

Corrigendum-3 to GeM Bid ref: GEM/2022/B/2781804 dated 29/11/2022 for Selection of System Integrator for Core Banking Solution, Allied Applications, Infrastructure and Network Operations for the Bank.

It is decided to amend the following in respect of the above GeM Bid:

Sl. No.	Section/Annexure/Appendix of the GeM bid	Clause No.	Existing	Amended
1	Annexure 16 - Resource Requirements, Page 106 of main RFP	Annexure 16, Line Below the table Table B: Allied Application Support (Footnote of first table)	"Please note that all 9 Resources for above table shall be from the respective OEM."	"Please note that all <u>15 Resources</u> for above table shall be from the respective OEM."
2	Section C, Page 25, Point 4 of main RFP	4. SLA and Penalty for Applications, Infrastructure & Network operations Table point 13, Maximum capping	"5% of the annual payout for"	"5% of the annual payout for <u>respective component.</u> "
3	Section C, Page 38, Point 9 of main RFP	9. Onsite Resources and Support	Newly added	<u>9.14 All certifications required for the resources should be valid as on date of submission and to be duly validated during the contract period.</u>
4	Scope of Work, Point 4, Page 8	4. Implementation	4.5. Considering the dynamic environment any functional/system changes during implementation of replaced applications, whether regulatory or market driven, should be implemented by Bidder free of cost in a time-bound manner as specified by the Bank. Also, Bidder should ensure that there is no regulatory violation and should meet market expectation.	4.5. Considering the dynamic environment any functional/system changes during implementation of replaced applications, whether regulatory or market driven, should be implemented by Bidder as mutually agreed terms with the Bank in a time-bound manner. Also, Bidder should ensure that there is no regulatory violation and should meet market expectation.



5	Scope of Work, Point 5, Page 9	5. Customizations/ Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools	5.6.12. The Bidder should provide all regulatory/statutory customizations for the in scope allied applications, interfaces, CBS applications, Middleware (ESB), hardware, and new tools during the contract period without any additional cost.	The Bidder should provide all regulatory/statutory customizations for the in-scope allied applications, interfaces, CBS applications, Middleware (ESB), hardware, and new tools during the contract period.
6	Section C, Point 6, Page 28 of main RFP	6. SLA for Uptime (mts means Minutes)	"The percentage uptime is calculated on monthly basis as follows"	"The percentage uptime is calculated on monthly basis as follows (excluding planned downtime)"
7	Section C, Point 4, Page 24 of main RFP	4. SLA and Penalty for Applications, Infrastructure & Network operations / SL. No. 6 Ticket Resolution	Measurement: Within the resolution timelines defined in "Priority of Incidents" under section C Penalties : As per the SLA for Tickets defined in section C	SLA for ticket resolution will be calculated as: Total number of tickets (P1,P2,P3) resolved within resolution timelines /Total number of tickets (P1,P2,P3) raised.
8	Section G, Point 3, Page 62	3. Responsibilities of the Selected Bidder	3.4 The selected Bidder is expected to bring and implement any technology required or as per the directive of Government of India, RBI, NPCI or any other regulatory body in a time bound manner without any additional cost to the Bank.	3.4 The selected Bidder is expected to bring and implement any technology required or as per the directive of Government of India, RBI, NPCI or any other regulatory body in a time bound manner as mutually agreed terms with the Bank.
9	Annexure 25 - Technical Requirements	Annexure 25- ITSM, 8 (Change and Request Management)	Ability to easily identify the affected Change Incidents (CIs) whenever a change is made to a particular CI.	Ability to easily identify the affected <u>Configuration Item</u> (CIs) whenever a change is made to a particular CI.
10	Scope of Work, Point 2.4, Page 6	2.4 New Tools	2.4.2. The Bidder should provide perpetual licenses for all software, hardware components proposed in the above solutions in the name of Canara Bank. The hardware required for these tools must be on capex model and on the	2.4.2. The Bidder should provide perpetual /or on <u>subscription basis as required for all software</u> , hardware components proposed in the above solutions in the name of Canara Bank. The hardware required for these tools must be on capex model and on the name of Canara Bank. The bidder <u>should</u> provide

			name of Canara Bank. The bidder shall provide required license, hardware/appliance, software, training, and other services for implementing, managing and maintenance of proposed solution. The Bidder should conduct the implementation of the said solution including but not limited to design, installation, and integration with other applications and infrastructure as per Bank's existing network architecture and based on Bank's requirements. The new tools should be scalable in order to meet the Bank's future requirements	required license, hardware/appliance, software, training, and other services for implementing, managing and maintenance of proposed solution. <u>The scope of all the new tools will be for entire bank's infrastructure.</u> The Bidder should conduct the implementation of the said solution including but not limited to design, installation, and integration with other applications and infrastructure as per Bank's existing network architecture and based on Bank's requirements. The new tools should be scalable in order to meet the Bank's future requirements.
11	Section C, Point 9, Page 37 of main RFP	9. Onsite Resources and Support	9.1. The Bidder shall provide a contingent of well-trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service. 9.2. The Bidder shall confirm that every person deployed by them on the project has undergone police verification and submit document to the effect prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project. 9.4. No right to employment in the Bank	9.1. The Bidder shall provide a contingent of well-trained personnel and extend necessary mentoring and operational support to the intermediary network of agents as part of the solution/service. 9.2. The Bidder shall confirm that every person deployed by them on the project has undergone police verification and submit document to the effect prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project and shall be accountable for all the personnel deployed/engaged in the project. 9.4. No right to employment in the Bank shall accrue or arise to the employees or agents of the Bidder, by virtue of engagement of employees, agents of the Bidder for any assignment under this project. It is further

			shall accrue or arise to the employees or agents of the Bidder, by virtue of engagement of employees, agents, etc. of the Bidder for any assignment under this project. It is further clarified that the arrangement herein with the Vendor is a contract for service.	clarified that the arrangement herein with the Vendor is a contract for service.
12	Scope of Work, Point 13, Page 52	13. Transition Plan	Newly added	13.9 The agreement with the successful Bidder will be signed within 21 days from date of acceptance of the PO and the validity of the agreement will be 7 years (including 2 optional years) from date of transition sign off from the Bank. The following points will be applicable during the transition period from the RFP Section C, Table 3 "SLA and Penalty for Applications, Infrastructure and Network operations": 1. Performance Bank Guarantee 2. Signing of the Agreement 3. Project Initiation 4. Transition 12. Delay/Failure/Non-compliance in Supply, Implementation, support, and Integration of the New tools 13. Renewal of Licenses/ Subscriptions/ Fees /AMC/ATS/ Support contracts as applicable, during the period of Contract
13	Annexure 1, Table Point 10, Page 76	Annexure 1 - Eligibility Criteria, Table point 10	10. The Bidder should be CMMi level 5 certified.	This clause stands deleted.
14	Section C, Point 3, Page 20 of main RFP	3. General SLA terms and Terminologies	3.3 "System downtime" subject to the SLA, means accumulated time during which the System is not available to the Banks users or customers due to system infrastructure, network or any kind of failure other than power	3.3 "System downtime" subject to the SLA, means accumulated time during which the System is not available to the Banks users or customers due to system infrastructure, network or any kind of failure other than power and air condition, and measured from either logs generated from



			and air condition, and measured from either logs generated from Systems, Devices or the time the Banks and/or its customers log a call with the Help Desk of the failure, or partial functioning of the System reported by the Bank authorized personnel or the failure is known to the Bidder from the appropriate measurement tools/monitoring tools to the time when the System is returned to proper operation. Any denial of service to the Banks users and Banks customers would also account as "System downtime".	Systems, Devices or the time the Banks and/or its customers log a call with the Help Desk of the failure, or partial functioning of the System reported by the Bank authorized personnel or the failure is known to the Bidder from the appropriate measurement tools/monitoring tools to the time when the System is returned to proper operation. Any denial of service to the Banks users and Banks customers <u>as per the Scope of work of this RFP</u> would also account as "System downtime".
15	Annexure 1 - Eligibility Criteria, Page 75 of main RFP	Annexure 1 - Eligibility Criteria, Table Point 4	Bidder has to submit copies of annual report (audited Balance Sheet and profit & loss account) for the relevant period. AND Bidder must produce a certificate from the Company's Chartered Accountant with UDIN to this effect.	Bidder has to submit copies of annual report (audited Balance Sheet and profit & loss account) for the relevant period. <u>OR</u> Bidder must produce a certificate from the Company's Chartered Accountant/ <u>Cost accountant in India or equivalent in relevant countries</u> with UDIN to this effect.
16	Annexure 1 - Eligibility Criteria, Page 75 of main RFP	Annexure 1 - Eligibility Criteria, Table Point 5	Bidder has to submit copies of annual report (audited Balance Sheet and profit & loss account) for the relevant period. AND Bidder must produce a certificate from the Company's Chartered Accountant with UDIN to this effect.	Bidder has to submit copies of annual report (audited Balance Sheet and profit & loss account) for the relevant period. <u>OR</u> Bidder must produce a certificate from the Company's Chartered Accountant/ <u>Cost accountant in India or equivalent in relevant countries</u> with UDIN to this effect.
17	Section G, Point 13, Page 65 of main RFP	13. Force Majeure	13.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected Bidder, due to or as a result of or caused by acts of God,	13.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected Bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earthquake



