audit data should be encrypted and stored securely for alerts and compliance reporting and there should be a firewall at the database layer for preventing unauthorized SQL traffic such as SQL	Refer to Table#1: Amendment_1 Sl. No. 49																								

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					<p>injection etc.</p> <p>d. There should be a robust Identity and Access Management Solution based on Least Privilege, Federation, Multifactor Authentication, Segregation of Duties principles etc.</p> <p>e. The access from CBS to Aadhaar Vault data repository should be interfaced by a robust integration solution that should include capabilities such as workflow and orchestration.</p>	
193	Oracle	50	3. VIRTUAL ENVIRONMENT FOR NON-CBS APPLICATIONS (PART B)	Bank is intent to implement many non-cbs applications during the period of 6 years. For this bidder should provide following Virtual Machine (VM) infrastructure to Bank as per requirement.	<p>For sizing of the non-CBS applications, please provide the following information:-</p> <p>a. What is the underlying virtualization technology (e.g. VMWare/KVM etc.)</p> <p>b. Could you share the number of physical cores of the server(s) hosting Oracle database</p> <p>c. What is the Make and Model of those server(s) hosting Oracle database(e.g. HP Proliant DL360p Gen8 etc.)</p> <p>d. What is the database availability SLA in DC and also in DR?</p> <p>e. Could we assume that the security requirements of non-CBS applications will be same as CBS applications?</p> <p>f. Could we assume that the performance requirements of non-CBS applications will be same as CBS applications?</p> <p>g. What is the technology stack to be considered for the application layer in case it is finalized</p>	Refer to Table#1: Amendment_1 Sl. No. 24
194	Oracle	53	7. Database	c. Bidder should also supply and install following additional licenses: 1)Diagnostic Tunic licenses	<p>Diagnostic Tunic licenses should be replaced by</p> <p>1. Oracle Diagnostics Pack</p> <p>2. Oracle Tuning Pack</p>	Refer to Table#1: Amendment_1 Sl. No. 48
195	BM		Prod/UAT/Dev Part A Blade Enclosure for CBS, Other Application, App/Web Server	Server with Rack form factor should be allowed as all OEM don't manufacture Blade Server. This will allow bidder to	Rack server is much more flexible and less complex architecture. Does not require special skill for hardware support. Also less expensive compared to Blade Server	Refer to Table#1: Amendment_1 Sl. No. 36

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				select OEM of their choice to build solution with high performant server.		
196	IBM		DR/Report Server Part A Blade Enclosure for CBS, Other Application, App/Web Server	Server with Rack form factor should be allowed as all OEM don't manufacture Blade Server. This will allow bidder to select OEM of their choice to build solution with high performant server.	Rack server is much more flexible and less complex architecture. Does not require special skill for hardware support. Also less expensive compared to Blade Server	Refer to Table#1: Amendment_1 Sl. No. 36
197	IBM		Section 4 /point 6 The OEM of all Hardware must be listed in leader's quadrant of Gartner's report 2020/2021	Gartner's report for magic quadrant consider server with Intel processor only and not any other processor. OEM who manufacture server other than Intel processor won't be able get any report from Gartner's magic quadrant.(e.g. HP Itanium/Oracle SPARC/IBM Power processor)	Request to remove this clause for server hardware	Refer to Table#1: Amendment_1 Sl. No. 37
198	IBM	116	Section12-Appendix (Point9)	<p>DRAM CACHE / MEMORY: The proposed storage should be configured with at least 192GB DRAM cache scalable to at least 768GB of DRAM Cache without replacing the existing controllers. The proposed array must protect data in cache during a manual power down or an unexpected power outage by vaulting/destage to persistent flash storage.</p> <p>In case NAS capabilities are not built-in and are supplied through additional/external hardware/gateways, additional 256 GB Memory should be supplied across redundant NAS controllers.</p>		Existing clause in RFP stands
199	IBM	117	Section12-Appendix (Point13)	<p>CAPACITY & PERFORMANCE REQUIREMENT The proposed array should be configured with usable capacity of 60 TB using NVMe SSDs in RAID5/RAID6 or equivalent and should be able to deliver at least XXX IOPS (8K block size, 70% Read/30% Write) with</p>	Please confirm what is the total IOPS requirement?	Refer to Table#1: Amendment_1 Sl. No. 38

