केनरा बैंक Canara Bank

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

Sl. No.	Section/ Annexure/ of the GeM bid	Clause No.	Existing Clause	Amended Clause
a.	Annexure-1 Scope of Work		Existing Scope of Work	Amended Scope of Work as attached
b.	Annexure-2 Eligibility Criteria Declaration	FINANCIALS	**3. Eligibility Criteria:** The Bidder should have minimum annual turnover of **Rs.85.00 Crores** for each of the last three (3) financial years, i.e. **FY 2017-18, FY 2018-19 and FY 2019-20.** This must be the individual company turnover and not that of any group of companies. **Documents to be submitted for Eligibility Criteria Compliance:** Bidder has to submit copies of **audited Balance Sheets for last 3 Years [i.e. FY 2017-18, FY 2018-19 and FY 2019-20].** AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	**3. Eligibility Criteria:** The Bidder should have minimum annual turnover of **Rs.17.00 Crores** for each of the last three (3) financial years, i.e. **FY 2018-19, FY 2019-20 and FY 2020-21.** This must be the individual company turnover and not that of any group of companies. **Documents to be submitted for Eligibility Criteria Compliance:** Bidder has to submit copies of **Balance Sheets for last 3 Years [i.e. FY 2018-19 (audited), FY 2019-20 (audited) and FY 2021-21 (provisional)].** AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.

c.	Annexure-2 Eligibility Criteria Declaration	BIDDER EXPERIENCE	**4. Eligibility Criteria:** The bidder should have minimum 3 years' experience in the following a. Application administration & Support management/ Maintenance of any HR Solution b. Oracle Database Administration c. Customization and development of Oracle Peoplesoft HR Solution, d. Server/ Middleware/ Storage Administration in any BFSI/ MNC/ Government Organization/ PSU/ PSE in India. **Documents to be submitted for Eligibility Criteria Compliance:** The Bidder has to provide reference letter duly mentioning the solution name with experience from the Customers to this effect.	**4. Eligibility Criteria:** The bidder should have minimum 3 years' experience in the last 5 financial years in any BFSI/ MNC/Government Organization/ PSU/ PSE/Public Limited and Private Limited companies in India for the following: a. Application administration & Support management/ Maintenance of any HR Solution b. Oracle Database Administration c. Customization and development of Oracle Peoplesoft HR Solution, d. Server/ Middleware/ Storage Administration. **Documents to be submitted for Eligibility Criteria Compliance:** The Bidder has to provide satisfactory certificate duly mentioning the solution name from the customers to this effect.
d.	Payment Terms		Existing Payment Terms	Amended Payment Terms as attached
e.	New Clause	Technical Evaluation Criteria		Technical Evaluation Criteria as attached.
f.	New Clause	Techno Commercial Evaluation		Techno Commercial Evaluation as attached.

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: 08/09/2021
Place: Bangalore

Deputy General Manager

केनरा बैंक Canara Bank

Amended Scope of Work

SUB: GeM bid for Selection of System Integrator for Canara HRMS Solution in Canara Bank.

Ref: GeM bid ref. no. GEM/2021/B/1399599 dated 03/08/2021.

1. Overview

1.1. Canara Bank is using Oracle PeopleSoft Human Resource Management Solution (HRMS) Application. Bank has enterprise wide licenses of Peoplesoft 9.2 HRMS Solution. Oracle PeopleSoft HRMS Solution is deployed on HP Infrastructure in the Bank at Bank's DC and DRC Sites.

1.2. Bank is using a number of modules in Canara HRMS Application for all HRM related functions of the Bank.

1.3. The infrastructure for Canara HRMS Solution, both hardware and application, have been upgraded from time to time latest being at the time of Amalgamation of Syndicate Bank with Canara Bank to support additional users.

1.4. Customizations / enhancements are made in the application as and when required.

1.5. Bank has a DR Site for HRMS and DR Drill is being conducted at regular intervals.

2. Scope of work for System Integrator

2.1. The Bank is looking at a relationship with the highly professional system integrator who shall provide the services to the bank for Canara HRMS Solution. The System Integrator shall Manage, Monitor and Maintain Oracle PeopleSoft Application with underlying Infrastructure.

2.2. The bidder shall act as a System Integrator for implementation of the said solution including but not limited to design, installation, integration and customization with other solutions as per bank's network architecture and based on requirements received from its Head Office.

2.3. The bidder shall provide services for below activities (not limited to):

    2.3.1. Application:

        2.3.1.1. Application Services, Support, Administration, Management & Monitoring

        2.3.1.2. Database Services and Management

        2.3.1.3. Customization, Enhancement, Upgradation, Change Management.

    2.3.2. Infrastructure Management Services

        2.3.2.1. Operating System Administration

        2.3.2.2. Database Administration

        2.3.2.3. Backup Administration

        2.3.2.4. Middleware Administration

        2.3.2.5. Storage Administration

2.3.3. Business Continuity Planning (DR Drills - Live, Unplanned, Mock)

2.3.4. License and Software Management

2.3.5. Hardware Configuration & Management

2.3.6. Management of various environment such as DC, DR, SIT, UAT, Development etc.

2.3.7. Patch Management / Vulnerability Management / Compliance/ Audit / RBI IT examination.

2.3.8. IT Service Management - Helpdesk Support for Application & Infrastructure.

2.4. The bidder shall Manage, Maintain, Monitor, Customize, support (including OEM Support) the whole HRMS Infrastructure (at Data Centre and Disaster Recovery Centre) and Canara HRMS Application. The bidder shall also be the SPOC (Single Point of Contact) for the Bank for all the matters pertaining to the subject Solution.

2.5. The bidder has to take-over all the activities of development, maintenance, administration etc. from the existing vendor. The bidder should be in position to start the work by collecting all the required information / documents / codes by coordinating with the Bank and existing vendor. There should be no black-out period in between taking over the charge of running project.

2.6. The bidder shall provide the technical support for the all existing and future licensed modules in Canara HRMS procured by the Bank and those which will procured / added in future as part of business requirements. The bidder shall be responsible for managing, customization, scripting, and integrated development and patch deployment on defined frequency or need basis.

2.7. The bidder shall be responsible for end-to-end management of Canara HRMS Solution on existing version and any other upgraded version (if any in future).

2.8. The bidder shall monitor, maintain, support (including OEM Support) and customize existing interfaces, modules/ sub-modules, reports, etc.; development of new modules / sub-modules, interfaces, reports etc. and any other new enhancements/ customization in Canara HRMS solution as required by the Bank and also as per directives of Government of India, DFS, RBI and any other regulatory / non-regulatory requirements in time bound manner.

2.9. For enhancements and/or customizations for new functionalities and/or major changes in existing functionalities (Change Requests) in the application, Bank shall make payment on 'per Man-Day' basis for the efforts agreed for each such enhancement/customization. The 'per Man-Day' cost shall be quoted in the Bill of Material and shall remain same for the entire contract period. However, regular changes / modifications / bug-fixing / development of new reports etc., in existing functionalities shall be done by the on-site developers provided by the bidder at the Bank's premises.

2.10. The bidder shall work closely with respective OEMs of Hardware / Software of HRMS Solution during any upgradation/migration and any other activity to achieve the same in time bound manner. The bidder has to log a call / raise a ticket on behalf of the

Bank to respective OEMs in case of any support required from the Application / Hardware / Solution OEM.

2.11. Bidder shall resolve all the issues / downtime / incidents observed in HRMS Solution including Application, Servers, Middleware, Database, Storage or any other component of HRMS Solution within shortest time duration to ensure minimum disruption and maintain uptime required as per SLA.

2.12. The bidder shall submit to Bank a Root Cause Analysis document with the root cause and resolutions provided for any failures, issues observed and incidents reported by the Bank including but not limiting to:

2.12.1. Problems which have resulted in complete service disruptions or downtime
2.12.2. Critical production issues
2.12.3. Delayed response times
2.12.4. Data / table corruptions
2.12.5. System Performance issues (high utilization levels)
2.12.6. Decide on preventive maintenance schedule with the Bank

2.13. Bank shall not be liable to pay any additional amounts in respect of any sort of maintenance required for the activities mentioned in the Scope during the tenure of the contract. All maintenance activities shall be part of onsite teams / facility management Support.

2.14. The bidder shall be responsible for implementing any new upgrade/version/HCM Image released by OEM from time to time during period of contract which includes the data conversion (if required), development, customizations wherever required. The bidder shall be responsible for end-to-end management, maintenance, new enhancements, customizations, technical support of existing HRMS version and also for upgraded latest Peoplesoft Version HCM image.

2.15. All System / Database / Application / Infrastructure related activities including creation of new instances, environments within HRMS set-up shall be attended by the on-site resources deployed by the bidder at the Bank's premises.