			wars, insurrections, riots, earthquake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected Bidder, resulting in such a situation.	and fire, <u>epidemics, pandemics</u> and events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected Bidder, resulting in such a situation.
18	Scope of Work, Point 7, Page 11	7. User Acceptance Testing for In-scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB) and New tools	7.10 The Bidder should take complete ownership to execute Batch processes in UAT based on agreed SOP and EOD troubleshooting. The Bidder should maintain, manage, and support EOD/BOD operations in all the UAT as per	7.10 The Bidder should take complete ownership to execute Batch processes in UAT based on agreed SOP and EOD troubleshooting. The Bidder should maintain, manage, and support EOD/BOD operations in all the UAT <u>environments</u> .
19	Annexure 12, Page 97 of main RFP	Annexure 12 - Proforma for Bank Guarantee	We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs_____ (Rupees_____) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true	We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs_____ (Rupees_____) an amount equivalent to <u>3%</u> of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs_____ (Rupees_____) may be claimed by you on account of breach on the part of



			intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs _____ (Rupees _____) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.	the CONTRACTOR of their obligations in terms of the CONTRACT.
20	Scope of Work, Point 10.2, Page 16	10.2. IT Infrastructure Operations & Support	10.2.4 Bidder should evaluate & provide the unit prices in the BOM as per the device count mentioned yearly. For any inclusion/exclusion of devices during the contract period, AMC, ATS cost shall be added/removed as per the base unit rate for respective device category submitted by successful Bidder in BoM.	10.2.4 Bidder should evaluate & provide the unit prices in <u>Annexure 23 Existing Hardware Inventory</u> for entire contract period. For any inclusion/exclusion of devices during the contract period, AMC, ATS cost shall be added/removed as per the unit rate for respective devices submitted by successful Bidder in Annexure 23. Bidder should submit year wise commercials for the respective device category in Annexure 9 BoM. Unit prices of similar make and model or equivalent configuration will be considered for the entire contract period for the devices which are not in Annexure 23.
21	Annexure-8, Appendix B, Page 93 of main RFP	Annexure-8 Checklist of Bid Submission Appendix-B	The suggested format for submission of commercial Offer for this RFP is as follows: 1. Bill of Materials as per Annexure-9.	The suggested format for submission of commercial Offer for this RFP is as follows: 1. <u>Bill of Materials as per amended Annexure-9.</u> 2. Unit prices in Annexure 23 Existing Hardware Inventory for entire contract period.
22	Annexure 16, Page 107 of main RFP	Annexure 16 - Resource requirements Line Below the Table (Footnote) Table J: Core Banking Support	Please note that all L3 Resources for above table shall be from the respective OEM (OFSS).	Please note that all <u>L2 and L3</u> Resources for above table shall be from the respective OEM (OFSS).

23	Scope of Work, Point 10.2.9, Page 25	10.2.9. Database Administration	There are 26 Critical Database which are currently managed by oracle ACS Resources, 50 Production database, 28 UAT database which are managed by current SI. The Bidder must agree that all databases of the Bank along with the ones mentioned above will be administered as per applicable standards and requirements.	There are 26 Critical Databases, 50 Production databases, 28 UAT databases which are managed by current SI. The Bidder must agree that all databases of the Bank along with the ones mentioned above will be administered as per applicable standards and requirements. For critical database, ACS resources are required as per Annexure 16.
24	Scope of Work, Point 2.4, Page 6	2.4 New Tools	2.4.3. The Bidder need to comply with the technical requirement mentioned in the Annexure-25 and provide the sizing considering the Bank's current and future requirements in Annexure-26. The commercial need to be submitted by the Bidder as per the sizing mentioned in Annexure-26.	2.4.3. The Bidder need to comply with the technical requirement mentioned in the Annexure-25. The Bidder needs to provide the sizing in Annexure 26 considering the Bank's current infrastructure as mentioned in Annexure 23 and solution to be sized in order to cater a growth of 15-20% year on year for entire contract period. The sizing should be done in a way such that the resource utilization doesn't reach the threshold of 60%. The commercial need to be submitted by the Bidder as per the sizing mentioned in Annexure-26.
25	Scope of Work, Point 2.4, Pg 6	2.4 New Tools Table C: New Tool Details ITSM (IT Service Management)	1. ITSM - Scope involves the provisioning and management of ITSM Solution, based on the Bank's requirement as stated below: Incident management, Release management, Service Requests, Change management, IT asset management, Configuration Management and Problem Management.	1. ITSM - Scope involves the provisioning and management of ITSM Solution, based on the Bank's requirement as stated below: Incident management, Release management, Service Requests, Change management, IT asset management, Configuration Management and Problem Management. Bidder needs to size for 500 Technician/Support User License initially and scalable to 1000 during the contract period.



26	Annexure 9 - Bill of Materials	A. License and Implementation cost of New Tools	Hardware Cost (Including Warranty) Database, Operating System & Middle Ware License Cost Software/Tool License Cost Implementation cost (Including Warranty) Total Base Cost GST % Total Tax Total Amount	License Model (Perpetual/ Subscription) License Type (Device Based / User Based / IP Based) Tool License Count Unit Tool License Cost Hardware Cost (Including Warranty) Database, Operating System & Middle Ware License Cost Software/Tool Total License Cost Implementation cost (Including Warranty) Total Base Cost GST % Total Tax Total Amount. <u>Kindly refer amended Annexure-9 Bill of Materials</u>
27	Scope of work, Point 5, Page 10	5. Customizations/ Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools	5.6.17 During the contract period, in case of relocation of any of the devices, the scope of work of the Bidder should include but not limited to decommission/uninstall/unmount such devices from current location and commission/reinstall/mount at the new location at no extra cost to the Bank including <u>transportation/incidental costs.</u>	5.6.17 During the contract period, in case of relocation of any of the devices, the scope of work of the Bidder should include but not limited to decommission/uninstall/unmount such devices from current location and commission/reinstall/mount at the new location at no extra cost to the Bank.
28	Section C, Point 12.1, Page 39 of main RFP	12.1.Exit Management Plan	12.1.5 Plans for provision of contingent support to the Project and replacement Bidder for a reasonable period (minimum three month) after transfer or as decided by Canara Bank	12.1.5 Plans for provision of contingent support to the Project and replacement Bidder for a reasonable period (minimum three month <u>and maximum as per mutual agreement</u>) after transfer or as decided by Canara Bank.
29	RFP	General	ESB/IIB	ESB/IIB wherever mentioned in the RFP shall mean ESB/IIB/API connect. ESB/IIB/API connect updated scope is mentioned below in this corrigendum.

30	Annexure - 25, Technical Specification	Technical specification of new tool v1 IPAM S No 18	The solution should be able to scan all the services running on IP enabled devices.	The solution should be able to scan all IP address on all IP enabled devices.
31	Annexure - 25, Technical Specification	Technical specification of new tool v1 IPAM S No 46	The solution should provide the ability for multiple Integration points including SNMP, XML, ODBC, syslog, delimited data imports/export, Command Line Interface, published APIs.	The solution should provide the ability for multiple Integration points like SNMP, Syslog, data imports/export & published APIs.
32	Annexure - 25, Technical Specification	Technical specification of new tool v1 IPAM S No 47	The solution should have the ability to integrate with other solutions (but not limited to) like NTP, AD server, DNS server, NCCM, NMS, TACACS+, RADIUS, SIEM, Incident Management, PIM, Syslog server, SMTP, POP3, and the corresponding logs has to be generated and stored as per bank's requirement.	The solution should have the ability to integrate with other solutions like (but not limited to) <u>NTP AD server/TACACS+/RADIUS DNS server NCCM NMS SIEM Incident Management, PIM, syslog server, SMTP, POP3</u> and the corresponding logs has to be generated and stored as per banks requirement.
33	Annexure - 25, Technical Specification	Technical specification of new tool v1 IPAM S No 48	The admin should be able to create local users and integrate with other solutions like Active directory, RADIUS, TACACS for user creation.	The admin should be able to create local users and integrate with other solutions like <u>Active directory/RADIUS/ TACACS for user creation.</u>
34	Scope of Work, Point 10.8.16, Page 46	10.8.16 Additional L2 support responsibility for CBS Applications	10.8.16.8 The Bidder should perform data cleaning and data enriching.	10.8.16.8 The Bidder should <u>support</u> data cleaning and data enriching.
35	Annexure 8, Page 92 of main RFP	Annexure 8, Checklist of Bid submission Appendix A	1. Eligibility Criteria declaration as per Annexure-1 with documentary proof in support of the Eligibility Criteria. 2. Bid Covering letter as per Annexure-3. 3. Bidder's Profile as per Annexure-4. 4. Bidder's Credential for Proposed solutions as per Annexure-5	1. Eligibility Criteria declaration as per Annexure-1 with documentary proof in support of the Eligibility Criteria. 2. Bid Covering letter as per Annexure-3. 3. Bidder's Profile as per Annexure-4. 4. Bidder's Credential for Proposed solutions as per Annexure-5 5. Regulatory sanctions conformity letter and/or



			<p>5. Regulatory sanctions conformity letter and/or Accolades received from Regulators as per Annexure-7.</p> <p>6. Masked bill of Material as per Annexure-9.</p> <p>7. Undertaking from OEM as per Annexure-10.</p> <p>8. Proposed Team Profiles as per Annexure-11.</p> <p>9. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / Exemption Certificate as per Annexure 15.</p> <p>10. Resource Requirement as per Annexure-16.</p> <p>11. Non-Disclosure Agreement as per Annexure-17.</p> <p>12. Escalation Matrix as per Annexure-18.</p> <p>13. Manufacturer Authorization form as per Annexure-19.</p> <p>14. Certificate of Good governance and Project Management as per Annexure-20.</p> <p>15. Self-Declaration for Non-Blacklisted Company as per Annexure-21.</p> <p>16. Compliance to the Scope of Work as per Annexure-22.</p> <p>17. Bidder Partner Authorization as per Annexure-30</p> <p>18. Technical Documentation as per below contents: a. (Brochures, leaflets, manuals, drawings). b. Technical write-up such as Executive summary, Approach and methodology for implementation and maintenance. (Not more</p>	<p>Accolades received from Regulators as per Annexure-7.</p> <p>6. Masked bill of Material as per Annexure-9.</p> <p>7. Undertaking from OEM as per Annexure-10.</p> <p>8. Proposed Team Profiles as per Annexure-11.</p> <p>9. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / Exemption Certificate as per Annexure 15.</p> <p>10. Resource Requirement as per Annexure-16.</p> <p>11. Non-Disclosure Agreement as per Annexure-17.</p> <p>12. Escalation Matrix as per Annexure-18.</p> <p>13. Manufacturer Authorization form as per Annexure-19.</p> <p>14. Certificate of Good governance and Project Management as per Annexure-20.</p> <p>15. Self-Declaration for Non-Blacklisted Company as per Annexure-21.</p> <p>16. Compliance to the Scope of Work as per Annexure-22.</p> <p>17. Bidder Partner Authorization as per Annexure-30</p> <p>18. Technical Documentation as per below contents: a. (Brochures, leaflets, manuals, drawings). b. Technical write-up such as Executive summary, Approach and methodology for implementation and maintenance. (Not more than 40 pages). c. Compliance to the technical requirements as per Annexure 25.</p> <p>19. Detailed Project Plan & Transition Plan</p> <p>20. A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical</p>
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			<p>than 40 pages).</p> <p>c. Compliance to the technical requirements as per Annexure 25.</p> <p>19. Detailed Project Plan & Transition Plan</p> <p>20. A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.</p> <p>21. Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the Bidder's company / firm in the name of the person signing the tender documents with supporting documents.</p>	<p>Proposal.</p> <p>21. Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the Bidder's company / firm in the name of the person signing the tender documents with supporting documents.</p> <p>22. Proforma for Bank Guarantee as per Annexure-12.</p> <p>23. Make in India Certificate as per Annexure-13.</p> <p>24. Responsibility matrices as per Annexure-14.</p> <p>25. Bid Security Declaration as per Annexure-29.</p> <p>26. Bidder Partner Authorization as per Annexure-30.</p> <p>27. Infrastructure Sizing as per Annexure-26.</p> <p>28. Cost split as per Annexure-23.</p>
36	Annexure 1, Point 7, Page 76	Annexure 1 - Eligibility Criteria, Table point 7	<p>The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Infrastructure/Network (Branch/Office or Bank) in at least 1 SCB/NBFC/SFB/Global Banks having minimum of 1500 branches in the last 7 years.</p>	<p>The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises <u>Core Infrastructure/Core Network</u> in at least 1 SCB/NBFC/SFB/Global Banks having minimum of <u>1000 branches</u> in the last 7 years.</p>
37	Section E, Point 3, Page 54 of main RFP	3. Evaluation of Bids, Technical Evaluation table, Point 6	<p>Presentation / Demo - (Max marks 20)</p> <p>Presentation by Bidder pertaining to the in-depth understanding of the Bank's project requirements through the technical proposal supplemented by Presentation and interactions.</p> <p>1. Understanding of the scope of the assignment and each sub-component of the RFP.</p>	<p>Presentation / Demo - (Max marks 20)</p> <p>Presentation by Bidder pertaining to the in-depth understanding of the Bank's project requirements through the technical proposal supplemented by Presentation and interactions.</p> <p>1. Understanding of the scope of the assignment and each sub-component of the RFP.</p> <p>2. Proposed approach and methodology</p>

			<p>2. Proposed approach and methodology for the entire scope of work, broken down component wise.</p> <p>3. Bidder should present their proposed transition approach and model for the handshaking period with the existing system integrator.</p> <p>4. Ensuring proper handover of capabilities to Bank's in-house teams for sustainability during contract period.</p> <p>5. Training & handholding of key Bank teams to ensure appropriate capability building.</p>	<p>for the entire scope of work, broken down component wise.</p> <p>3. Bidder should present their proposed transition approach and model for the handshaking period with the existing system integrator.</p> <p>4. Ensuring proper handover of capabilities to Bank's in-house teams for sustainability during contract period.</p> <p>5. Training & handholding of key Bank teams to ensure appropriate capability building.</p> <p>6. <u>Presentation of appropriate capability of proposed new tools (IPAM, ITSM, SAMS, Patch Management & Capacity Management).</u></p> <p>Please find the technical evaluation table below as a part of this corrigendum.</p>
38	Section C, Point 9, Page 38 of main RFP	9. Onsite Resources and Support, 9.10	<p>The Bidder need to size the resources to maintain, support and manage the system as per the SLA and scope of work mentioned in the RFP. However, Bidder needs to adhere to minimum resource requirement as per Annexure 16.</p>	<p>The Bidder need to size the resources to maintain, support and manage the system as per the SLA and scope of work mentioned in the RFP. However, Bidder needs to adhere to minimum resource requirement as per Annexure 16. <u>Please note that the resource cost provided in the Bill of Material will be for the entire period of contract. Any additional resources required to maintain the SLA has to be brought in by the Bidder without any additional cost.</u></p>
39	Section C, Point 5, Page 26 of RFP	5. Priority of Incidents - Priority 2 - Significant incident	<p>Any incident which is classified as "Critical" for which an acceptable (by Bank) workaround has been provided by the OFSS and there is no material damage & reputational loss to Bank.</p>	<p>Any incident which is classified as "Critical" for which an acceptable (by Bank) workaround has been provided by the <u>OEM(s)</u> and there is no material damage & reputational loss to Bank.</p>

40	Section B, Point 3, Page 14 of RFP	3. About RFP	The Bank proposes to select System Integrator for Core Banking Solution, Allied Applications, Infrastructure and Network operations for the Bank for a period of 5 years and an optional period of 2 years (if contracted) as per the Terms and Conditions and Scope of Work described in this document.	The Bank proposes to select System Integrator for Core Banking Solution, Allied Applications, Infrastructure and Network operations for the Bank for a period of 5 years and an optional period of 2 years (if contracted) as per the Terms and Conditions and Scope of Work described in this document. <u>The agreement with the successful Bidder will be signed within 21 days from date of acceptance of the PO and the validity of the agreement will be 7 years (including 2 optional years) from date of transition sign off from the Bank.</u>
41	Annexure 16 - Resource Requirements of RFP	Annexure 16 Table A and Table C	Annexure 16	Please find the amended Annexure 16 as a part of corrigendum.
42	Annexure-16, Resource Requirements	Resource Requirements - Support timings	New clause	Please find <u>support timings</u> as part of this corrigendum below
43	Annexure - 25, Technical Specification	Technical specification of new tool v1 Sheet 3: SAMS S No 1	The proposed solution must have capability to do tracking and recording of application uptime and downtime as part of monitoring. It should monitor all the bank's infrastructure across all sites (DC, DR and NDR). The proposed solution should support high availability at DC & DR it must be in sync.	The proposed solution must have capability to do tracking and recording of application uptime and downtime as part of monitoring. It should monitor all the bank's infrastructure across all sites (DC, DR and NDR). The proposed solution should support high availability <u>between</u> DC & DR it must be in sync.
44	Annexure - 25, Technical Specification	Technical specification of new tool v1 Sheet 4: Patch Management S No 3	The proposed solution should support high availability at DC & DR. The Patch repository to be available at both sites i.e., DC & DR only for so that patches can be pushed from local repository server at each site. Switching of failover between DC & DR should be automatic with minimal downtime. The	The proposed solution should support high availability <u>between</u> DC & DR. The Patch repository to be available at both sites i.e., DC & DR only for so that patches can be pushed from local repository server at each site. Switching of failover between DC & DR should be automatic with minimal downtime. The database Synchronization between DC & DR should be automatic.



			database Synchronization between DC & DR should be automatic.	
45	Annexure - 25, Technical Specification	Technical specification of new tool v1 Sheet 5: Capacity Management S No 15	The proposed solution should support high availability at DC & DR.	The proposed solution should support high availability <u>between</u> DC & DR.
46	Scope of Work, Point 2.4, Page 5	2.4 New Tools	2.4.1. The Bidder Should Supply, Installation, Configuration, Implementation, Commissioning, Maintenance, Support & Manage SAMS (Server and Application Monitoring Solution), ITSM (IT Service Management Tool), IPAM (IP Address Manager), Capacity management Tool and Patch Management Tool, along with. All solutions must be deployed across DC & DR along with high availability & zero fault tolerance. Bidder must provide detailed deployment architecture of the new tools.	2.4.1. The Bidder Should Supply, Installation, Configuration, Implementation, Commissioning, Maintenance, Support, Manage & upgradation of SAMS (Server and Application Monitoring Solution), ITSM (IT Service Management Tool), IPAM (IP Address Manager), Capacity management Tool and Patch Management Tool, along with. All solutions must be deployed at DC & DR as per the technical requirements in annexure 25. Bidder must provide detailed deployment architecture of the new tools. Bidder should carry out any version upgrades for entire duration of contract period.
47	Annexure - 25, Technical Specification	Technical specification of new tool v1 Sheet 1: ITSM S No 5	The solution should have high availability between DC, DR architecture.	The solution should have high availability active-active/active-passive setup in DC and standby setup in DR architecture <u>with no single point of failure.</u> DC and DR configuration must be in sync.
48	Annexure 23 - Existing Hardware Inventory	Annexure 23 - Existing Hardware Inventory	Newly added	Amended Annexure 23 will be shared with the Bidders who have signed the NDA.
49	Annexure 9 - Bill of Materials	Annexure 9 - Bill of Materials	Newly added	<u>Kindly refer amended Annexure-9 Bill of Materials</u>
50	Section B, Point 6, Page 15 of main RFP	6. Participation Methodology	6.2. If an agent bids on behalf of the Principal/OEM/OSM/OSO, the same agent shall not submit a bid on behalf of	6.2. If an agent bids on behalf of the Principal/OEM/OSM/OSO, the same agent shall not submit a bid on behalf of another Principal/OEM/OSM/OSO in the



