

Corrigendum-2 to GeM bid ref no. GEM/2023/B/2955616 dated 06/01/2023 for selection of System Integrator (SI) to provide Cloud Services under Infrastructure as a Service (IaaS) model in Canara Bank for 3 years

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
a.	Section C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3. The selected bidder has to setup Cloud Environment within <u>15 days</u> from the date of acceptance of Purchase Order.	1.3. The selected bidder has to setup Cloud Environment (including link commissioning, migration of applications etc.) within <u>6 weeks</u> from the date of acceptance of Purchase Order.
b.	Section C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/Liquidated Damages	4.2. Penalties during the Contract Period:  Availability/Uptime  3. Availability of the <u>network links</u> at DC and DR (links at DC / DRC, DC-DRC link)  Existing clause	4.2. Penalties during the Contract Period:  Availability/Uptime  3. Availability of the <u>network links, devices etc.,</u> at DC and DR (links at DC / DRC, DC-DRC link)  <u>Amended clause is attached to this corrigendum.</u>
c.	Annexure-8	Scope of Work	19. The selected bidder has to provide training to Bank's nominated officials/personal on usage of the console and any other technical aspect for monitoring of applications.	19. The selected bidder has to provide training to <u>20 Bank's nominated officials/personal for 2 days in 2 batches</u> on usage of the console and any other technical aspect for monitoring of applications.
d.	Annexure-8	Scope of Work	21. Connectivity between Bank's DC & DR and Proposed Cloud solution:  21.2. The selected bidder has to provide equivalent	21. Connectivity between Bank's DC & DR and Proposed Cloud solution:  21.2. The selected bidder has to provide equivalent cloud port



			cloud port bandwidth as of the service provider with unlimited data in ingress traffic and 100 GB per month egress traffic in the pipe between bank's data center and cloud service provider. There has to be provision to increase/reduce the egress traffic data size anytime as per Bank's discretion.	bandwidth as of the service provider with unlimited data in ingress traffic and 3TB per month egress traffic in the pipe between bank's data center and cloud service provider. There has to be provision to increase/reduce the egress traffic data size anytime as per Bank's discretion.
e.	Annexure-8	Scope of Work	<p>23. Connectivity between Primary cloud location and Secondary cloud location:</p> <p>23.1. The selected bidder has to establish <u>almost zero latency</u> connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future.</p>	<p>23. Connectivity between Primary cloud location and Secondary cloud location:</p> <p>23.1. The selected bidder has to establish <u>near zero latency</u> connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future.</p>
f.	Annexure-8	Scope of Work	<p>24. Licensing:</p> <p>24.6. The selected bidder has to factor <u>all licenses</u> for the integrations requested by the Bank, elsewhere in this scope of work.</p>	<p>24. Licensing:</p> <p>24.6. The selected bidder has to factor <u>all licenses, hardware, middleware, software etc.</u> for the integrations requested by the Bank, elsewhere in this scope of work.</p>
g.	Annexure-8	Scope of Work	<p>25. Integration:</p> <p>25.1. The proposed cloud solution has to be capable of</p>	<p>25. Integration:</p> <p>25.1. The proposed cloud solution has to be capable of</p>





			integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management <u>25.1.6. Database Activity monitoring</u> <u>25.1.7. ITSM as and when bank requires.</u>
h.	Annexure-8	Scope of Work	New Clause	29. The cloud offerings should be scalable horizontal and vertical dynamically without any downtime.
i.	Annexure-8	Scope of Work	New Clause	30. The bidder should factor load balancing service for the cloud VMs.
j.	Annexure-8	Scope of Work	New Clause	Scope of Work for Onsite Resource is attached to this corrigendum.
k.	Annexure-9	Existing Environment details	Existing Annexure-9	Amended Annexure-9 is attached to this corrigendum.
l.	Annexure-14	Bill of Material	Existing Annexure-14	Amended Annexure-14 is attached to this corrigendum.

All the other instructions and terms & conditions of the above GeM Bid shall remain unchanged.