2.16. Any hardware requirement for smooth functioning of HRMS system/application, to maintain the SLA and uptime and comply with T&C of the GeM bid and carrying out any activity must be informed in advance after taking into consideration the tuning of the application/DataBase. The Bidder shall carry out any upgradation / installation / reinstallation / configuration in the system in terms of hardware / software / middleware / storage or any other component as per requirement and smooth functioning of HRMS Solution. The Bank shall provide the required infrastructure. The future hardware requirement shall be sought by the bank as and when required from the selected Bidder.

2.17. The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing proposed by the successful bidder does not meet the performance / service levels of the Bank, the successful bidder will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the successful bidder the required additional expenses which Bank may incur on account of such upgrades / replacements.

2.18. The bidder shall perform configuration and installation / re-installation if required on existing / new hardware.

2.19. The AMC support for the HRMS Hardware is being provided by the existing Hardware Service provider. HRMS Setup is currently deployed on HP Itanium Server Platform at Bank's Central Locations (DC and DR). In case of migration to any new hardware / platform, the bidder shall monitor the setup and coordinate with the hardware AMC/Warranty service provider. The Bank may augment the hardware in due course and the bidder shall integrate, configure, manage and maintain the same during the entire period of contract.

2.20. Bidder shall be responsible to inform if any new version/update/Service pack/upgrade are available by OEM, to the bank within seven days (7 days) of such release.

2.21. The bidder shall provide and install all kind of patches, upgrades, and hotfixes on proactive basis within 30 days from the date of release by respective OEMs. The bidder shall address all kind of vulnerabilities as pointed out by the Information Security Section of the Bank/ RBI / CERT-In / statuary and regulatory authorities from time to time.

2.22. The Bidder shall ensure timely completion of all regular / ad-hoc processes of the Bank in HRMS Solution like batch/payroll/pension/wage-settlement arrears/bonus etc.

2.23. Bank may plan to shift/replicate/migrate data available in HRMS Solution to different platform for any reason/requirement like advanced platform/advanced hardware/advanced software/convenience/load balance etc. Bidder shall arrange for all specific requirements related to transition/migration from one platform to another platform.

2.24. The bidder shall provide on-site resources for all activities in scope including Hardware/ Software/Middle-Ware/ Application/ Support/ Helpdesk/ regular Development etc. as sought in the Bill of Material of the GeM bid.

2.25. Software developed/customized should follow a standard development process as per SDLC to ensure that it meets functional, security, performance & regulatory requirements of the Bank.

2.26. There are regulatory guidelines time to time which should be implemented by the bidder within stipulated timelines. The bidder should factor the skilled resources for customization and development as per eligibility criteria. The bidder shall upscale the resources as per prevailing technologies of time.

2.27. The successful bidder shall comply with Bank's various policies like Information Security policy and Cyber Security Policy, Internet Policy, Information System audit Policy, E-Mail policy and Guidelines.

2.28. The changes/fine-tuning in HRMS application should be performed to ensure proper functioning of interface applications (including new products).

2.29. The bidder shall perform performance tuning of the HRMS application including database tuning. The Bank expects the Bidder to provide advice and points to be considered to the Bidder for performing any hardware/OS tuning required as part of the performance tuning.

2.30. The bidder shall ensure Compliance to applicable provisions of RBI Master Direction dated 18.02.2021 on Digital payment security control.

2.31. The bidder shall be fully responsible and accountable for extracting deliverables from OEMs like Oracle etc.

2.32. Secure coding practices as per standards shall be followed. The bidder shall ensure that the code developed by the Bidder should mitigate Application Security Risks at a minimum, those discussed in OWASP top 10 (Open Web Application Security Project).

2.33. **Sizing / Growth Projections of HRMS Solution**

2.33.1. The bidder shall monitor and proactively inform the projections about upgradation required in the system along with the sizing and reasonableness during the entire contract period. The bidder shall submit the growth projections along with Solution Plan on quarterly basis. The bidder should also be able to provide the same as and when required by the Bank.

2.33.2. The bidder shall also provide alert/update immediately in case there is a spur in the data volume, i.e. increase in data/employee growth, over and above the projections. The bidder shall do proactive monitoring and responsible for any outage in applications due to high surge and for such non-informing to Bank well in time.

2.34. **Interfacing, Integration and Support:**

The HRMS Solution has interface with several other applications of the Bank. The communication between HRMS and other applications is through APIs or Interfaces. The Bidder shall also maintain these existing interfaces / APIs and develop, customize, configure and maintain new interfaces/APIs and required interconnecting functionalities as per requirement of the Bank to integrate various banking channels (existing and future) and other applications deployed in Bank.

2.35. **Integration with Active Directory:**

The bidder shall integrate bank's Active Directory with HRMS for ensuring access to HRMS Solutions through Active Directory.

2.36. **Application Performance Monitoring Tool**

2.36.1. Bank is in process of implementation of Application Monitoring Tool. The Bidder shall integrate HRMS solution with this solution for proactive monitoring and maintaining Application.

2.36.2. The bidder shall be responsible for resolutions/closing of incidents/service calls /tickets/alerts related to HRMS reported in various tools in time-bound manner.

2.37. **Encryption:**

The bidder shall implement PeopleSoft Encryption Technology according to Bank's requirements in future to secure critical PeopleSoft data and communicate securely with Bank's other Applications. End-to-End encryption at application level and for

data at rest, data-in transit from HRMS application to any Bank's other application should be implemented.

2.38. Middleware support need to be fully provided by the Bidder. The Bidder needs to commission, decommission, install, uninstall and support the middleware from all aspects as and when required during the period of contract.

2.39. **Archival Solution & Purging of Data**

2.39.1. Data archival and retrieval solutions automatically help to prepare responses to any compliance audit, litigation or information request for business communication data. Data archiving has to be carried out for moving data periodically as per Bank's Policy from time to time to a separate storage device for long-term retention.

2.39.2. The bidder shall also do purging of data for freeing up space in the database or of deleting obsolete data that is not required by the system as per defined frequency.

2.39.3. The bidder is required to manage and maintain the Archival and Purging procedures for entire period of contract and perform the Archival and Purging as per desired frequency.

2.39.4. The bidder shall ensure correct and proper data as of date of purging after purging the data, in case transaction data is purged.

2.39.5. Archival of data from the live system would be decided by the business owner. Archived data would be preserved and made available easily/restored as and when demanded for a specific period of time/specified employees as decided by the Bank.

2.39.6. Bidder shall perform archival and purging as per the Bank's policy and sizing as per the requirement of the Bank (example - all employees data over and above 10 years or specified employees to be archived/purged and to be restored as per the requirement from the Bank).

2.40. **Application Services, Support, Administration and Management:**

The Bidder shall provide following application services during the period of contract:

2.40.1. Maintain and support the HRMS Solution which is in the scope of the Bidder as mentioned in this document.

2.40.2. The bidder shall provide all the changes / modifications / update/ enhancement and customizations to the Deliverables required to comply with any statutory/business/ regulatory requirement or any industry-wide changes at no additional cost to the Bank.

2.40.3. The Bidder shall take necessary steps or necessary arrangements to bring the monthly salary processing time to less than 6 hours and shall attend any issue related to Payroll processing.

2.40.4. The Bidder shall undertake necessary modifications to the existing and future customized modules, interfaces, batch jobs, utilities as required by the Bank from time to time

2.40.5. The Bidder shall do bug fixing, program error correction as brought out by the Bank in the existing modules as well as the new modules / functionality developed by the Bidder at no additional cost to the bank. All program errors should be reported in accordance with the laid down procedure of the Bank.

2.40.6. The Bidder shall adhere to the SLA defined in this GeM bid. The Bidder shall undertake the activity of maintaining the existing parameterization / formulas /customizations, interfaces and batch/payroll jobs, its scheduling and/or rescheduling, creation of new parameters / formula / Income Tax Provisions /batch/payroll jobs, it's scheduling, monitoring the job scheduling activity, rerunning the failed jobs, generating reports of the activity as per Bank's requirement.

2.40.7. The bidder shall be responsible for integration and providing necessary feed to CDC, ETL, etc. The bidder shall be responsible for any changes, support and customization/interface required for any data required by any department / other offices.

2.40.8. The bidder shall use an orchestration tool for starting/stopping and managing the services/ applications.

2.40.9. The Bidder shall prepare a detailed documentation and product life cycle document for all the enhancement/ customization performed. The detailed document should clearly list down the business requirement due to which customization is performed along with the changes that has been made in the system. The required Change Request needs to be signed off by the bank.

2.40.10. The Bidder shall prepare a detailed Documentation for Validation /calibration tools.

2.40.11. The Bidder shall assist for transferring the data to enterprise Data Ware House, if required.

2.41. Peoplesoft HRMS Application is to be upgraded to latest version/HCM Image which includes the data conversion (if required), development, customizations wherever required. Below are activities (not limited to):

2.41.1. Upgrade Oracle WebLogic to the latest version
2.41.2. Upgrade Oracle Tuxedo to the latest version
2.41.3. Upgrade People Tools to the latest version
2.41.4. Upgrade PeopleSoft Application to latest version and latest HCM Image
2.41.5. Upgrade COBOL license when procured by Bank.
2.41.6. Data Conversion as it pertains to the Upgrade process.
2.41.7. Conduct keep-drop and fit-gap analysis
2.41.8. Retrofit & unit test customizations.