			another Principal/OEM/OSM/OSO in the same tender for the same item/product.	same tender for the same item/product. Original Software Manufacturer (OSM) cannot be a Bidder or a Partner for this RFP.
51	Scope of work Point 2, 8, 10, Page 4, 12, 44	Point 2.1, 8.1, 10.7 and 10.8	Revised Scope	Please find the revised scope for <u>ESB IIB/API connect Monitoring and Management Support (along with Modules in Table A and ATS in Table D) and Application Support for In-scope Allied Applications, Interface, CBS Applications and New tools</u> below as part of this corrigendum.
52	Payment Schedules Point 8 - 8.6 Page 37, 8.6	Point 8 - 8.6	Support cost for CBS, Allied applications, New Tools, Infrastructure, Network, and Helpdesk. The Bank shall pay the payments related to the minimum resource count quarterly in arrears within thirty (30) days from the date of submission of invoices with adequate and correct/undisputed supporting documents and after deducting the applicable penalty as defined under the Penalty section.	Support cost for CBS, Allied applications, New Tools, Infrastructure, Network, Helpdesk and <u>Additional Application Support</u> . The Bank shall pay the payments related to the minimum resource count quarterly in arrears within thirty (30) days from the date of submission of invoices with adequate and correct/undisputed supporting documents and after deducting the applicable penalty as defined under the Penalty section.

Scope of Work Changes

2. In-scope Allied Applications, Interfaces, Core Banking Solution Applications and New Tools:

2.1. In-scope Allied Applications.

Table A: Allied Application Details

Sl No.	Applications	Description	OEM	Modules
12	ESB IIB/API Connect	Middleware integration solution used for hosting and supporting APIs. API Connect is used for providing facility Corporate customers for interacting with banking services through API in a secured manner.	IBM	Management Portal, Analytics Portal, Developer Portal and Api gateway (DataPower)

8. ATS for In-scope Allied Applications, Interfaces, CBS Applications and New Tools

8.1 The Bidder should perform ATS of all in-scope Allied applications, Interfaces, CBS applications and new tools as per the table below:

Table D: Allied Applications ATS details

Sl. No.	Application Name	ATS expiry Date/Warranty	Month from which Bidder to take over of ATS
12	ESB IIB/API Connect	4 August 2023 (ESB IIB) / Currently under warranty till 31 March 2023 (API Connect)	August 2023

10.7 ESB IIB/API connect Monitoring and Management Support

10.7.1 The Bidder should provide ESB IIB/API connect monitoring, management and support 24X7X365.

10.7.2 The Bidder's scope of work for administration, management, monitoring, and support of ESB layers but not limited to are:

10.7.2.1 Monitoring the production ESB IIB/API connect LPARs.

10.7.2.2 Verification of mount point, server utilization.

10.7.2.3 Application related deployment of units in Broker/Execution Group.

10.7.2.4 Additional Broker Configuration/Execution Group Configuration based on the requirement.

10.7.2.5 Supporting the analysis and resolution from the configuration perspective.

10.7.2.6 Monitoring the MQ servers in respect of NEFT & RTGS and WebSphere from SFMS to CBS configured in IIB or any other servers.

10.7.2.7 Support and maintain the API's configured with the ESB's/API connect.

10.7.2.8 Secured configuration

10.7.2.9 Support, monitor and maintain Current IIB/API Connect Installation configuration/version as below or the latest version available with the Bank:

Table G: ESB IIB/API Connect setup details

Sl. No.	Component	Configuration/Version or the latest available version
1	Hardware	PowerPC_Power9
2	Operating System	AIX7.2
3	MQ	MQ Version 9.0.4.0
4	IIB	IIB Version 10.0.0.17
5	API Connect	API connect 2018 (Analytics portal, Development portal and Management portal)
6	Gateway	DataPower (API connect 2018)

10.8. Application Support for In-scope Allied Applications, Interface, CBS Applications and New tools

- 10.8.1.** The Bidder is expected to submit a governance structure and responsibility for the Level 2 and Level 3 support.
- 10.8.2.** The Bidder should provide L2 and L3 support for all in-scope Allied applications, interfaces, CBS applications, and new tools for all Canara Bank offices and Branches domestic and overseas 24x7x365.
- 10.8.3.** The closing and resolution of the tickets must be done by the respective L2 and L3 teams as per the priority defined in this document.
- 10.8.4.** The Bidder should ensure that the logging and resolution of tickets are done via ITSM/Enterprise ticketing tool.
- 10.8.5.** The Bidder needs to provide support and maintain if any additional modules are implemented by the Bank for the in-scope Allied applications, Interfaces, CBS applications and new tools.
- 10.8.6.** The Bidder should provide L2 and L3 resources as mentioned in Annexure-16 onsite i.e., at the premises of the Bank.
- 10.8.7.** The Bidder is expected to provide resources to meet the resource requirement as per Annexure-16 and SLAs mentioned in Section (C) of this RFP. The Bank will provide the necessary seating space in its premises, furnishing, electrical connections, telephones with STD facility and PCs for the same.
- 10.8.8.** Bidder should provide training to the Bank's IT team on the repetitive tickets based on service desk problem call tracking and analysis.
- 10.8.9.** The Bidder's support team would liaise with the ATS / AMC team of OEM Vendor to report product related bugs and obtain fixes (if applicable) for the same.
- 10.8.10.** The Bidder should come up with an escalation matrix for the Level 2 and Level 3 support provided.
- 10.8.11.** The Bidder should resolve tickets within the stipulated timeframe as mentioned in the Section (C).
- 10.8.12.** The Bidder shall come up with the strategy to manage L2, L3 and the resources required via ITSM to manage and maintain the SLAs defined.
- 10.8.13.** Bidder should independently arrive at the sizing and deployment plan to meet the RFP requirements (as per scope of work and SLAs defined in Section (C) adhering to the minimum resource deployment level).

10.8.14. The Bidder should provide coordination services related to Biometric Login Solution of the Bank.

10.8.14.1. The Bank's in scope applications have/can have integration with Biometric Login Solution of the Bank for multi factor authentication.

The Bidder should provide coordination services for the same.

10.8.14.2. The Bidder should coordinate with Bank to integrate changes/modifications/bug fixes, in any in scope applications with respect to Biometric Login access as per the requirement of the Bank.

10.8.14.3. The Bidder should also support Biometric authentication for certain specific purpose as defined by the Bank such as high value transactions in CBS applications.

The broad responsibility of Level 2 and Level 3 support but not limited to are defined below:

10.8.15. Level 2 Support

10.8.15.1. The Bidder is expected to act upon the tickets routed to Level 2. The Bidder must be proficient and ensure on-site trained professional personnel are placed to handle the L2 support in each shift and resolutions are provided on a proactive basis.

10.8.15.2. L2 team should support the troubleshooting of all in-scope Allied Applications, Interfaces, CBS applications and new tools.

10.8.15.3. L2 team should coordinate with the L3 teams for resolution and provide necessary information as may be required by the team to resolve the issues.

10.8.15.4. The Bidder is expected to prepare Root Cause Analysis document with the root cause and resolutions provided for incidents/issues such as but not limited to:

10.8.15.4.1. Problems which have resulted in complete service disruptions or downtime.

10.8.15.4.2. Critical production issues such as incorrect interest application in majority of the accounts, frauds done using the system, inconsistent accounting, or system behavior.

10.8.15.4.3. Delayed response times.

10.8.15.4.4. Data / table corruptions.

10.8.15.4.5. System Performance issues (for example, high utilization levels).

10.8.15.4.6. Decide on preventive maintenance schedule with the Bank.

10.8.15.5. The Bidder should liaise with L1 support team for additional call information and resolution.

10.8.15.6. The Bidder should give a regular update to the Bank Management on the critical issues reported, resolved, solution provided and the suggested recommendation/leading practices on the same.

10.8.15.7. The L2 support should perform application replication across the Data Centre and Disaster Recovery Center as per required SLAs.

- 10.8.15.8. The L2 support should perform analysis, simulation, address the problems and suggest a workaround and temporary fixes.
- 10.8.15.9. The L2 team should escalate the issue to the L3 team in case of code change (if applicable) and if the L2 team is unable to resolve the ticket.
- 10.8.15.10. Production Servers environment and Online Production issues support to be provided for all in-scope Allied applications, interfaces, new tools, and CBS applications.
- 10.8.15.11. The Bidder should plan & execute performance testing, stress testing and Benchmark activity at least once in a year.
- 10.8.15.12. FRS (FLEXCUBE REPORTING SYSTEM) for both retail and corporate extraction to be handled.
- 10.8.15.13. Batch Job execution for Production and UAT environments (EOD, EOM, EOQ, EOM etc.), UAT data refresh, Performance testing data refresh, Training data refresh
- 10.8.15.14. The Bidder should execute performance tuning of all in scope applications.
- 10.8.15.15. Release management and configuration management for production environments.
- 10.8.15.16. The Bidder should support data cleaning and data enriching.
- 10.8.15.17. For Production and DR environments, deploy the application release units provided by application team following the approved release procedure agreed for the said release across all Flex cube and OBDX application servers in domestic environment
- 10.8.15.18. For Production and DR environments, deploy the application release units provided by application team following the approved release procedure agreed for the said release across all Treasury and Overseas Flex cube application servers
- 10.8.15.19. Coordinate execution of batch abort recovery scripts provided by application team for the necessary troubleshooting and restart/resume the batch operations.
- 10.8.16. Additional L2 support responsibility for CBS Applications (apart from support activities mentioned in Level 2 support - 10.9.15)
 - 10.8.16.1. The Bidder should perform analysis, simulation and address the problem using workarounds or temporary fixes.
 - 10.8.16.2. The Bidder should provide EOD/BOD support for all in scope CBS applications.
 - 10.8.16.3. The Bidder should trouble shoot and resolve issues on the DB Servers, Application, Branch Channel & other Servers connected to CBS.
 - 10.8.16.4. The Bidder should analyse and resolve Online production issues viz., Screen level errors and other Online issues.
 - 10.8.16.5. The Bidder should take complete ownership of functional discussions on the production issues and clarifications.
 - 10.8.16.6. The Bidder should develop interfaces required to interface with all in scope Core Banking applications.



- 10.8.16.7. Bidder to take the responsibility and ownership of delivery/handover of SMS generated in CBS Applications to SMS System without latency/failure.
- 10.8.16.8. The Bidder should perform the below Data Warehousing activities:
- 10.8.16.8.1. ETL Development, maintenance, and support of extraction related scripts systems up to data warehouse staging layer should be handled. Extraction scripts include CBS systems (FLEXCUBE retail, FLEXCUBE corporate, FCUBS(Overseas) and FLEXCUBE treasury modules) and providing the data request support to Bank Downstream applications.
 - 10.8.16.8.2. Any change requests required by Bank on CBS extraction scripts should be handled.
 - 10.8.16.8.3. Handling the ETL/DWH logic changes in Data warehouse extraction in coherence with changes made in applications CBS/FCUBS/Treasury and replicating the same in staging tables and extraction scripts maintaining data integrity and set standards of Bank.
 - 10.8.16.8.4. New process enhancements/customizations including but not limited to column addition, logic changes, Fix. required by Bank on existing tables in staging layer and relevant ETL scripts in DWH extraction systems up to staging layer should be handled. In addition, cascading changes in FACT/DIMENSION tables need to be suggested/advised wherever required.
 - 10.8.16.8.5. Critical Bank requirements like General ledger to account wise consistency to be ensured for CBS Modules.
 - 10.8.16.8.6. Seamless movement of data from FLASH server to DW Staging server via export/Import or any other process with minimal time window.
 - 10.8.16.8.7. Any other supporting Ad-hoc items relating to extraction focus area to be taken up as well.
- 10.8.16.9. The Bidder should develop appropriate patches (system/application or data related) to resolve the issues encountered by the Bank.
- 10.8.16.10. The Bidder should coordinate with OEM for fixes/patches.
- 10.8.16.11. The Bidder should release fixes/patches received from OEM.
- 10.8.16.12. The Bidder should balance differences and perform corrections.
- 10.8.16.13. The Bidder should perform the suspense analysis and corrections.
- 10.8.16.14. The Bidder to ensure consistency check, tallying, reconciliation, and rectification on daily basis in consultation with the Application Owners of the Bank.
- 10.8.16.15. During DR switch over, Bidder to discuss with Bank team to update the ports/URL configuration. The Bidder will be responsible for DR testing during switchover by verifying the application deployment



status, server health and deployment for all in scope Core Banking applications.

- 10.8.16.16. Sanity testing and testing automation execution - Core Banking application testing automation tool, deployment, training, and support. Configuration and maintenance for day-to-day enhancements that come up in the application, execution of the testing tool for verifying screens launch and basic transaction flow verification.
- 10.8.16.17. Core Banking Simulator testing tool for all the Core Banking applications, ISO and API testing.
- 10.8.16.18. Dashboards and Proactive maintenance - The Bidder should define parameters to monitor and maintain. Escalation and SOP to follow, execute monitoring the applications for the said parameters and follow the SOP, identify, and propose any improvement or preventive maintenance for enhancing application experience.
- 10.8.16.19. VAPT/Security/other audit related patches are the responsibility of the Bidder.
- 10.8.16.20. The Bidder to ensure online systems namely OBDX, CBS touch points for RTGS, NEFT, IMPS, UPI, ATM/POS, CBS API, CTS, NACH endpoints for various online systems such as internet banking and mobile banking are working smoothly. Perform analysis for the problem tickets received in the ticketing system, engage in simulation and address using workarounds or temporary fixes. Escalate to L3 for code changes (if any)

10.8.17. Level 3 Support

- 10.8.17.1. The Bidder is expected to act upon the tickets routed to Level 3. The Bidder must be proficient and ensure on-site trained professional personnel are placed to handle the L3 support in each shift and resolutions are provided on a proactive basis.
- 10.8.17.2. The Bidder should provide L3 resources as per the resource requirement mentioned in Annexure-16.
- 10.8.17.3. The Bidder's L3 support to prepare a Root Cause Analysis document for issues assigned to L3 support and provide resolution to the Bank.
- 10.8.17.4. L3 support team should liaise with the L2/L1 support personnel for the call information and resolution.
- 10.8.17.5. L3 support should support the version upgrades provided by the OEM.
- 10.8.17.6. Provide training to the Bank's core functional and technical team members on the new version functionalities and technical aspects as and when version upgrades and migrations are performed.
- 10.8.17.7. The Bidder's L3 support team should ensure patch releases are ported to the production environment without causing business disruption or business losses.
- 10.8.17.8. Batch Job execution for Production and UAT environments (EOD, EOM, EOQ, EOM etc.), UAT data refresh, Performance testing data refresh, Training data refresh

- 10.8.17.9. For Production and DR environments, deploy the application release units provided by application team following the approved release procedure agreed for the said release across all Flex cube and OBDX application servers in domestic environment
- 10.8.17.10. For Production and DR environments, deploy the application release units provided by application team following the approved release procedure agreed for the said release across all Treasury and Overseas Flex cube application servers
- 10.8.17.11. Coordinate execution of batch abort recovery scripts provided by application team for the necessary troubleshooting and restart/resume the batch operations.
- 10.8.18. Additional L3 support responsibility for CBS Applications (apart from support activities mentioned in Level 3 support - 10.9.17)
- 10.8.18.1. The Bidder should perform detailed analysis, root cause identification and fix, Regression test, Release permanent fix through UAT lifecycle.
- 10.8.18.2. The Bidder should provide techno-functional specialists for discussion with Bank's IT team whenever required.
- 10.8.18.3. The Bidder shall be responsible for deploying and testing the incident related fixes/workarounds.
- 10.8.18.4. The Bidder should discuss with the Bank's team to understand the incident and simulate/replicate the same.
- 10.8.18.5. The Bidder should ensure to log all tickets on the ITSM tool and continuously update its progress on the tool.
- 10.8.18.6. The Bidder should ensure version control of the change and baseline the change for audit trail purposes.
- 10.8.18.7. The Bidder should manage EOD/BOD support for CBS applications as mentioned in this document.
- 10.8.18.8. The Bidder should manage and support EOD/EOM operations in collection and interpretation of logs and necessary details corresponding to the batch execution/aborts and co-ordinate with OEM to move ahead.
- 10.8.18.9. The Bidder should collect various technical logs generated at Application, Database and middleware (for example, WebLogic) that are critical to running CBS during EOD, EOM etc
- 10.8.18.10. Once logs are available, the Bidder should take ownership in analyzing key parameters in the file and accordingly come up with observations that need to be addressed.
- 10.8.18.11. During Batch aborts, the Bidder should immediately enable the team to work on the incident, look for un-processed transactions in key technical tables, running scripts and analyze the scripts output.
- 10.8.18.12. In case of incidents, the Bidder should communicate to OEM and Bank's team immediately.
- 10.8.18.13. The Bidder should obtain fix from OEM and test it before releasing to Bank team for further testing.



- 10.8.18.14. The Bidder should Work towards isolating the issue by way of providing a temporary workaround/hot fix so that batch execution proceeds to completion and CBS is available for Branch users as per normal business hours.
- 10.8.18.15. The Bidder should provide data patch in rare situations based on the complexity/date validity of the incident.
- 10.8.18.16. The Bidder should perform Disaster Recovery (DR) activities like Switch over testing regard to all FLEXCUBE applications
- 10.8.18.17. The Bidder should discuss and plan DR switch over exercise with the Bank.
- 10.8.18.18. The Bidder should ensure and check that the CBS data replication is complete and Up to Date.
- 10.8.18.19. The Bidder should maintain and update the checklist of CBS interfaces after verifying their connectivity post switch over.
- 10.8.18.20. The Bidder should plan not to release any changes in Production/DR during switch over testing.
- 10.8.18.21. The Bidder should document frequent incidents occurred during CBS switch over, analyze the same and ensure to minimize such incidents.
- 10.8.18.22. The Bidder should coordinate with OEM for fixes and resolutions.
- 10.8.18.23. The Bidder should propose to address the fix through configuration change or code change as required.
- 10.8.18.24. Once the fix is received, the Bidder should test it in a lower test environment before releasing to the Bank's team for the UAT.
- 10.8.18.25. The Bidder should obtain Bank's sign off before releasing any change for deployment in Production and DR (if required).
- 10.8.18.26. The Bidder should perform Disaster recovery and DR switch over exercise for the CBS applications as requested by Bank or at emergency call including the following activities:
- 10.8.18.26.1. Plan with the Bank the DR switch over activities for FLEXCUBE CBS application.
- 10.8.18.26.2. Ensure CBS data replication is done completely and is up to date.
- 10.8.18.26.3. Maintain list of interfaces to verify the connectivity once the switch over is done.
- 10.8.18.26.4. Provide support and resolve in case of user login and transaction issues after switching over.

(Should be submitted on Company's letter head with company seal and signature of the authorized person) (To be included in Part A- Eligibility cum Technical Proposal)

SUB: RFP for Selection of System Integrator for Core Banking Solution, Allied Applications, Infrastructure and Network Operations for the Bank.

Ref: GEM/2022/B/2781804 dated 29/11/2022.

To

Date:

Canara Bank,
DIT Wing, Head Office,
Naveen Complex, 14 M G Road
Bengaluru

Subject: Resource requirements declaration letter.

We hereby declare that <Bidder's complete legal name as mentioned on Bid covering letter> we will adhere to the below mentioned resource requirements.

Please refer the same table number in amended Bill of Materials for providing the costing.

Table H: Program Management Resources

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	Program Manager (Mandatorily on Bidders payroll)	1.		<p>Educational Qualification Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. or equivalent or higher qualification</p> <p>Experience and knowledge Practical experience in project management methodology and techniques gained through managing large and complex projects. Experience in managing Bank operations engagements and have worked as a Program manager in at least one Schedule Commercial Bank in India</p> <p>Certification (Minimum one)</p> <ul style="list-style-type: none"> ITIL 4 Certified 	18+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				<ul style="list-style-type: none"> PMP Certified Prince-2 Certified 	
2.	Technical Lead (Applications & Interfaces, Infrastructure, Network, UAT and New tools)	5		<p>Educational Qualification Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher qualification.</p> <p>Experience and Knowledge Should have experience in Allied Applications & Interfaces, Infrastructure management but not limited to (Windows/Solaris/IBM Unix/AIX Administration/RHEL), storage, database (Oracle/DB2/Sybase/MySQL/MSSQL) and Network (Firewall/Load balancer/WAF/switch/router/SD-WAN) in Banking Domain.</p> <p>Certification</p> <ul style="list-style-type: none"> Application development Certification Technical certifications like MCP/SA/ RHCE / CCNP/ VMware vSphere/ Oracle Solaris Certified/ PowerVM/IBM Certified Specialist. Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2 	10+
3.	Admin for all new tools (ITSM, SAMS, Patch Management, Capacity management, IPAM)	4		<p>Educational Qualification Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Telecommunication & or equivalent or higher qualification</p> <p>Experience & Knowledge</p>	2+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				<p>Experienced in supervising IT services team to support and maintain company IT infrastructure. The roles and responsibilities including provide infrastructure support for new releases and deployments. Interact with business team to understand service level agreements and communicate the same to team members. Mentor and direct team members for timely completion of assigned projects. Conduct team meetings on regular basis to discuss about project issues and status. Perform root cause analysis of infrastructure problems and develop resolution plans. Perform incident analysis and suggest action items. Maintain all documentations for deployment, maintenance, upgrades, and problem resolution activities. Ensure team follows best practices and maintain service level agreements.</p> <p>Certification ITIL /Service now certified administrator or equivalent certification</p>	
4.	Application Lead	5		<p>Educational Qualification Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. or equivalent or higher qualification</p> <p>Experience and knowledge Practical experience in project management methodology and techniques gained through managing large and complex projects. Experience in managing Bank operations engagements and have worked as a Program manager in at least one Schedule Commercial Bank in India</p> <p>Certification (Minimum one)</p>	10+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				<ul style="list-style-type: none"> Application development Certification Technical certifications like MCP/SA/ RHCE / CCNP/ VMware vSphere/ Oracle Solaris Certified/ PowerVM/IBM Certified Specialist. Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2	

Table I: Allied Application Support

Sl. No.	Application Name	Minimum Resources (L2 & L3)	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	Mobile Banking (Canara Ai1)	15		Educational Qualification Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. Experience and Knowledge- Experience of working in IT Technical Application & Interfaces, Infrastructure and Network support for Customization, Implementation, Configuration. Knowledge of Internet Banking, Mobile Banking, UPI, Payment Services, Customization, Implementation, Configuration, Knowledge of Banking Operation Logic, RTGS, NEFT, EOD, BOD. Vendor Management, customization. Should have worked as L1 Support for at least one Scheduled Commercial Bank in India. Certification	L2- 3+ L3- 6+
2.	UPI Switch and Services				
3.	IMPS Switch & Services				

				Application Development	
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Please note that all 15 Resources for above table shall be from the respective OEM.

Sl. No.	Application Name	Minimum Resources (L2 & L3)	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	Canara Diya	12		Educational Qualification Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Telecommunication & or equivalent or higher qualification. Experience and Knowledge- Experience of working in IT Technical Application & Interfaces, Onboarding applications, ITSM, Payment services, Middleware. Should have worked as L1 Support for at least one Scheduled Commercial Bank in India. Certification Application Development	L2- 3+ L3- 6+
2.	Central Processing HUB (CPH)				
3.	Tab Banking				
4.	MQ For NEFT / RTGS				
5.	Nisys				
6.	Document Management System (DMS)				
7.	Remit Money				
8.	DMS (Can FX) & EDMS (FX4U)				
9.	ESB/IIB				

Table J: Core Banking Support

Sl. No.	Application Name	Minimum Resources (L2 & L3)	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	Oracle Flexcube Retail and Corporate Banking	40		Educational Qualification Graduate in Engineering / MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. Experience and Knowledge- 1. Experience of Flexcube Core Banking applications, Treasury, Customization, Implementation, Configuration, managing EOD/BOD process 2. Willing to work in 24X7 environment Should have worked in Similar Projects 3. Experience in managing Treasury related applications Certification Application Development	L2- 5+ L3- 8+
2.	Oracle Flexcube Universal Banking System				
3.	Oracle Banking Treasury Management (OBTR)				
4.	Oracle Banking Digital Experience (OBDX) (Internet Banking)				

Please note that all L2 and L3 Resources for above table shall be from the respective OEM (OFSS).

Table K: Infrastructure Support

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	DBA for UAT environment	DC-4 (L2) DR-0		<p>Educational Qualification Diploma/Degree</p> <p>Experience and knowledge Intermediate DBAs with good knowledge in troubleshooting backup, restoration, export import, gather, Patch management. DB creation. Good knowledge in performance tuning required.</p> <p>Certification (Minimum one) OCP</p>	5 years in oracle DB
2.	L2 Resource (VMware Admin)	DC-1 DR-1		<p>Educational Qualification Diploma/Degree</p> <p>Experience and knowledge Managing VMware administration</p> <p>Certification (Minimum one) VMware Certification</p>	2 years in VMware admin
3.	L2 Infra Server and Storage support from OEM	DC-1 DR-1		<p>Educational Qualification Diploma/Degree</p> <p>Experience and knowledge Experience in Hardware fix for IBM power series servers.</p> <p>Certification (Minimum one) IBM certified specialist in Power Series</p>	3 years

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
4.	L2 Resource (DBA)	DC-5 DR-3		<p>Educational Qualification Diploma/Degree</p> <p>Experience and knowledge Intermediate DBAs with good knowledge in troubleshooting backup, restoration, export import, gather, Patch management. DB creation. Good knowledge in performance tuning required.</p> <p>Certification (Minimum one) OCP</p>	5 years in Oracle DB
5.	L3 Resource (DBA)	DC-1 DR-0		<p>Educational Qualification Degree</p> <p>Experience and knowledge Expert DBAs with advanced knowledge in designing DBs, performance tuning, troubleshooting backup, restoration, export import, gather, Patch management. DB creation</p> <p>Certification (Minimum one) OCP</p>	7 years in Oracle DB

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
6.	L2 Resource (System Linux)	DC-5 DR-3		<p>Educational Qualification Diploma/Degree</p> <p>Experience and knowledge Maintenance, Monitoring, Administration, and Management of Software and Hardware; All System Administration tasks w.r.t Linux Systems of all versions, Configuration management of Linux, Patch managements Hardening and secure hardening and fixing vulnerable observations, Driving the assigned project. Experience in implementing security, improvements by assessing current situation, Any other work entrusted by the Bank from time to time, Knowledge in shell scripting and automations of IT jobs, DR switch over experiences, OS Cluster Configuration, Configuration hardening, Inventory management, License management, release management, DC and DR syncing, LDAP, NTP, SIEM, PIM integrations</p> <p>Certification (Minimum one) RHCE</p>	5 years in OS administration

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
7.	L2 resource (System Windows)	DC-5 DR-3		<p>Educational Qualification Diploma/Degree</p> <p>Experience and knowledge Intermediate system administrator with good knowledge in Install, configure and maintain systems and applications. Managing incidents and problems on a daily basis to minimize downtime on customer activities by maintaining SLA. Troubleshoot system and applications issues. Root Cause Analysis, Maintain documents, procedures and technical guides.</p> <p>Certification (Minimum one) MCSA</p>	5 years in windows administration
8.	L2 resource (AIX)	DC-5 DR-3		<p>Educational Qualification Degree</p> <p>Experience and knowledge Intermediate knowledge in upgrades, installing applications, implementing AIX security policies, solving technical issues, and preparing disaster recovery strategies. Root Cause Analysis</p> <p>Certification IBM certificate on AIX administration</p>	5 years in AIX administration

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
9.	L3 resource (AIX)	DC-1 DR-0		<p>Educational Qualification Degree Experience and knowledge Advanced system administrator with advance knowledge in install, configure and maintain systems and applications. activities. Troubleshoot system and applications issues. Coordinate and review all system related activities. Root Cause Analysis</p> <p>Certification IBM certificate on AIX administration</p>	7 years in AIX administration
10.	L2 resource (Backup and Storage)	DC-5 DR-4		<p>Educational Qualification Degree Experience and knowledge Provide advice on the ITS backup and storage services. Manage and maintain the backup systems. Ensure backups are run to schedule and retention is met. Verify all full backup jobs</p> <p>Certification Industry leading OEM Certification</p>	5 years
11.	L3 resource (Backup and Storage)	DC-1 DR-0		<p>Educational Qualification Degree Experience and knowledge Advance level knowledge in backup and storage. Will be able to plan and implement critical activities</p> <p>Certification Industry leading OEM Certification</p>	7 years

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
12.	L2 resource (MSSQL DBA)	DC-2 DR-1		<p>Educational Qualification Degree</p> <p>Experience and knowledge Middleware administrator with basic knowledge in Install, configure and maintain Middleware applications. Middleware Software Monitoring. Managing incidents and problems on a daily basis to minimize downtime on customer activities by maintain SLA. Troubleshoot Middleware and applications related issues. Maintain documents, standard operating procedures and technical guides. Maintenance and Administration of Middleware, implementing security improvements by assessing current situation; Evaluating trends; Anticipating requirements and making changes to keep the organization secure, any other work entrusted by the Bank from time to time. Fixing vulnerability and upgrading version of middleware</p> <p>Certification Middleware Certified Professionals in WebLogic</p>	3 years of Experience

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
13.	Oracle ACS Support for Middleware	DC-2 (L2) DR-0		<p>Educational Qualification Degree</p> <p>Experience and knowledge Middleware administrator with basic knowledge in Install, configure and maintain Middleware applications. Middleware Software Monitoring. Managing incidents and problems on a daily basis to minimize downtime on customer activities by maintain SLA. Troubleshoot Middleware and applications related issues. Maintain documents, standard operating procedures and technical guides. Maintenance and Administration of Middleware, implementing security improvements by assessing current situation; Evaluating trends; Anticipating requirements and making changes to keep the organization secure, any other work entrusted by the Bank from time to time. Fixing vulnerability, and upgrading version of middleware</p> <p>Certification Middleware Certified Professionals in Weblogic</p>	3 years of Experience in Middleware Platform-Weblogic, Jbos or any other

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
14.	L2 resource (Middleware support)	DC-4 DR-1		<p>Educational Qualification Degree</p> <p>Experience and knowledge Middleware Administrator with strong knowledge in Migration, Installation, configuration and maintaining Middleware applications. Good knowledge in troubleshooting, Fix pack/PSU Patch management. Good knowledge in performance tuning required. Middleware, implementing security improvements by assessing current situation; Evaluating trends; Anticipating requirements and making changes to keep the organization secure, any other work entrusted by the Bank from time to time. Fixing vulnerability and upgrading version of middleware, applying fix pack, configuring parameter to Applying fix pack, configuring parameter to improve application performance, fixing vulnerability issue by coordinating with OEM, & improve application performance</p> <p>Certification Middleware Certified Professionals in WebLogic/WebSphere/Jboss/Apache Tomcat/IBM MQ/Rabbit MQ/IIS MQ/Nginx/Spring framework</p>	5 years of Experience in Middleware Platform-Weblogic, Jbos, Apache tomcat or any other

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
15.	L2 resource (Antivirus Admin support)	DC-1 DR-0		<p>Educational Qualification Degree</p> <p>Experience and knowledge AV administrator with knowledge of various engines like Antimalware, Web-reputation, AV firewall, File Integrity, HIPS, Application control. Should have good knowledge of Anti-APT solution and Data protection solution. Should have experience to analyze the events and group it based on the criticality and report the events.</p> <p>Certification Any leading certification from leading Anti-virus OEM</p>	3 Years of Experience in Antivirus, Anti-APT, Data protection and EDR solution.
16.	L2 resource (Solaris System)	DC-1 DR-0		<p>Educational Qualification Degree</p> <p>Experience and knowledge Intermediate knowledge in upgrades, installing applications, implementing Solaris security policies, solving technical issues, and preparing disaster recovery strategies. Root Cause Analysis, Configuration hardening and OS hardening and role base access configuration, LDAP, NTP, SIEM, PIM integrations, Inventory management, License management, release management, DC and DR syncing</p> <p>Certification Oracle Solaris Certifications</p>	5 year in Solaris administration

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
17.	L2 Oracle ACS Database support	DC-5 DR-0		<p>Educational Qualification Degree</p> <p>Experience and knowledge Solaris Server, Solaris Cluster, Solaris Logical Domains (Architecture and Design) Zones, Oracle Enterprise Linux, ZFS, Oracle database, Exadata and Super Cluster Advanced knowledge of relational databases Oracle, SQL server and data modeling. Include assistance in following activities but not limited to:</p> <ol style="list-style-type: none"> Installation and configuration. Patch and update installation. Technology and software lifecycle guidance. Product functionality guidance. Research setup issues and provide recommendations. Oracle product clustering and Real Application Clusters ("RAC") advice and guidance. Database and system partitioning. Configuration documentation and run books. Database and storage performance optimization. Change management and patching processes <p>Certification Oracle Training and Certification (OCP)</p>	5 years in Oracle ACS

Table L: Network Support

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1	Network Support Lead	2		<p>Educational Qualification Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification</p> <p>Experience & Knowledge Experienced network expert for assisting the Bank's team in networking activities and scope of work. The roles and responsibilities include planning, designing and upgrading network installation projects, they also play a role in creating, maintaining, and modifying an IP network's hardware, software, and virtualized components. Creating and following SD-WAN and SDWAN implementation plans. Monitoring of ADCs of different OEMs but not limited to F5, Citrix. He / She should have an experience of more than 10+ years as IT network architect/SME in large projects of similar nature.</p> <p>Certification</p> <ul style="list-style-type: none"> CCNP-Security/CCNP-Data Center/CCSE/JNCIP-DC/JNCIP-SEC/Other Industry leading OEM Professional level Certification related to Firewall or Data center. 	10+
1.	L2 Resource (R & S)	DC-7		<p>Educational Qualification Diploma/Degree</p>	5 years in Routing and Switching

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
		DR-5		<p>Experience and knowledge 1. Monitoring of Network links and devices like Router, Switches 2. Good Understanding of Routing and Switching technology 3. Troubleshoot skill for Medium Complexity incidents. 4. Configuring routers and switches. 5. Identifies problems and errors prior to or when they occur and provide the resolution. 6. Enterprise network maintenance</p> <p>Certification CCNA/CCNP/JNCIA /JNCIP /Other Industry leading OEM Professional level Certification related to Routing and Switching.</p>	
2.	L3 Resource (R & S)	DC-2 DR-1		<p>Educational Qualification Degree</p> <p>Experience and knowledge 1. Expert level Understanding of Network security technology 2. Troubleshoot skill for Complex incidents involving multiple devices of different OEMs. 3. Configuration skill of Firewall, IPS, Antibots 4. Assessing situation, identify problems and provide solutions. 5. Planning, Designing, Implementing and Managing the different types of networks and security devices from multiple OEMs 6. Leadership and Management Skills.</p> <p>Certification CCIE/JNCIE/Other Industry leading OEM expert level Certification</p>	7 Years in Routing and Switching
3.	L2 resource	DC-7		<p>Educational Qualification Diploma/Degree</p>	5 years in Network and Security

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
	(Network Security)	DR-4		<p>Experience and knowledge</p> <p>1. Monitoring of Network and Security devices of different OEMs like firewall, IPS, Antibots</p> <p>2. Good Understanding of Security technology and compliance</p> <p>3. Troubleshoot skill for Medium Complexity incidents.</p> <p>4. Configuration of firewalls and other security devices.</p> <p>5. Identifies problems and errors prior to or when they occur and provide the resolution.</p> <p>6. Enterprise network security maintenance</p> <p>Certification</p> <p>CCNA-Security/CCNP-Security/CCNP-Data Centre/CCSE/JNCIA-Security/JNCIP-DC/JNCIP-Security/Other Industry leading OEM Professional level Certification related to Firewall or Data centre</p>	
4.	L3 resource (Network Security)	DC-2 DR-1		<p>Educational Qualification</p> <p>Degree</p> <p>Experience and knowledge</p> <p>1. Expert level Understanding of Network security technology</p> <p>2. Troubleshoot skill for Complex incidents involving multiple devices of different OEMs.</p> <p>3. Configuration skill of Firewall, IPS, Antibots</p> <p>4. Assessing situation, identify problems and provide solutions.</p> <p>5. Planning, Designing, Implementing and Managing the different types of networks and security devices from multiple OEMs</p> <p>6. Leadership and Management Skills.</p> <p>Certification</p> <p>CCIE/CCIE-Data centre/CCIE Security/CCSM/Other Industry</p>	7 Years in Network and Security

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				leading OEM expert level Certification	
5.	L2 resource (ADC)	DC-2 DR-1		<p>Educational Qualification Degree</p> <p>Experience and knowledge Monitoring of ADCs of different OEMs like F5, Citrix 2. Expert level Understanding of Network and Web Security technology, OWASP and compliance 3. Troubleshoot skill for Complex incidents. 4. Configuration of Load balancer, Web Application firewalls and other modules of ADCs. 5. Assessing situation, Coordinate with different stakeholders, identify problems and provide solutions. 6. Planning, Designing, Implementing and Managing the different types of ADCs of multiple OEMs 7. Leadership and Management Skills.</p> <p>Certification F5-201/Other Industry leading OEM Professional level Certification</p>	5 years in managing Application Delivery Controller
6.	L3 resource (ADC)	DC-1 DR-0		<p>Educational Qualification Degree</p> <p>Experience and knowledge 1. Monitoring of ADCs of different OEMs like F5, Citrix. 2. Expert level Understanding of Network and Web Security technology, OWASP and compliance 3. Troubleshoot skill for Complex incidents. 4. Configuration of Load balancer, Web Application firewalls and other modules of ADCs. 5. Assessing situation, Coordinate with different stakeholders, identify problems and provide solutions. 6. Planning, Designing, Implementing and</p>	7 years in managing Application Delivery Controller

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				Managing the different types of ADCs of multiple OEMs 7. Leadership and Management Skills. Certification F5-301/F5-303/Other Industry leading OEM Professional level Certification	
7.	CO and HO	40		Educational Qualification Degree Experience and knowledge Managing IT operations and Network Operations Certification CCNA or its equivalent, MCSA	2 years in managing Network Infrastructure monitoring

1. There are total of 24 Circle Office.
2. A total of 40 technical resources are required with 24 resources in Circle Office, 2 resources in Bandra Kurla Complex (BKC), 2 resources in Manipal and 12 resources in Head office and Head office Annexe.

Sl. No.	Circle
1.	AGRA
2.	AHMEDABAD
3.	BENGALURU
4.	BHOPAL
5.	BHUBANESWAR
6.	CHANDIGARH
7.	CHENNAI
8.	DELHI
9.	GUWAHATI
10.	HUBBALLI
11.	HYDERABAD
12.	JAIPUR
13.	KARNAL
14.	KOLKATA

15.	LUCKNOW
16.	MADURAI
17.	MANGALURU
18.	MANIPAL
19.	MUMBAI
20.	PATNA
21.	PUNE
22.	RANCHI
23.	THIRUVANANTHAPURAM
24.	VIJAYAWADA

Table N: Helpdesk Management

Sl. No.	Application Name	Resources	Additional Resources to maintain SLA (if any)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	Helpdesk Management	30		<p>Educational Qualification Graduate in Science/ Commerce/Engineering preferably, BE/B. Tech/MCA/MBA with minimum 2 year of Core or Allied Applications experience/Infrastructure/ Network in the field of Banking IT domain / support of related solution.</p> <p>Experience and Knowledge- 1. Knowledge of Oracle Flexcube, Allied applications, Core Infrastructure and Network 2. Business Logic of Banks, handling calls, managing EOD/ BOD operations of Bank 3. Knowledge of Core Banking Solutions, Banking support 4. Troubleshooting of issues observed/reported on day-to-day basis 5. Working knowledge on Service Ticketing/ Management Solutions.</p>	2+

Table Q: Additional Application Support

Sl. No.	Application Name	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	L2 support from SI	L2 - 5 (Resources from SI)		<p>Educational Qualification</p> <p>Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification.</p> <p>Experience and Knowledge- Experience of working in IT Technical Application & Interfaces, Core Banking Application, Onboarding applications, ITSM, Payment services and Middleware. Experience of Flex Cube Core Banking applications, Treasury, Customization, Implementation, Configuration, managing EOD/BOD process</p> <p>Should have worked as L1 Support for at least one Scheduled Commercial Bank in India.</p> <p>Certification Application Development</p>	L2- 4+

Resource Requirements (Support Timings)

Sl. No.	Resource Type	Support Time
1	Program Management Resources	Bank Working Days and Hours
2	Oracle FLEXCUBE Core Banking Retail & Corporate	24*7 support for minimum resources
3	Oracle Banking Digital Experience FLEXCUBE (OBDX)	24*7 support for minimum resources
4	Oracle FLEXCUBE Universal Banking System (for Overseas Branches - New York, London, and Dubai)	24*7 support for minimum resources
5	Oracle Banking Treasury Management (OBTR)	24*7 support for minimum resources
6	Mobile Banking	24*7 support for minimum resources
7	UPI Switch and Services	24*7 support for minimum resources
8	IMPS Switch & Services	24*7 support for minimum resources
9	Document Management System	Bank Working Days (9 A.M to 9 P.M)
10	Canara Diya	Bank Working Days (9 A.M to 9 P.M)
11	Central Processing HUB (CPH)	Bank Working Days (9 A.M to 9 P.M)
12	Tab Banking	Bank Working Days (9 A.M to 9 P.M)
13	NISYS	Bank Working Days (9 A.M to 9 P.M)
14	MQ for NEFT/RTGS	Bank Working Days (9 A.M to 9 P.M)
15	DMS (Can FX) & EDMS (FX4U)	Bank Working Days (9 A.M to 9 P.M)
16	L1 Support	24*7 support for minimum resources. Limited Resources from 9 P.M - 8 A.M)
17	Remit Money	Bank Working Days and Hours (9 A.M to 9 P.M)
18	Infrastructure Support	24*7 support for minimum resources
19	Network Support	24*7 support for minimum resources
20	Technical resources for RO and HO	Resident engineers at CO (9:30 A.M to 6:30 P.M) Resident engineers at HO, BKC and Manipal location (9 A.M to 9 P.M)
21	Network Support Lead	For CO Bank Working Days and Hours (9 A.M to 9 P.M)

Amended Technical Evaluation:

Sl. No.	Description	Proof of Experience	Score
1	Managing CBS in minimum 1 SCB/SFB/NBFC/Global Banks (Max marks 10)	Relevant Credential letters OR Purchase Order from Financial Institution along with confirmation on having executed the PO Successfully.	
a	Oracle Flexcube		10
	Or		
b	Finacle		9
	Or		
c	TCS BaNCS		9
d	Other CBS applications		3
2	Managing below applications in minimum 1 SCB/SFB/NBFC/Global Banks (Max marks 10)		
a	MB		2
b	IB		2
c	UPI		2
d	Treasury		2
e	Any 3 allied apps apart from the above 4 (a,b,c,d)		2
f	None of the Above		0
3	Managing CBS Infrastructure and Core Network in SCB/SFB/NBFC/Global Banks (Max 5 marks)		
a	Above 10 years in service		5
b	Between 5 to 10 years in service		3
c	Less than 5 years in service		1
4	Managing Infrastructure for SCB/SFB/NBFC/Global Banks (Max marks 10)		
a	End-to-end Infrastructure management for minimum 1 SCB/SFB/NBFC/Global Banks		10
	Or		
b	Managing only CBS Infrastructure for minimum 1 SCB/SFB/NBFC/Global Banks		8
	Or		
c	Managing only allied applications (minimum 5) Infrastructure for 2 SCB/SFB/NBFC/Global Banks		5
d	None of the Above		0
5	Managing Network for SCB/SFB/NBFC/Global Banks (Max marks 10)		
a	End-to-end network management for 1 SCB/SFB/NBFC/Global Banks		10
	Or		
b	Managing only DC/DR network for 1 SCB/SFB/NBFC/Global Banks		8
	Or		

Sl. No.	Description	Proof of Experience	Score
c	Managing only branch network for 1 SCB/SFB/NBFC/Global Banks		5
d	None of the Above		0
6	Presentation / Demo - (Max marks 20) Presentation by Bidder pertaining to the in-depth understanding of the Bank's project requirements through the technical proposal supplemented by Presentation and interactions. 1. Understanding of the scope of the assignment and each sub-component of the RFP. 2. Proposed approach and methodology for the entire scope of work, broken down component wise. 3. Bidder should present their proposed transition approach and model for the handshaking period with the existing system integrator. 4. Ensuring proper handover of capabilities to Bank's in-house teams for sustainability during contract period. 5. Training & handholding of key Bank teams to ensure appropriate capability building. 6. <u>Presentation of appropriate capability of proposed new tools (IPAM, ITSM, SAMS, Patch Management & Capacity Management).</u>	Bidder Presentation	20
7	Bidder's Employee strength (Maximum marks 5)		
a)	Number of Employees deployed in India more than 20000	Seal and signed letter from the CFO/COO	5
b)	Number of Employees deployed in India between 10000 to 20000		3
c)	Number of Employees deployed in India between 5000 to 10000		1
d)	Number of Employees deployed in India less than 5000		0
8	Team Profile: (Max marks 5)		
a)	Program Manager as per Annexure 16	Profile of all the resources (count as per Annexure 16), resume, Certification completion letter. If requisite resource count is not available, proportionate marks will be allotted	3
b)	Technical Lead resource count as per Annexure 16		2
9	Experience and profile of the key team members (Max marks 10)		
a)	Admin for ITSM, SAMS, Patch Management, Capacity Management and IPAM		5

Sl. No.	Description	Proof of Experience	Score
b)	Network Support Lead resource count as per Annexure 16		5
10	Reference Check (Max marks 5)	A Committee of people from Bank would carry out Reference Site Visits with the existing customers of the Bidder. The vendor should arrange the site visits where the solution is implemented. The inputs that have been received from the Customer would be considered by Bank and this might not need any documentary evidence. This rating would be purely on the inputs provided by the Bidder's customers.	5
11	Implementation of tools from the list as mentioned below (Max marks 10)	Relevant Credential letters OR Purchase Order from Financial Institution along with confirmation on having executed the PO Successfully.	
a	ITSM		3
b	SAMS		3
c	Capacity Management		2
d	Patch Management		1
e	IPAM		1
f	None of the Above		0
Total Score			100

Amended Annexure-9

Bill of Materials

Kindly find the below attached link for the Amended Annexure-9 Bill of Materials




BOM_11012023.xlsx

All the other Instructions and Terms & Conditions of the above GeM Bid remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

Date: 11/01/2023

Place: Bangalore


Deputy General Manager