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				sub-millisecond latency for both read & write IOs. Mentioned performance numbers should be achieved with data reduction techniques like Compression and deduplication turned ON. OEM should submit the document stating the above mentioned performance metrics capability of the proposed system. However Bidder to resize the specification to meet the required performance of this project.		
200	DXC	57	4.1 Eligibility Criteria Point No 4	Bidder should have successfully completed within last 10 years at least in two Banks end-to-end implementation of Finacle CBS (or) migration from legacy systems to Finacle CBS (10.2.25) (or) version upgrade /migration of Finacle CBS from version (7.x to 10.2.25) (hereafter referred as "version migration") in banks in India with a minimum of 300 branches. At least one should have been an end to end implementation of Finacle CBS. Experience of ongoing migration in any Bank in India can also be presented. However, in such Bank the at least 50% of migration process should have been completed and same should have been certified by the Bank in their letter head.	We would request Bank to please modify the clause as "Bidder should have successfully completed within last 10 years at least in two One Bank end-to-end implementation of Finacle CBS (or) migration from legacy systems to Finacle CBS (10.2.25) (10.x) (or) version upgrade /migration of Finacle CBS from version (7.x to 10.x 2.25) (hereafter referred as "version migration") in banks in India with a minimum of 300 branches. At least one should have been an end to end implementation of Finacle CBS. Experience of ongoing migration in any Bank in India can also be presented. However, in such Bank the at least 50% of migration process should have been completed and same should have been certified by the Bank in their letter head."	Refer to Table#1: Amendment_1 Sl. No. 50
201	DXC	57	4.1 Eligibility Criteria Point No 5	Bidder should have successfully completed at least one implementation / migration of Oracle enterprise database with architecture of zero lag sync between DC instances and between DC and DR instances.	Requesting to change to : Bidder should have successfully completed at least one implementation / migration of Oracle enterprise database with architecture of near zero lag sync to achieve zero RPO between DC and DR instances.	Refer to Table#1: Amendment_1 Sl. No. 51
202	DXC	57	4.1 Eligibility Criteria Point No 5	Bidder should have at least 10 trained resources with experience in	Requesting to change to self certification by the SI	Refer to Table#1: Amendment_1 Sl. No. 52

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				implementation of Finacle CBS and integration of Finacle with peripheral systems like Net banking, Payment Systems, Cheque Truncation System, Treasury System etc.		
203	DXC	94	Annexure I – Technical Bid Evaluation Criteria Credentials	Should have done upgrade /migrate or under process of migration of Finacle CBS from one version to a higher version (Finacle 7.x to 10.2.25 etc.) within last 10 years. Proof of such work should be submitted along with the response.	Proposed Change requested : "Should have done upgrade /migrate or under process of migration of Finacle CBS from one version to a higher version (Finacle 7.x to 10.2.25 etc.) within last 10 years. Proof of such work should be submitted along with the response."	Refer to Table#1: Amendment_1 Sl. No. 53
204	DXC	94	Annexure I – Technical Bid Evaluation Criteria Credentials	Should have implemented or under process of implementation of Oracle Node Cluster using Active Data Guard in large organizations in BFSI sector having database size of more than 1TB	Requesting to change to: Bidder should have successfully completed at least one implementation / migration of Oracle enterprise database with architecture of near zero lag sync to achieve zero RPO between DC and DR instances.	Refer to Table#1: Amendment_1 Sl. No. 54
205	DXC	94	Annexure I – Technical Bid Evaluation Criteria Credentials	Bidder's Experience in Implementation of new modules / Add-on Applications as defined in Scope of Work.	Requesting to change to self-certification	Refer to Table#1: Amendment_1 Sl. No. 55