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

Date: 31/01/2023

Place: Bangalore

  
Deputy General Manager





Amended Clauses

1. Penalties/Liquidated Damages:

Penalties during the Contract Period:

Sl. No.	Service Level Objective	Measurement Methodology	Target/ Service Level	Penalty
<b>Availability/Uptime</b>				
3.	Availability of the network links, devices etc., at DC and DR (links, devices etc., at DC / DRC, DC-DRC link)	Availability, (as per the definition in the SLA) will be measured for each of the network links, devices etc., provisioned in the cloud.	Availability for each of the network links, devices etc.: >= 99.5%	Default on any one or more of the provisioned network links, devices etc., will attract penalty as indicated below: <99.5% & >=99% (10% of the <<periodic Payment>>) < 99% (30% of the <<periodic Payment>>)

2. Scope of work for Onsite resource

- 2.1. The selected bidder has to provide complete support for end to end installation, implementation and maintenance of the proposed solution during the contract period and the selected bidder will be responsible for attending complaints during 10:00 AM to 6:00 PM on all Bank working days.
- 2.2. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. Of India.
- 2.3. Support has to cover to solve day to day issues while using the proposed solution like resolving the issues related to incident, security threat, signature updates, daily updates, product related issues and any other issues to the Bank as per SOW/SLA at no extra cost.
- 2.4. The selected bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires OEMs technical person's/ product developer etc., intervention, the selected bidder has to take up suitability with the appropriate level at OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, the selected bidder will submit the same for further analysis in consultation with the Bank.
- 2.5. The selected bidder should help Bank in resolving any security observations as per the IS policy of the Bank.
- 2.6. Resources for monitoring should be on boarded immediately on completion of implementation and acceptance by the bank.
- 2.7. At least one resource from the OEM should be available during implementation of the project.

- 2.8. Onsite resource should be at least B. Tech/B.E. in E&CE/E&TC/CSE/IT with the proposed OEM certification and minimum two years' experience on the proposed solution during 10:00 AM to 6:00 PM on all Bank working days. The resource should be on payroll of OEM/the selected bidder.
- 2.9. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution is not hampered.
- 2.10. In case of any further requirement of resource, the selected bidder has to onboard the additional resource with the same qualification within 2 months after getting the request from the bank & at the same price which will be quoted initially.
- 2.11. The selected bidder has to submit following KYC documents of resources engaged:
- 2.11.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.
- 2.11.2. Address Proof (Local and Permanent)- Duly attested photocopy by candidate and bidder HR.
- 2.11.3. Aadhar Card - Duly attested photocopy by candidate and bidder HR.
- 2.11.4. Relieving Certificate of Previous employer - Duly attested photocopy by candidate and bidder HR.
- 2.11.5. Passport - Duly attested photocopy by candidate and bidder HR.
- 2.11.6. Background Police Verification report - Duly attested photocopy by candidate and bidder HR.
- 2.12. Penalties/Liquidated damages for onsite resources: In case replacements are not arranged, Bank shall pay only the proportionate amount of onsite resource charges during the particular month. The Bank shall also impose a penalty of 5.00% of the onsite resource charges payable to the selected bidder for that month for each day and part thereof of absence. However, total penalty under this clause will be limited to 50% of the total charges payable for onsite resource charges for that month.
- 2.13. Payment for onsite resource will be paid monthly in arrears after deducting applicable penalties and Liquidated damages.



### 3. Amended Annexure-9 (Existing Environment details)

Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.

App No	Existing VM	Existing Processor	APP Size	DB Type	DB Size (Schema) in GB	Type of Storage
1	Vmware	Intel	50MB	Oracle	0.006	SSD With SAS
2	Vmware	Intel	100MB	Oracle	1	SSD With SAS
3	Vmware	Intel	50MB	Oracle	0.003	SSD With SAS
4	Vmware	Intel	50MB	Oracle	0.94	SSD With SAS
5	Vmware	Intel	20MB	Oracle	1	SSD With SAS
6	Vmware	Intel	20MB	Oracle	1	SSD With SAS
7	Vmware	Intel	60MB	Oracle	0.34	SSD With SAS
8	Vmware	Intel	60MB	Oracle	0.001	SSD With SAS
9	Vmware	Intel	15MB	Oracle	0.26	SSD With SAS
10	Vmware	Intel	5MB	Oracle	0.01	SSD With SAS
11	Vmware	Intel	20MB	Oracle	0.2	SSD With SAS
12	Vmware	Intel	32MB	Oracle	0.03	SSD With SAS
13	Vmware	Intel	30MB	Oracle	0.65	SSD With SAS
14	Vmware	Intel	100MB	Oracle	0.008	SSD With SAS
15	Vmware	Intel	6.5GB	Oracle	0.02	SSD With SAS
16	Vmware	Intel	10GB	Oracle	0.06	SSD With SAS
17	Vmware	Intel	32MB	Oracle	0.001	SSD With SAS
18	Vmware	Intel	40MB	Oracle	0.919	SSD With SAS
19	Vmware	Intel	100MB	Oracle	0.29	SSD With SAS
20	Vmware	Intel	60MB	Oracle	0.65	SSD With SAS
21	Vmware	Intel	120MB	Oracle	0.24	SSD With SAS
22	Vmware	Intel	100MB	No Database required		SSD With SAS
23	Vmware	Intel	100MB			SSD With SAS
24	Vmware	Intel	100MB			SSD With SAS
25	Vmware	Intel	9GB			SSD With SAS
26	Vmware	Intel	100MB			SSD With SAS
27	Vmware	Intel	100MB			SSD With SAS
28	Vmware	Intel	100MB			SSD With SAS
29	Vmware	Intel	100MB			SSD With SAS
30	Vmware	Intel	100MB			SSD With SAS