2.42. Existing versions which are to be upgraded are as below:

2.42.1. Oracle WebLogic version 12.2.1.4

2.42.2. Oracle Tuxedo 12.2.2 bit
2.42.3. People Tools from 8.56
2.42.4. PeopleSoft Application 9.2 HCM Image 9

2.43. HRMS application is integrated with other applications running in the bank. The HRMS is also interfaced to various applications through various APIs. The Bidder shall maintain and support the existing interfaces.

2.44. The Bidder shall maintain/support configuration for enabling access to HRMS Application through VPN. If required the bidder shall configure the same.

2.45. The Bidder shall perform customization, configuration and maintenance of new interface in HRMS which may come up during the term of the contract, with the other applications. This could be due to enhancement in the existing applications or due to any new application procured by the bank or any other reason. The bidder shall perform the same customization and maintenance through onsite customization / development team without any extra cost to the Bank.

2.46. The bidder shall also perform the Integrated Application Security Testing (IAST), DAST/SAST and Source Code Audit (SCA) of new modules/interfaces/changes/scripting or change in existing modules as made by the onsite customization/development team. The bidder should record and submit the necessary reports/ documentation supporting IAST and SCA for new modules/ customizations/ interfaces/ changes/ scripting or change in existing modules. These reports should be furnished before auditors at the time of Audit /IT Thematic examination as per regulatory guidelines.

2.47. The Bidder shall perform comprehensive testing of the functionalities developed, new modules, programs, interfaces, batch jobs, application enhancements, upgrades, modifications to the existing modules, interfaces etc., as per industry standards in test environment before delivery for User Acceptance Testing by Bank's Team.

2.48. The Bidder shall define the entry criteria and exit criteria for testing (UAT) of each customization. Bidder shall perform the Unit testing and integration testing before providing the functionality for UAT to Bank. The Bidder should get the approval on the same from the bank. The bank would initiate the UAT once all the entry criteria are met. Similarly the UAT would be completed once all the exit criteria of the customization / enhancement have been met and bidder has obtained sign off from the bank.

2.49. The Bidder shall ensure that the applications developed do not impact any other functionality / component in production on moving the functionality from UAT/ Test environment.

2.50. The Bidder shall assist bank team in the preparation of the test cases for the customizations / enhancements performed.

2.51. The Bidder shall extend assistance in testing process as and when required by the Bank. Other types of testing like Integration (System), Unit (program), interface with other systems, stress, security testing etc. shall be carried out by Bidder. Bidder shall implement required quality control measures to ensure that the code is error free before the programs are moved into production environment. The programs / application should be optimized for the performance metrics and availability metrics pertaining to various Applications as stipulated in SLA clause.

2.52. The Bidder shall prepare a detailed plan for the movement of customization / enhancement to production and get it approved by the bank. Bank has the right to ask the Bidder to make necessary changes in the roll out plan presented by the Bidder. The Bidder should move the customization to production as per the plan agreed with Bank.

2.53. Some customizations shall include Password reset mechanism through OTP/email, Interface between Biometric solution and Canara HRMS Solution, Enabling the access through internet (on devices like mobile/tab/laptop/desktop etc.), Providing reports/screens in bi-lingual format (Hindi and English languages), Configure the Maker - Checker /Apply Approve facility for all data updations, etc.

2.54. The Bidder may ask for Change Request for only those customizations / developments /enhancements / interfaces having development efforts greater than 20 Man-days and not related to statutory/regulatory/industry wide changes.

2.55. The Bidder is required to quote per man day cost towards development of additional modules/enhancements/customizations as Change Requests in the solution for the total period of contract. Bank will prioritize the development of additional modules/enhancements work based on the actual requirement. The rate for man days shall be freezed for the entire contract period.

2.56. **UAT Setup for HRMS Application**

2.56.1. The Bank has established UAT Setups for HRMS solution. Bidder is required to maintain the UAT Setups for the period of contract and ensure continuous availability of UAT Setups. The bidder shall do necessary changes on UAT/development environment as per requirement of Bank time to time. Bidder shall create/ design/ implement/ configure additional/ new UAT/ Development environments as per requirements of the Bank.

2.56.2. The HRMS and Payroll testing will be followed by user acceptance testing, plan for which has to be submitted by the bidder to the Bank.

2.56.3. The UAT includes Functional tests, Resilience tests, Benchmark Comparisons, Operational tests, Load tests etc. Bank will carry out the functional testing. Bidder should carry out other testing like resiliency / benchmarking / load etc. bidder should submit result log for all testing to the Bank.

2.56.4. The replication of all data, reports, menus, customization as available in production setup to be available in Bank's UAT/ Development/ SIT setup for every 3 months mandatorily or at an early frequency as decided by the bank. The UAT users to be created/ modified/ amended as per the requirement of the bank.

2.57. **Customization & Change Requests:**

2.57.1. The Bidder shall Support all the existing and future customizations.

2.57.2. The Bidder shall discuss with Bank on New customization requests received through designated Bank official.

2.57.3. Based on the requirement received from Bank, finalize the solution approach and publish the expected time lines and effort with breakup for each activity. Bidder should provide Functional Specification Documents.

2.57.4. Once the effort and approach is approved by the Bank and Functional Specification is signed-off, the bidder should publish the name of SPOC for the customization to Bank.

2.57.5. The bidder shall develop the customization / change / functionality within timeline and as per industry standard SDLC process.

2.57.6. The Bidder shall Conduct Unit/ component/ integration testing and prepare and submit customization document to Bank.

2.57.7. The Bidder shall Get UAT sign off from Bank and move the approved solution to production after attending to the observations in Peoplesoft comparison report.

2.57.8. The Bidder shall Ensure that all application servers at DC and DR are in Sync.

2.57.9. The Bidder shall maintain and provide complete technical documentation of the Customizations / Changes in the Application.

2.58. **Onsite-Resources and their Scope**

2.58.1. All resources deployed by the bidder should mandatorily be on bidder's payroll.

2.58.2. The On-site resources shall be for - Application, Payroll Support and PeopleSoft Administration activities, Customization (involving Development efforts upto 20 Man-Days), Database Administration, System Administration/Middleware Administration/ Storage Administration activities.

2.58.3. The Bidder shall arrange for Four Support Engineers, Two Database Administrator, One System Administrator and Two PeopleSoft Administrators.

2.58.4. All the resources shall work as under:

    2.58.4.1. The Admin team shall be available onsite 24 X 7, at any point of time/shifts including holidays and non-working hours of the Bank for monitoring HRMS Application and tuning, Payroll Processing activities, Database/System related maintenance/management activities that are scheduled/ planned/ unplanned.

    2.58.4.2. These shall include configure Web Servers, Application Servers, addition of domains etc., parameterization of Application /Web servers, Database Administration, System Administration, resolve Payroll performance issues and Application Tuning issues within defined time period to maintain the SLA/uptime and comply with T&C of the GeM bid. PeopleSoft Administrator shall ensure completion of monthly salary processing time in less than 6 hours.

2.58.4.3. Four support engineers shall be available onsite for Application Support, Customization and Development (involving Development efforts upto 20 Man-Days) shall be available onsite on Bank's working days with staggering of working hours as decided by the Bank.

2.58.4.4. However, in case of any resource requirement other than planned resources on holidays / off the working hours for attending any calls (Priority 1, Priority 2 and Priority 3), the bidder shall ensure availability of the resources onsite.

2.58.4.5. The Admin Team shall work 24 X 7 (Including holidays) with Week-off of one day for each Admin.

2.58.5. The Bidder shall ensure Onsite Monitoring on continuous basis 24x7 for Canara HRMS application and maintain the SLA and uptime and comply with T&C of the GeM bid.

2.58.6. The Bidder shall ensure that the resources are placed onsite with the Bank Team.

2.58.7. On-Site Application Support, Customization (involving Development efforts upto 20 Man-Days), Development and PeopleSoft Administration Team Scope.

2.58.7.1. The team should be available onsite on all working days of the Bank. The Application team should be available onsite on holidays as per need or if any maintenance or activities scheduled/ planned/ unplanned. The resources shall be responsible and available on site for performing the maintenance i.e. any kind of upgradation, patching, new rollout, and maintenance activities as per need including on holidays.

2.58.7.2. The Bidder has to quote these resource charges in the Bill of Material.

2.58.7.3. The team shall perform application management including PeopleSoft administration, payroll, regular customizations, daily change activities, delta changes etc. The resources shall be responsible and available on site for performing the maintenance i.e. any kind of up gradation, application patching, new rollout, and maintenance activities as per need including on holidays.

2.58.7.4. The team shall be responsible for configuration / change the payroll parameters / formulas / income tax provisions as per the rule in force.

2.58.7.5. The team shall be responsible for customizations / developments /enhancements having development efforts less than or equal to 20 Man-days. The Bidder will estimate and inform the Required Man-days for development to the Bank.

2.58.7.6. The source code shall be handed over to Bank after completion of development/customization in UAT.

2.58.7.7. The Team shall be responsible for Source Code Audit, Application Security testing, signoff, go-live and production live as per requirement of the bank in time bound manner for customizations/development/new enhancements.

2.58.7.8. The team shall Ensure that all application servers at DC and DR are in Sync.

2.58.7.9. The team shall provide support to for optimization and performance tuning of application during the term of the contract.

2.58.7.10. The changes/fine-tuning in HRMS application should to be performed to ensure proper functioning of interface applications (including new products).

2.58.7.11. The team shall participate in the BCP/DR Drill exercise as and when conducted by the Bank and in case of shifting operations to DR site due to any exigencies.

2.58.7.12. The team shall providing support/services for all Regulatory / Statutory specific requirements along with all documentation in HRMS Solution.

2.58.7.13. The team shall be providing support/services for all Bank requested requirements (involving Development efforts upto 20 Man-Days) including Customizations along with all documentation in HRMS Solutions.

2.58.7.14. The team is responsible for Configuration and generation of all types of reports (including any new reports as per requirement of the bank).

2.58.7.15. The team shall provide data dump required to various departments and systems.

2.58.7.16. The team shall Download and upload of data from various delivery channels on Bank's website and other applications interfaced to CBS and other applications / systems as per requirements.

2.58.7.17. The team shall Assisting in Creation of the Batch/payroll Jobs and running or scheduling the batch/payroll jobs.

2.58.7.18. The team shall Bug fix and keep track in the existing and newly developed modules by the Bidder.

2.58.7.19. The team shall do Program Error Corrections and Root Cause Analysis.

2.58.7.20. The team shall monitor the Canara HRMS Application setup.

2.58.7.21. Peoplesoft Administrator shall Support all PeopleSoft admin related activities like configure Web Servers, Application Servers,

addition of domains etc., parameterization of Application /Web servers and Payroll activities like creating Streams in Peoplesoft and resolve Payroll performance issues and Application Tuning issues within defined time period.

2.58.7.22. The Peoplesoft Administrator shall monitor the Canara HRMS Application and do maintenance activities i.e. any kind of upgradation, patching, new rollout, and other daily change activities.

2.58.7.23. Peoplesoft Administrator/Team shall ensure completion of monthly salary processing time in less than 6 hours when payroll is run at any point of time. Peoplesoft Administrator shall attend any issue related to Payroll processing.

2.58.7.24. Peoplesoft Administrator shall configure Webservers, Application Servers, addition of domains if required.

2.58.7.25. The team should be available at the time of running payroll at any point of time and shall be responsible and available on site until successful completion of monthly payroll as per need including on holidays.

2.58.7.26. The team shall provide online dashboard which continuously display few information like given below (but not limited to):

    a) Total logins in for the day
    b) Concurrent login presently
    c) Maximum Concurrent login
    d) Response time in internet/VPN
    e) Response time in intranet
    f) Service -wise Concurrent Users
    g) Service -wise Maximum Concurrent Users
    h) Total number of Sessions
    i) Display of disk space in Unix/Oracle, etc.
    j) Any other Reports/MIS required by the Bank.

2.58.7.27. The team needs to commission, decommission, install, uninstall and support the middleware from all aspects when required.

2.58.8. On-site Change Request, Customization and Development Team Scope

2.58.8.1. The bidder must arrange for necessary onsite resources wherever required during the contract period for customizations / developments /enhancements having development efforts more than 20 Man-days. The Bidder will estimate and inform the required Man-days for development to the Bank with justification.

2.58.8.2. Customization team should be available onsite on all working days of the Bank. The Team shall be responsible for Source Code Audit, Application Security testing, signoff, go-live and production live as per requirement of the bank in time bound manner for customizations/development/new enhancements.

2.58.8.3. The bidder shall ensure that developed module/code must be secure, error and bug free.

2.58.8.4. The customization (Regulatory/ Non-Regulatory/ Bank's Request) shall be performed by bidder, but not limited to existing and new – menus, reports, interfaces, products, applications etc. for HRMS application.

2.58.8.5. All customizations and enhancements (menus, reports, interfaces, etc.) developed will be Bank's Property and have Bank's IPR rights.

2.58.8.6. Customization Development should be done in time bound manner.

2.58.9. On-site System Administration team Scope:

The Bidder has to quote these resource charges in the Bill of Material. The services shall cover all the hardware that run on Bank's HRMS Production/UAT servers at DC and DRC facilities designated by the Bank including but not limited to the following:

2.58.9.1. System Administrator shall carry out quarterly health checkup of operating system viz. HP-UX/Sun Solaris/ Windows /AIX /Linux of all HRMS critical systems.

2.58.9.2. To carry out preventive maintenance quarterly. This may include Space Management, Performance Monitoring, BIOS/Firmware/Patch level/version upgrade, service pack updates, etc.

2.58.9.3. OS Installation, Configuration, Up-gradation, Patch Management, Hardening, User management, audit compliance, load monitoring, OS tuning, Log maintenance etc.

2.58.9.4. Implementation and updation of security solutions like Privilege Identity Management (PIM), Security Incident and Event Management (SIEM), Data center Security (DCS), Database Activity Monitoring (DAM), and Network Time Protocol (NTP), Secure Code Document (SCD) etc.

2.58.9.5. Attending and Closing IS Audit/ VAPT observations IS Audit/ RBI Audit/ISO audit / VAPT/CISO observations etc. The Bidder is required to provide experienced resources for finding and fixing known vulnerabilities and bugs reported by CISO, Security team and Internal Auditors.

2.58.9.6. Check for Server logs for failures and take corrective steps.

2.58.9.7. Set threshold values and check any breach and its cause/reason and configure for auto mail or SMS.

2.58.9.8. Coordinate with network/infra team for any related troubleshooting for running of the applications.

2.58.9.9. Support should be provided for production as well as nonproduction environment.

2.58.9.10. The team shall participate in the BCP/DR Drill exercise as and when conducted by the Bank and in case of shifting operations to DR site due to any exigencies.

2.58.9.11. Installation and configuration of the storage system at DC and DR Site, as and when additional storage is procured by the Bank.

2.58.9.12. Management of storage environment to maintain performance at desired optimum levels and SAN health check.

2.58.9.13. Configuration of SAN whenever a new application is hosted in the Data Centre or at DR Site. This shall include activities such as management of storage space, volume, RAID configuration, LUN, zone, security, business continuity volumes, performance, etc.

2.58.9.14. The bidder shall provide System Administrator onsite on all working days. The Admin resources should be available on holidays as per need for regular maintenance activities or if any maintenance or activities scheduled/ planned/ unplanned. The System administrator is responsible and available for performing the maintenance or any maintenance activities as per need. The Bidder shall ensure that HRMS Hardware of the Bank will be administered as per applicable standards and requirements.

2.58.10. On-Site Database Services, Administration and Management Team:

The Bidder has to quote these resource charges in the Bill Of Material. The services shall cover all the databases that run on Banks' HRMS Production/UAT servers at DC and DRC facilities designated by the Bank including but not limited to the following:

2.58.10.1. Database Installation, Hardening, Upgrade.

2.58.10.2. Database Performance Management like Co-ordination & escalation to OEMs, Optimizing database performance, Performance tuning, monthly database related reports etc.

2.58.10.3. Database Capacity Management.

2.58.10.4. Database Monitoring and Administration like Configuration, Patching, Upgrades, daily/weekly/monthly/yearly activities, Recovery, ad-hoc data extractions, importing, Flash backup, coordination with OEMs, Switchover/Switch back whenever required, Resolution of audit points and VA/PT reports, application data fixes, maintaining DB inventory, Resolving corruption issues, Cloning, reorganization, Migration, Implementation and monitoring of database security,

Implementation of Oracle Security products, Addition/Deletion and Maintenance of Real Application Cluster (RAC) nodes etc.

2.58.10.5. Perform pre-batch activities, scheduling of resources, Scheduling batch/payroll services, Define, maintain & document a work schedule for running production system batch/payroll jobs, Install and document system related batch/payroll jobs in the automated job scheduling, Manage the root cause analysis for scheduling problems, Develop and maintain standards for job acceptance and implementation. The Bidder can either use scripts or propose a tool for batch automation.

2.58.10.6. Installation, configuration, monitoring and maintenance activities through Oracle Enterprise Manager Console.

2.58.10.7. Monitoring, management and implementation of High Availability (HA) viz. clustering/RAC etc.

2.58.10.8. Assist with incident and problem management related activities relating to the database environment (e.g. integration, interface, performance, configuration issues as part of the overall support service) including interaction with third party suppliers where necessary.

2.58.10.9. Archive of application specific data as requested.

2.58.10.10. Implementation/Maintenance of Oracle Security products like Advance Security Option (ASO), Oracle Audit Vault & Database Firewall (AVDF), Database Vault (DV), Data Masking etc.

2.58.10.11. Manage Database Back-up, readability and restore for setup, Archival and Purging, Compliance, review, on-demand backups & restoration of volumes, files and database applications whenever required, Periodic Restoration Testing of the Backup etc.

2.58.10.12. Access management for Implementing & managing security rules and access authority as per security policy; database hardening, Implementation of database security by creating roles, monitoring and management of user access etc.

2.58.10.13. Database ad-hoc support.

2.58.10.14. Database Recovery at primary and failover as per case, Support for DR Configuration if required, evaluating current backup, recovery, & data replication procedures & providing recommendations for improving those procedures, Create & implement database recovery solutions in consultation with Banks team etc.

2.58.10.15. Data Space Management

2.58.10.16. RAC/ASM Management

2.58.10.17. Convert stand-alone to Oracle RAC, when required. Manage, monitor and maintain multi-node Oracle RAC.

2.58.10.18. Upgrade and deploy additional nodes in Oracle RAC as and when required by Bank.

2.58.10.19. Co-ordinate and manage any issues reported in Database Monitoring tool integrated to HRMS database.

2.58.10.20. Proactive monitoring of all database instances.

2.58.10.21. Implementing the alert mechanism for database monitoring and these alerts should also be shared with respective stakeholders of Bank Team.

2.58.10.22. Provide for Oracle DB upgrade as and when necessitated during entire period of contract.

2.58.10.23. Assist for transferring the data to enterprise Data Ware House wherever required.

2.58.10.24. The bidder shall provide DB support onsite on all working days. The Admin resources should be available on holidays as per need for regular maintenance activities or if any maintenance or activities scheduled/ planned/ un-planned. The Database administrator responsible and available for performing the maintenance or any maintenance activities as per need. The Bidder shall ensure that HRMS database of the Bank will be administered as per applicable standards and requirements.

2.58.10.25. The bidder shall ensure that all kind of changes shall be done as per laid down change management process only.

2.58.10.26. The database management should only be done by the certified professional of the database.

2.58.10.27. The team shall participate in the BCP/DR Drill exercise as and when conducted by the Bank and in case of shifting operations to DR site due to any exigencies.

2.59. License and Software Management.

2.60. Role of Project Manager

2.60.1. The Project Manager shall be the single Point of Contact to the Bank all the in-scope services rendered to bank & will be stationed at Bank site, Bangalore in all working days of the bank.

2.60.2. In the absence of the Project Manager, the bidder has to arrange alternate Project Manager.

2.60.3. The Project Manager shall be one among the Onsite resources that are deployed in the Bank. This resource shall discharge the duties/roles of the Project Manager apart from their regular roles and responsibilities.

2.60.4. The Project Manager has to plan for availability of resources in each category as per regular maintenance activities or if any maintenance or activities scheduled/ planned/ un-planned.

2.60.5. The Project Manager shall coordinate with the Bank and inform the change of resources to the Bank well in advance, i.e., minimum 1 month in advance.

2.60.6. The Project Manager shall manage both the sites - DC, DR with regard to all the activities in the scope.

2.60.7. The Project Manager shall conduct regular meetings with Bank's Team and submit weekly/ monthly reports.

2.60.8. The Project Manager shall play active role in closure of IS Audit, VAPT, Concurrent Audit, PCI DSS, ISO Audit and RBI Audit Observations, CISO observations and other security audits in time bound manner.

2.60.9. The Project Manager shall ensure that issues are resolved within the defined service level agreement to avoid any disruption of Banking services.

2.60.10. The Project manager shall submit the root cause analysis (RCA) of any incident raised by bank within 6 hours and maintain proper incident register.

2.60.11. The Project Manager shall closely monitor activities of the various teams deployed On-site.

2.60.12. The primary contact for the Bank for any issue will be the Project Manager. Bank users will report the incidents through one to one communication via electronic interface such as telephone, e-mail, web etc. to the SPOC or Project Manager.

2.60.13. The Project Manager on receiving the calls, will try to resolve the issue. In case, call need to be logged with respective Hardware/Application/ database OEM/Vendor, SPOC will lodge call to respective vendors and do the necessary follow up for resolution.

2.60.14. The Project Manager shall also lodge, follow up and close the calls related to servers, storages, database, backup, application issues for primary DC and DR sites.

2.60.15. The Project Manager shall maintain Asset details with serial number of the entire Hardware, software diagrams and do regular updation in case of changes.

2.60.16. The Project Manager shall suggest Industry Best practices to the Bank for the HRMS system and implement the process on approval from the bank.

2.61. **Patch and Vulnerability / Compliance/ Audit /IT Thematic examination of HRMS Application**

![Canara Bank logo] केनरा बैंक Canara Bank

2.61.1. The bidder shall attend and resolve all kind of vulnerabilities reported by Bank's SOC and any statutory body in all in-scope applications. The necessary patches shall be deployed for mitigating the reported vulnerability to resolve the risk associated with vulnerability reported within given timelines.

2.61.2. The bank is also having vulnerability assessment tool, the report from existing tool shall be shared with bidder to comply the same fully within given time as per type of risk.

2.61.3. The bidder shall attend all kind of audit related to HRMS application and ensure compliance of all observations point out by the auditors of the bank/ RBI auditors/ any other third party auditor as appointed by bank or regulating authorities

2.61.4. The bidder shall submit status on proactive basis for closure of any open vulnerabilities to respective team. Since Security vulnerabilities/ threats /patching remain very critical and time bound too for the Bank, the applicable penalty as per SLA shall be deducted for non-compliance as per severity of vulnerabilities/patches. The VAPT compliance to be fulfilled as per the timelines of Bank's SOC / regulators.

2.62. Off-site Helpdesk Support

2.62.1. All the Application, System, Database, and any other issues related to HRMS System should be addressed and resolved by the On-site Resources deployed by the bidder at Bank's premises.

2.62.2. Issues that are raised by Branches are collected by Bank Team and escalated to the support resources.

2.62.3. The bidder also shall provide Off-site Support for any call raised by the Bank in case the issue is not resolved by the on-site team or it is taking time beyond Bank's requirements / expectations.

2.62.4. The Offsite support shall be made available to attend the issues pertaining to any activity of HRMS system. The Off-site team shall provide the resolution to the issues in time-bound manner as per the SLA.

2.62.5. The Bidder shall send its expert Off-site resources to the Bank premises in case of issue is not resolved within a reasonable time or as per Bank's call in case of urgency/major issue/special activity.

2.63. Educational Qualifications, Criteria and Experience of all the resources

2.63.1. PeopleSoft Certification preferred for all the resources. However, the People Soft certification is mandatory for People Soft Admin

2.63.2. Database Administrator:

2.63.2.1. Should be BE/B.Tech in Computer Science & Engineering/ Information Technology/ MCA.

2.63.2.2. Minimum 3 years relevant Oracle DBA 12c/19c in the field of Database Administration.

2.63.2.3. Oracle Certified Professional Certification.

2.63.2.4. Knowledge on Managing Database in ASM and RAC environments.

2.63.2.5. Working Knowledge of Oracle Enterprise Manager Console.

2.63.2.6. Working knowledge on Oracle database in HR/other relevant domain.

2.63.2.7. Experience of Database Performance tuning and configuration.

2.63.2.8. Knowledge of Data Archival, partitioning and Purging Process.

2.63.2.9. Basic Command level knowledge of HP-UX, AIX, UNIX (Multiple Flavours), LINUX, Windows operating system.

2.63.2.10. Excellent oral and written communications skills.

2.63.2.11. Ability to work independently and as a team player.

2.63.2.12. Strong problem determination and resolution skills.

2.63.2.13. Should do all other related scope of work as specified in the GeM bid.

2.63.3. Peoplesoft Administrator:

2.63.3.1. Should be graduate in BE/B.Tech in Computer Science & Engineering/Information Technology/MCA.

2.63.3.2. Should be PeopleSoft Certified.

2.63.3.3. Minimum 3 years of experience in PeopleSoft Application as Peoplesoft Administrator.

2.63.3.4. Strong PeopleSoft maintenance experience with upgrade applications/patches/updates experience.

2.63.3.5. Strong knowledge of PeopleSoft Internet Architecture (PIA) and Change Assistant, PUM and Integration Broker.

2.63.3.6. Should be acquainted with PeopleSoft admin related activities like configure Web Servers, Application Servers, addition of domains etc., parameterization of Application /Web servers and Payroll activities like creating Streams in Peoplesoft and resolve Payroll performance issues and Application Tuning issues.

2.63.3.7. Should manage the HRMS/Payroll Services and Payroll Tuning for performance related issues, supporting 1 Lac+ employees (PeopleSoft).

2.63.3.8. PL SQL/ Query tuning knowledge

2.63.3.9. Intermediate certification in area of responsibility

2.63.3.10. Experience with Application tuning, configuration and automation of PeopleSoft maintenance activities.

2.63.3.11. Experience in handling Middleware.

2.63.3.12. Excellent oral and written communications skills.

2.63.3.13. Ability to work independently and as a team player.
2.63.3.14. Strong problem determination and resolution skills.
2.63.3.15. Should do all other related scope of work as specified in the GeM bid.

2.63.4. System Administrator:

2.63.4.1. Should be graduate in BE/B.Tech in Computer Science & Engineering/Information Technology/MCA.
2.63.4.2. Minimum 3 years of working experience as HP-UX, AIX, UNIX (Multiple Flavours), Wintel, RHEL & Storage admin.
2.63.4.3. Experience in handling Middleware.
2.63.4.4. Certification: HP-UX 11.31 and any SAN certification.
2.63.4.5. Excellent oral and written communications skills.
2.63.4.6. Ability to work independently and as a team player.
2.63.4.7. Strong problem determination and resolution skills.
2.63.4.8. Should do all other related scope of work as specified in the GeM bid.

2.63.5. Onsite Application Resources:

2.63.5.1. Should be graduate in BE/B.Tech in Computer Science & Engineering/Information Technology/MCA.
2.63.5.2. Minimum 2 years of in-scope solutions experience of PeopleSoft Application development.
2.63.5.3. PeopleSoft Application Developer Certification preferred.
2.63.5.4. Working Knowledge on development of PeopleSoft application.
2.63.5.5. Working knowledge in Global Payroll and Absence Management.
2.63.5.6. Analytical problem solving and logical thinking with the ability to anticipate and solve problems
2.63.5.7. Experience of Application and Customization Development
2.63.5.8. Working experience of People Tools
2.63.5.9. PL SQL/ Oracle Developing working knowledge
2.63.5.10. Ability to resolve complex issues.
2.63.5.11. Excellent oral and written communications skills.
2.63.5.12. Ability to work independently and as a team player.
2.63.5.13. Should do all other related scope of work as specified in the GeM bid.

2.63.6. Change Request Developers:

2.63.6.1. Should be graduate in BE/B.Tech in Computer Science & Engineering/Information Technology/MCA.
2.63.6.2. Minimum 5 years of in-scope solutions experience of PeopleSoft Application development.
2.63.6.3. PeopleSoft Application Developer Certification preferred.
2.63.6.4. Working Knowledge on development of PeopleSoft application
2.63.6.5. Analytical problem solving and logical thinking with the ability to anticipate and solve problems.
2.63.6.6. Ability to prepare SRS/FS & Technical documents.
2.63.6.7. Ability to address Quality Audit/Testing observations and provide fix for resolution.
2.63.6.8. Ability to resolve complex issues.

2.63.6.9. Excellent oral and written communications skills.

2.63.6.10. Ability to work independently and as a team player.

2.63.6.11. Should do all other related scope of work as specified in the GeM bid.

2.63.7. The technical educational qualification may be relaxed by the Bank with normal graduation in place of technical graduation degree (like B.E, B.Tech etc.) to deserving candidates with 5+ years of experience in the respective area (as mentioned for particular team). The same will be applicable with sole discretion of the Bank. These resources shall abide by all other terms and conditions and should also be interviewed by the bank before deployment.

2.64. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged or in-experienced resources are deployed, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank will additionally impose a penalty of 2% (Plus GST) for each day on the per resource per month cost of resource charges (Excl. of GST) payable to the Bidder for that month.

2.65. **Penalties/Liquidated damages for not maintaining uptime and support timelines:**

Successful Bidder shall to provide application support as per GeM bid requirement. All Priority 1(P1), Priority 2(P2) and Priority 3(P3) calls should be resolved within following stipulated timelines.

2.65.1. P1 call:

2.65.1.1. HRMS Application is not accessible at any point of time during the period of contract.

2.65.1.2. One/more modules are not accessible due to application related issues at any point of time during the period of contract.

2.65.1.3. Payroll processes not completed within 6 hours and any issue related to Payroll processing.

2.65.1.4. Non-compliance of timeline for BCP/ cutover exercise (DR drill).

2.65.1.5. Non-compliance of timeline for RTO and RPO.

2.65.1.6. Such calls shall be resolved within 3 hours of raising the call.

2.65.2. P2 call:

2.65.2.1. Major features are severely impacted and temporary work around is available. E.g. Modules are not working, reports are not getting generated, functions are not working properly

2.65.2.2. HRMS Application is working slow etc at any point of time during the period of contract.

2.65.2.3. Customizations done are Working in UAT and not working in production after deployment.

2.65.2.4. Customization that is developed impacting any other functionality / component in production on moving the functionality from UAT.

2.65.2.5. DC-DR not in sync.

2.65.2.6. Such calls shall be resolved within 6 hours of raising the call.

2.65.3. P3 call:

2.65.3.1. UAT environment not working at any point of time during the period of contract.

2.65.3.2. Version Upgrade minor, Patching of solution.

2.65.3.3. Closure of VA/PT, RBI audit or any other audit observations.

2.65.3.4. RCA (Root Cause Analysis) to be provided for all issues.

2.65.3.5. Backup and restoration activities that are planned/unplanned could not be completed successfully

2.65.3.6. Such calls shall be resolved within 16 hours of raising the call.

2.65.4. The Bidder shall protect all the sensitive Bank data and information, as defined under Rule 3 of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, received by it in the course of provisioning the Project, and protect such data from unauthorized disclosure, modification or access as expressly required under this scope of this GeM Bid.

2.65.5. The penalty will be calculated as per the details given below.

Total Call Resolution Time in a Year	Penalty Details
For P1 calls	
0 Hours<= A <=3 Hours	No Penalty
3 Hours<A<=6 Hours	1% of cost of total monthly resource charges
6 Hours< A <= 12 Hours	5% of cost of total monthly resource charges
12 Hours <A	Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of total monthly resource charges for every 1 hour or part thereof.
For P2 calls	
0 Hours<= A <=6 Hours	No Penalty
6 Hours<A<= 12 Hours	1% of cost of total monthly resource charges
12 Hours< A <= 24 Hours	5% of cost of total monthly resource charges
24 Hours <A	Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of total monthly resource charges for every 1 hour or

	part thereof.
For P3 calls	
0 Hours<= A <=24 Hours	No Penalty
12 Hours<A<= 72 Hours	0.5% of cost of total monthly resource charges
72 Hours <A	Penalty at an incremental rate of 0.5% (in addition to a base of 0.5%) of cost of total monthly resource charges for every 1 hour or part thereof.

2.65.6. SLA penalty would be adjusted from subsequent monthly payment. The SLA charges will be subject to an overall cap of 30% of the yearly charges and thereafter, Bank has the discretion to cancel the contract. In case if there are no pending invoices to be paid by the Bank to the bidder, the bidder has to submit a pay order / cheque payable at Bangalore in favor of Canara Bank for the same within 15 days from the notice period from the Bank.

2.65.7. For penalty calculation, the total time elapsed between the issue start time and receipt of rectification message from the Bidder to Bank side will be considered.

2.65.8. The issue/ break down message/rectification message may be communicated to the Bank team by way of alert email/ over phone / email/ call logging.

2.65.9. For calculation of uptime (penalty), planned/ scheduled down time will be exempted. Bank will pay the Bidder after deducting the calculated penalty from the payable amount.

2.65.10. If the support services is not provided on 24*7 basis and/or satisfactory services are not provided, the Bank with its discretion may reject the proposal / terminate the contract, without assigning any reason.

2.65.11. The penalty will be deducted in monthly payment. In case, the Bank is unable to adjust penalty in this payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) to deduct the penalty amount.

2.65.12. For any Delay in delivery of Customization of Change Request beyond the accepted timelines, the penalty shall be 10% of the Change Request cost.

2.66. **Common Terms for On-site resources**

2.66.1. The bidder shall provide additional man-power, if required by the Bank in future during the period of contract and it shall be for the same cost as in the Bill Of Material for that corresponding resources. These resources, if provided, shall abide with all related terms and conditions and interviewed by bank team before on boarding.

2.66.2. The Bank reserves the right to increase or decrease the number of resources depending on its requirements at the Bank. The Bank also reserves the right to change the locations of the resources at its discretion.

2.66.3. All resources shall be interviewed by the bank team before deployment on site. If not found suitable as per Banks' requirement, Bank will not permit the deployment of such resource(s).

2.66.4. The bidder shall ensure fit and proper (skill set, qualifications) certificate from Bank team. The bidder shall ensure police verification and all kind of background checks of the resources to avoid any roguish activity.

2.66.5. The bidder shall provide resources exclusively to HRMS Project and any resource should not be shared between other projects of the Bank/other Banks/Organizations. Only onsite and dedicated resources to HRMS Project shall be payable by the Bank upon satisfactory rendering of services as per SLA and production of attendance proof & availability evidence at Bank's premises/On-site. Shared resources shall not be entertained in this project.

2.66.6. The attendance of all resources shall be maintained at Bank's site in attendance register and/or biometric attendance system.

2.66.7. In case of replacement of a resource, the bidder shall ensure the availability of equally competent resource well with in time. Specifically, the bidder shall provide replacement and 7 days overlapping and handover time of resource post approval from the Bank, as per below timelines.

2.67. Transition

2.67.1. The Bidder needs to complete the transition of in-scope solutions/system and services within 1 (One) month from the date of acceptance of Purchase Order or as indicated by the Bank in the Purchase Order. Transition involves one-time activities required to take responsibility for the services, including applications and their customizations, infrastructure, processes, assets, facilities, technology, documents and other knowledge.

2.67.2. The Bidder shall ensure the smooth transfer/ transition of the services to continue to meet Bank's business requirements in a way that there are no unplanned business interruptions. The Bidder shall be responsible for planning, preparing and submitting a Transition Plan to bank. Bidder shall fully cooperate and work with all Banks' Third-Party Vendor in a manner that will result in a seamless transfer of Services, and such transfer of Services shall be in accordance with the Transition Plan.

2.67.3. All the in-scope Services and support shall start within 7 days from the date notified by the Bank and not later than 1st March 2022 upon sign-off of takeover/transition from existing service provider after approval of Bank authorities. During the transition, transition team shall take care of all the activities and support as per scope. The resources of transition team shall be equally skilled (as of On-site Support Team) and may continue as part of On-site Support Team after sign-off if the fulfill the necessary criteria.

2.68. Reverse Transition

2.68.1. Reverse Transition Services are the services provided by the Bidder to Bank during the reverse transition period which will start after completion of the 1 (One) month's notice period to facilitate an orderly transfer of the Services to Bank or any service provider as shortlisted/ nominated by Bank for ensuring business continuity and HRMS services of the Bank. In case of if the selected SI is not able to perform Reverse Transition within 30 days of notice from Bank, Bank reserves the right to invoke the Performance Bank Guarantee

2.68.2. The Reverse Transition Services, to be provided by the bidder to the Bank shall include all the scope services/deliverables as mentioned in the GeM bid.

2.69. BCP/ Cutover Exercise

2.69.1. The bidder shall perform the BCP exercise from alternate/secondary/other location for ensuring business continuity for HRMS applications. The Bidder shall also perform DC/DR Cutover as per exigencies (within 60 minutes or as specified by the Bank) or scheduled/ planned exercise (as specified by the Bank) as mandatory process as per extant practice and guidelines of Bank/regulator. At present, Quarterly Cutover is mandatory exercise to test our business continuity preparedness and DC/ DR Setup, the bidder shall perform the same after approval of plan of action from Bank. The bidder shall also coordinate and do all necessary changes in case of Cutover/ Similar exercise initiated by other vendors/ asset owners.

2.69.2. Non-compliance to perform the cutover activity within the timeline specified will attract the penalty as mentioned in the SLA.

2.69.3. The cutover will be considered as successful if all the functionalities of HRMS Application, interfaces (i.e., all as per the scope) for all branches/other offices, users are accessible in full, as it works without any cutover. In case if any of the applications/interfaces is not working, any issue faced in any branch/user the cutover will not be considered as successful and hence the penalty as specified in the SLA (delay in cutover time) will be applicable. The bidder shall mandatorily submit report of cutover pre and post completion of the activity. The findings and these reports should be discussed in immediate monthly operations review meeting along with resolutions. For each cutover performed a sign off to be obtained from the Bank team based on which the related SLA will be applicable.

2.70. Compliance to RBI guidelines

2.70.1. The Bidder shall adhere to the RBI Guidelines on outsourcing of financial services by scheduled banks as per the circular no. RBI/2006/167, DBOD.NO.BP.40/21.04.158/2006-07 dated November 3, 2006 and related amendments from day 1 of the contract. If any amendment is notified by RBI time to time during tenure of the contract period, the selected bidder has to comply all regulatory guidelines.

2.70.2. The Bidder shall also adhere other prevailing guidelines/advisories issued by Bank/ GOI/ RBI/any other statutory body issued from time to time.

2.71. All customizations and enhancements (change requests, menus, reports, interfaces, etc.) developed will be Bank's Property and have Bank's IPR rights.

3. Escrow Arrangement during Contract period

3.1. The Bidder shall inform the Bank about the software if any developed by the Bidder/anyone supplying through the bidder, and customized to the requirements of the Bank.

3.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow.

3.3. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore.

3.4. The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the owner of the software meaning that Bank shall not be liable to pay any amount to Escrow Agent taking from verification to its annual subscription to updation fee.

3.5. The source code will be base source code, customizations and any other enhancements in the HRMS application. The bidder shall ensure that this code should mitigate Application Security Risks; at a minimum, those discussed in OWASP top 10 (Open Web Application Security Project).

3.6. The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.

3.7. The Bidder should provide Application Security Certificate to Bank, However, Bank in its discretion to conduct Code audit to check the vulnerability associated with proposed software/solution, if in case observations are found then bidder has to take up with OEM immediately to attend the same for closure before project acceptance/signoff.

3.8. The source code will be base source code, customizations and any other enhancements in the HRMS application.

4. General Instructions

4.1. In the response to this GeM bid, OEM (in individual capacity) and OEM with Bidder cannot bid simultaneously i.e. either OEM (Original Equipment Manufacturer) in individual capacity or OEM with Bidder i.e. their authorized distributor/partner in India can bid in this GeM bid.

4.2. In case, both OEM (in individual capacity) and OEM with bidder submitted the bids, the bid submitted by OEM (in individual capacity) will be considered and the bid submitted by OEM with bidder will be rejected.

4.3. The Bidder shall not sub-contract any or part of the service in the scope to any other bidder or firm. The Bidder shall be completely responsible and duly meet the SLA requirements of the Bank as stated in the Scope.

केनरा बैंक Canara Bank

4.4. The Bidder shall submit following KYC documents for onsite resources:

4.4.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.

4.4.2. Address Proof (Local and Permanent)- Duly attested photocopy by candidate and Bidder HR.

4.4.3. Aadhar Card - Duly attested photocopy by candidate and Bidder HR.

4.4.4. Relieving Certificate of Previous employer - Duly attested photocopy by candidate and Bidder HR.

4.4.5. Passport - Duly attested photocopy by candidate and Bidder HR or Background Police Verification report - Duly attested photocopy by candidate and Bidder HR.

4.5. The bidder shall be completely transparent to the Bank and provide all kind of data/ information pertaining to project/ resources under the contract as and when required to the Bank.

4.6. Bidder shall track and report observed Mean Time between Failures (MTBF).

4.7. The Bidder should have arrangements/back to back tie-ups with OEM/OSM/OSD to undertake all software upgrades / modifications necessary to conform to any changes or modifications required by the Bank and in compliance of RBI/ regulatory compliance (in time bound manner) from time to time, during the contract period.

4.8. Bidder shall provide all maintenance services in accordance with the Service Levels and uptime.

4.9. The bidder shall provide if any other tool/tackles required for fulfilling the scope and meeting the SLA. The bidder should quote cost of all resources, tools, tackles etc. as per price schedule. The bank shall not pay any additional cost (other than price schedule) for any extra item/ equipment if required for fulfilling the scope or meeting the SLA as mentioned in this request for proposal.

4.10. Bank also reserves the right to change the locations of helpdesks at its discretion.

4.11. The Bank will not provide any remote session like Team Viewer, WebEx etc. for any kind of installation, bug fixing, update and upgrade in entire project tenure. The resources should work on-site. In case of exceptional circumstances, Bidder to put written request for remote connection. Bank shall examine any such request as per merit of the case and Bank's Information Security Policy/Guidelines. Bank shall have complete discretion to accept/reject such request.

4.12. The Bidder shall provide the escalation matrix to escalate any incident including of Off-site Helpdesk and higher Officials upto the India/Global Head.

4.13. The services offered should not have any significant adverse impact on the existing infrastructure/ business of the Bank neither during installation nor during operation. There should be no service disruption as part of implementation or any upgrades. Any such incident may attract penalties.

4.14. The services in scope should be designed with adequate redundancy and fault tolerance to meet the Business Continuity requirements of the Bank.

4.15. The Bidder shall ensure that the solution is compatible with the latest versions of Operating Systems, Browsers and other resources necessary for access within the contract period.

4.16. The Bidder shall ensure to meet RPO and RTO as per bank policy. The details will be provided to selected bidder.

4.17. The Bidder has to quote resource charges in the Bill of Material for the above mentioned scope and no additional charges shall be paid by the Bank in the period of Contract.

4.18. All the above scope shall be applicable in case Bank decides to migrate to another platform / application in future during the contract period.

We hereby comply with each point/clause mentioned in the above Scope of Work (annexure-1).

Date

Signature with Seal:

Name:

Designation:

केनरा बैंक ◢◣ Canara Bank

Amended Payment Terms

1. The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement:

Sl. No.	Particulars	Payment Milestone	Condition/Remarks
1.	Onsite Resource Charges for Sl. No. 1, 2, 3 and 4 of Table-A in the Bill of Material (Annexure-6)	100%	Payment will be released monthly in arrears after deducting applicable penalties and liquidated damages.
2.	Onsite Resource Charges for Sl. No. 5 of Table-A in the Bill of Material (Annexure-6) i.e., for Change Requests	20%	On Delivery Sign Off after deducting applicable penalties and liquidated damages.
		30%	On UAT Sign Off after deducting applicable penalties and liquidated damages.
		40%	On Movement to Production after deducting applicable penalties and liquidated damages.
		10%	After one month of satisfactory performance as per Bank requirement by deducting applicable penalties and liquidated damages

2. Bank will release the payment on production of relevant documents/invoices duly signed by the Bank officials. Please note that Originals of invoices (plus one copy) reflecting GST, GSTIN, HSN Code, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed.

3. The selected bidder has to submit attendance and feedback report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment for Sl. No. 1 of above table. The invoice and attendance/feedback report should contain all relevant details of the service provided.

4. Payment will not be released for the days on which services were not provided/rendered for Sl. No. 1 of above table.

5. Bank will not pay any amount in advance.

6. Payment shall be released within 30 days from submission of relevant documents as per GeM bid terms.

7. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

केनरा बैंक ◁▷ Canara Bank

Technical Evaluation Criteria (New clause)

Sl. No.	Criteria	Evaluation Parameters	Documents to be submitted	Max marks
1	The bidder having experience in implementation of Peoplesoft or any other HR solution & currently serving on Oracle Platform in India for Application Services, Support, Administration, Management & Monitoring. (POCs done will not be treated as experience of the bidder)	Experience in Any BFSI in India - 10 marks Experience in Any Government organization or PSU or PSE in India - 7 marks Experience in Any Public/Private Limited companies or MNC in India - 5 marks	Documentary evidence of contracts executed. Reference from customer along with customer contact details are required.	10
2	The bidder having experience in implementation of Peoplesoft or any other HR solution & currently serving on Oracle Platform in any organization in India for Application Services, Support, Administration, Management & Monitoring. (POCs done will not be treated as experience of the bidder)	Organization with 30000 employees and above in India - 10 marks Organization with 20000 and above and less than 30000 in India - 5 marks Less than 20000 in India - 2 marks	Documentary evidence of contracts executed. Reference from customer along with customer contact details are required.	10
3	The bidder having experience in handling Peoplesoft or any other HR solution & currently serving on Oracle Platform in any organization in India for Application Services, Support, Administration, Management & Monitoring (POCs done will not be treated as experience of the bidder)	Experience of 5 years and above - 10 marks Experience of less than 5 years and above 3 years - 5 marks	Documentary evidence of contracts executed. Reference from customer along with customer contact details are required.	10
4	The bidder having experience in serving on Oracle Platform in HR solution of any organization in India for Application services, Support, Administration, Management & Monitoring	Peoplesoft HR solution implementation experience in India - 10 marks Any HR solution other than Peoplesoft implementation experience in India - 5 marks	Documentary evidence of contracts executed. Reference from customer along with customer contact details are required.	10
5	HRMS Implementation experience in India equivalent to Bank's current modules as mentioned below:-	Bidders should implement 5 mandatory modules in India as per criteria 5.1 to 5.5 for scoring the below marks: Implemented 8 to 10 of the given modules - 10 marks	Documentary evidence of modules implemented. Reference from the customer along with customer contact details are required.	10
5.1	Global Payroll and Salary Processing. Configuring TDS in payroll as per IT Act. - (Mandatory)			
5.2	Pensions - (Mandatory)			

5.3	Absence Management, Leaves and Leave Encashment - (Mandatory)	Implemented 5 to 7 of the given modules - 5 marks		
5.4	Core HR (Employee and Organizational Information: Employee, Managers, Jobs, Promotions, Family Members, Educational Qualifications, Salary Details) (Mandatory)			
5.5	Allowance and Re-imbursements (Travel, Medical, Education) - (Mandatory)			
5.6	Promotions and Transfers			
5.7	Training (Internal & External)			
5.8	Staff Provident Fund/Gratuity Fund			
5.9	Assets and Liabilities / Property Returns			
5.10	Performance Management			
6	Availability of HRMS PeopleSoft certified manpower on payroll in the company in India	10 resources and above in India - 10 Marks 5 resources and above and Less than 10 resources in India - 5 marks	Declaration from the company secretary/ chartered accountant with UDIN to this effect.	10
7	The bidder having experience in Peoplesoft Version major upgrade in India	5 marks	Documentary evidence of Upgradation done in India. Reference from the customer along with customer contact details.	5
8	The bidder having experience in Oracle Database Upgrade of 12c/19c in India.	5 marks	Documentary evidence of Upgradation done in India. Reference from the customer along with customer contact details.	5
9	The bidder having experience in oracle RAC implementation in India.	5 marks	Documentary evidence of RAC implementation done in India. Reference from the customer along with customer contact details	5
10	The bidder having experience in Peoplesoft Archival Solution, Purging of Data & Restoration in India	5 marks	Documentary evidence of archival done in India. Reference from the customer along with	5

केनरा बैंक ‍ Canara Bank

			customer contact details.	
11	The bidder having experience in OS Upgrade on HP-UX platform in India.	5 marks	Documentary evidence of upgrade done in India. Reference from the customer along with customer contact details	5
12	The bidder having experience in OS Clustering on HP-UX platform in India.	5 marks	Documentary evidence of clustering done in India. Reference from the customer along with customer contact details.	5
13	The bidder having experience in migration of Peoplesoft Application between different OS platforms in India.	5 marks	Documentary evidence of migration done in India. Reference from the customer along with customer contact details.	5
14	The bidder having experience in migration of HR solution from Peoplesoft to any HR solution or vice-versa in India.	5 Marks	Documentary evidence of migration done in India. Reference from the customer along with customer contact details.	5
	Total			100

Note: The bidder should score minimum 50 marks out of 100 marks for qualifying under Technical Evaluation.

Canara Bank

Techno Commercial Evaluation Process (New Clause)

1. The Techno-Commercial evaluation process will consist of two stages:

   1.1. Technical Evaluation

   1.2. Commercial Evaluation

   The evaluation process aims to find out the best fit (based on technical and commercial evaluation) of bidder and can be summarized in the following points:

2. The technical evaluation shall be performed first to identify the list of bidder as per the technical evaluation criteria defined in the Corrigendum-4 of the GeM bid.

3. The Bidders scoring less than 50% marks in the technical evaluation will not be considered for the selection process and their Commercial Bids will not be opened.

4. Each qualified bidder in Technical Evaluation (i.e., bidders who obtain 50% or more marks in technical evaluation criteria) shall be assigned a Technical Score (T).

5. The Commercial bids of only those bidders, who have been assigned with a Technical Score (T) after technical evaluation, would be opened.

6. The bidders should submit the commercial bill of material covering cost for each Services (for each line item) and total cost for the bank as per Bill of Material (Annexure-6).

7. The Criteria for Technical Evaluation and Commercial Evaluation will have weightage of 60:40.

8. After completion of Commercial Bid evaluation. The Commercial Bid will comprise of the Total Cost for Bank (TC_B) and break-up of their final price as per Annexure-6.

9. The final selection of the bidder will be based on the Technical Score (T) and the Total Cost to the Bank (TC_B). (T1L1 Basis)

10. Sample evaluation process is shown below:

Technical Scores:

Bidder1 (B1)	Bidder2 (B2)	Bidder 3 (B3)
Technical Score = T1 Max Technical Score = 100	Technical Score = T2 Max Technical Score = 100	Technical Score = T3 Max Technical Score = 100
Weighted Score (WT1) = 60%*T1	Weighted Score (WT2) = 60%*T2	Weighted Score (WT3) = 60%*T3

Commercial Scores:

Bidder 1 Total Cost for Bank = $B1TC_B$

Bidder 2 Total Cost for Bank = $B2TC_B$

Bidder 3 Total Cost for Bank = $B3TC_B$
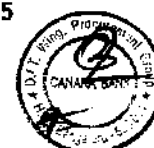
Commercial Score Calculation:

$C1B = L1/B1TC_B * 40$

$C2B = L1/B2TC_B * 40$

$C3B = L1/B3TC_B * 40$

Where $L1 = MIN (B1TC_B, B2TC_B, B3TC_B)$

Final Scores:

Bidder 1 Score = WT1+C1B

Bidder 2 Score = WT2+C2B

Bidder 3 Score = WT3+C3B

Selected Bidder for the Bank = H1 (Max of Scores of Bidders 1, 2 and 3)