4. Amended Annexure-14 (Bill of Material)

SUB: RFP for Selection of System Integrator (SI) to provide Cloud Services under Infrastructure as a Service (IaaS) model in Canara Bank for 3 years.

Ref: GEM/2023/B/2955616 dated 06/01/2023.

Notes

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table - A  
Price Details

[Amount in Rupees]

Sl. No	Item Description	Cost per month	Qty	Total cost per month (excl. of tax)	Tax %	Tax amount	Total cost per month (incl. of tax)	No. of months	Total cost (incl. of tax)
		A	B	C=AxB	D	E	F=C+E	G	H=FxG
1.	Web-Active, Windows 2019 and above with license, CPU-8 core, vCPU-16 core, Memory-32GB, Storage (SSD)-300GB		1					36	
2.	Web-Active, Windows 2019 and above with license, CPU-8 core, vCPU-16 core, Memory-32GB, Storage (SSD)-300GB		1					36	
3.	App-Active, Windows 2019 and above with license, CPU-16 core, vCPU-32 core, Memory-64 GB, Storage (SSD)-500GB		1					36	
4.	App-Active, Windows 2019 and above with license, CPU-16 core, vCPU-32 core, Memory-64 GB, Storage (SSD)-500GB		1					36	
5.	DB-Active, Redhat latest version with license Oracle Database version 19c with bank license, CPU-16 core, vCPU-32 core, Memory-256 GB, Storage (SSD)-1TB		1					36	
6.	DB-Passive, Redhat latest version with license Oracle Database version 19c with bank license, CPU-16 core, vCPU-32		1					36	



	core, Memory-256 GB, Storage (SSD)-1TB								
7.	OS backup in cloud, 300 GB/month		1					36	
8.	DB backup in cloud, 200 GB/day		1					36	
9.	Load balancer for Web and App, License		1					36	
10.	Router with VPN in Canara Bank DC, Hardware		1					36	
11.	Router with VPN in Canara bank DR, Hardware		1					36	
12.	Primary link to Canara Bank DC, 100 Mbps		1					36	
13.	Secondary link Canara Bank DC, 100 Mbps		1					36	
14.	Primary link to Canara Bank DR, 100 Mbps		1					36	
15.	Secondary link Canara Bank DR, 100 Mbps		1					36	
16.	VM Antivirus with HIPS, Antimalware, License		1					36	
17.	VM Host firewall, License		1					36	
18.	Vulnerability management, License		1					36	
19.	Patch Management, License		1					36	
20.	Disaster recovery, License		1					36	
21.	Backup service, License		1					36	
22.	Dashboard and Reports, License		1					36	
23.	Ingress traffic from Canarabank DC, Unlimited		1					36	
24.	Ingress traffic from Canarabank DR, Unlimited		1					36	
25.	Egress traffic from Canarabank DC, 3TB/month		1					36	
26.	Egress traffic from Canarabank DR, 3TB/month		1					36	
27.	Licenses/hardware/middleware/software for Integration with our on premises solutions 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security Information and Event Management 25.1.5. Privilege Identity Management 25.1.6 Database Activity Monitoring		1					36	

28.	24*7 enterprise cloud service provider support, License		1					36	
29.	Onsite support as per Scope of Work		1					36	
30.	Compute/VMs with enterprise license, OS, CPU-CPU, vCPU-vCPU, Memory-Memory, Storage (SSD)-Storage SSD		1					36	
31.	Any other licenses required to satisfy the scope of work		1					36	
32.	Total Cost of Ownership (Sum of Column H)								

Note: All cloud offerings should be factored as reserved instance for entire month instead of any hourly basis. Actual payment will be made on pro-rata basis measured in MB on monthly basis.

### Undertaking

- Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name:

Designation:

