Sl. No.	Section & Page Number	Section Classification	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank Reply
1	Annexure-25 26 Technical Requirements--> Sheet 1: ITSM	Annexure	Incident and Event Management Requirement	8. Ability for users (Incident Owners) to create incident records through the Self Service portal.	Users can create a service or support request through the self service portal. Request assignee or helpdesk operator can associate this ticket to incident later. Also, as per ITIL best practices, it is always advisable to open a support request first for first level resolution and then it can be associated/converted into incident if required. Requesting authorities to rephrase the requirement as mentioned below "Tools should provide feature to create incident record from service request raised by end users through the self service portal."	Bidder to comply with the RFP terms and conditions.
2		Generic Queries	SLA measurement	SLA measurement	How are the SLAs managed today when there is a dependency on the OEM / 3rd party from the TAT point of view? Do we have SLA clock stop mechanism where there is dependency on 3rd parties ? What is the current approach on SLAs when there are multiple parties involved? Are the same set of SLAs ,penalties and other contractual terms and conditions applicable to all other parties ? eg: Mobile application managed by SI and OEM or Card application which is out of scope but interfaced with CBS	Bidder will be responsible for SLA, bidder inturn may have back to back arrangement with OEM / stake holders.
3		Generic Queries	Brank Network architecture	Brank Network architecture	Can we get the infra architecture view from HO/ CO and Branch point of view; are there servers and other infra at the branches and is this in scope of the RFP?	There are no servers deployed at Branches/CO, all are centralised at DC/DRC. Remaining details will be shared with the successful bidder. Bidder to complhy with the RFP Terms and Conditions
4	Annexure 16	Annexure	Minimum resource	Staffing	1) What is the current operating model between Canara Bank, SI and OEMs / 3rd party 2) Whats the split of the FTEs / resources between the SI and OEM / 3rd parties for all the applications in scope - Allied and Core 3) Does the minumum resource count include following activities from infra and app perspective "EOD, BOD, Batch Jobs, App monitoring"?	Requirement of the resources is already furnished in the RFP document. Bidder to comply with the RFP terms and conditions.
5	Annexure 16	Annexure	Minimum resource	Certification requirements	The resource sheet specifies multiple certifications which are not prevalent in market such as "Middleware Certified Professionals in Weblogic", "Oracle Solaris Certifications", etc. What is the relaxation on the compliance for these certifications in case we get resources experienced with these skills	Bidder to comply with the RFP terms and conditions.

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6	0	Annexure	Table B		Can you provide a split of the OEM Vs SI minimum resources for the following allied applications Canara Diya Central Processing HUB (CPH) Tab Banking MQ For NEFT / RTGS Nisys Document Management System (DMS) Remit Money DMS (Can FX) & EDMS (FX4U) ESB/IIB	To cater to all applications together, the minimum resource requirement is furnished in the RFP (Refer Annexure - 16 Table B)
7	Section C - Project Timelines	Project Timelines	Tools	Tools during transition	1) What is the current ITSM, Capacity management, Patch management and SAMS and IPAM tools that are there in the current landscape? 2)We assume that we will have access to the toolset used by the current SI till the proposed toolset gets implemented (8 months from the start of contract). Can you provide a list of the tools currently used for ITSM, Capacity management, patch management, performance testing etc? 3) We are assuming that we will have the incumbent tools and mechanism till the time the incoming SI brings in the tools and processes. Please confirm (E.g: ITSM tool will continue till a new ITSM tool is implemented - 8 months) 4) Manual monitoring applications Vs online monitoring application	Bank currently does not have any such tools, the mentioned tools are fresh requirement. However, bank is having inhouse ticketing application.
8	Page 11 of SOW document	Scope of Work	7.8	7.8 The User Acceptance Testing process shall incorporate the below indicative stages, but not limited to: 7.8.1. Test Strategy 7.8.2. Test Planning & preparation of test cases 7.8.3. Test Data Set Up 7.8.4. Testing (performance and load testing) 7.8.5. Reporting - Daily status report on UAT 7.8.6. Reviewing 7.8.7 Sign off	1) Our understanding is that the UAT would be performed and signed off by the bank. Please confirm 2) We assume that you will have the test scipts for the existing application changes and tikcets which can be incrementally devevioped and re-used - please confirm 3) Please confirm how many UAT environments are maintained in the current setup	Bidder to comply with the RFP terms and conditions.
9	Page 47 in SOW document	Scope of Work	Scope	10.8.16.25. VAPT/Security/other audit related patches are the responsibility of the Bidder.	Can we get the details of the audit activities, patches, security scripts and the frequency of audits per month / year?	Audits are conducted as per regulatory as well as banks business and security requirements. Please refer the RFP document for details. As per the industry best practices patch application are ensured.

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10	Scope of Work	Scope of Work	Section 5.6.16	Bidder should adopt agile methodology for change request and shall perform classification of Major, Minor enhancement, and bug fixes. Bidder should be transparent in estimation methodology applied like Function Point Analysis (FP) or User story-based estimation and provide the justification on the estimation to the satisfaction of the Bank. Bidder should also highlight the expected productivity factors for underlying technology for major, minor enhancement & bug fixes.	Can you please provide us the details of the agile methodology. Please share the DevOps toolset being used at Canara Bank.	Bidder to comply with the RFP terms and conditions.
11	13	Scope of Work	13.1	Bidder should complete the transition of in-scope Allied Applications, Interfaces, CBS applications, Infrastructure and services within 3 months or mutually agreed with the Bank.	We understand that the transition period would be mutually discussed and agreed. If the timelines are beyond the control of accenture and in terms of any unexepected delay at Bank side or either at the existing SI in transitioning, there would consideration for extension of the period. Please confirm	Bidder to comply with the RFP terms and conditions.
12	RFP Document, 17	Third Party Co-ordination Services	10.1	It is Bidder's responsibility to take the ownership of successful delivery and handover of the SMS generated in CBS and Allied applications to SMS system without any delay or latency and to ensure successful flow of SMS through the infrastructure.	SMS flow is dependent on various elements. We understand that the Bidder is expected to take the ownership. Please confim if will there be an assessment period of the entire flow across the scoped items? If there are recommendation for betterment, then the ownership should be considered post applying of the recommendation by Bank. Please confirm on this approach.	Bidder to comply with the RFP terms and conditions.
13	RFP document, 21	SLA & Penalties	3.12	3.12. Bidder to ensure OS hardening and patch management of application, database, server, storage and network devices every quarter and/or as per Bank cyber security policy and RBI regulatory requirement and must submit relevant reports to Bank as mentioned in "Reports" section C within the defined timeline.	Any patching dependent on applications of this RFP's scope and external factors such as OEMs , would need deviation. Can you please confirm on the deviation policy of Bank	Approvals / Exceptions/deviation will have the concurrence of the bank.
14	RFP Document Annexure - 16 Resource Requirements	Annexure			Please confirm if there is no requirement to have hands & feet support engineers present in branch and NDR locations	Bidder to comply with the RFP terms and conditions.
15	Page 42 of scope of work document	Scope of Work	10.5.8	Bidder will be responsible for all required configurations in new Routers, Switches, SDWAN and Bank's Existing branches routers of all Bank branches/offices	We assume that the branch support is required to be done centrally from the HO /CO and not at individual branches. Please confirm	Yes, Bidder to comly with RFP terms and conditions
16	Scope of Work	Scope of Work	Annexure 2 - Table C, New tools		What are the current Infra and applications and middleware monitoring tools to be retained by Bank ? Please provide details along with versions?	Annexure 2 Table C contains the requirement of the new tools. Bidder to comply with the RFP temrs and Conditions to this effect.

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17	Scope of Work	Scope of Work	Annexure 2 - Table C, New tools - 1	Scope involves the provisioning and management of ITSM Solution, based on the Bank's requirement as stated below: Incident management, Release management, Service Requests, Change management, IT asset management, Configuration Management and Problem Management.	1. IT Asset Management mentioned here and in detailed technical Specification, it is not covered. Is Asset Magement required to be considered? If so, what are the assets in terms of harware and Software and counts? 2. ITSM Tool is it only for Bank employees and IT vendors. 3. Is there any Customization done on Existing ITSM Instance , which to be supported or extended to new ITSM Tool?	Bank has already mentioned detailed requirement of ITSM module. At present bank is using IT Asset Management tool from Brainotix
18	Scope of Work	Scope of Work	Annexure 2 - Section 10, 10.2.5.84		What is the log retention period? Please help us understand how these logs are stored, does the bank have a sys log management in place.	Bidder to comply with the RFP terms and conditions. Refer corrigendum
19		Annexure	Annexure 25-ITSM		1. Will bank already has clearly defined catalogue items and workflows will be provided at the time of implementation 2. Need the details of existing Bank's tools list and integration scope with ITSM Tool. 3. What kind of chat interaction is required in ITSM Tool. 4. Need the details of call tracking and ticketing tool and integration scope with ITSM Tool. 5. Need the details of 3rd party knowledge base and possible integration mechanism which needs to be integrated with ITSM 6. Need the details and scope of SIEM solution to integrate with ITSM 7. Required SMTP Server, SMS gateway and Whatsapp business APIs has to be arranged by bidder or Bank will have its own and we need to integrate with ITSM for user feedback experience? 8. How many users or 3rd party vendor engineers will be required to access to ITSM Tool?	Bidder to comply with the RFP terms and conditions.
20	Section C / Page 23	SLA & Penalties	4. SLA and Penalty for Applications, Infrastructure & Network operations / Sl. No. 5 Incident Management	Measurement : The successful Bidder must ensure that all the incidents with respect to the work defined in the Scope of work (Annexure 2) are identified and reported to the Bank.	Timeline for the measurement is stated as As per the priority of the incidents defined in Section C. Penalties is mentioned as "As per the SLA of uptime defined in section C" Please clarify : 1. How this SLA is measured ? 2. How does the SLA uptime penalty apply here ? And which uptime SLA penalty applies (there are 4 categories) ?	SLA is clearly defined, covering all aspects in the RFP. Bidder to comply with the RFP terms and conditions.
21	Section C	Generic Queries	NA	SLA Historical Performance Data	Please share the past 12 months historical performance data on all the SLAs requested in the RFP	Bidder to comply with the RFP terms and conditions.
22	Section C	Generic Queries	NA	Incident Resolution Time SLAs	The Resolution time across all priorities are highly aggressive when compared to market standards. Does the existing architecture support these timeframes ? Are we able to meet them historically ?	Bidder to comply with the RFP terms and conditions.
23	Section C	Generic Queries	NA	Incident Resolution Time SLAs	The Resolution time across all priorities are highly aggressive when compared to market standards. Does the existing architecture support these timeframes ? Are we able to meet them historically ?	Bidder to comply with the RFP terms and conditions.

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24	SLA / Penalty Cap at P.28/139 read with Payment terms at P.34/139	SLA & Penalties	6.5 read with 7.8	Total penalty per year during the contract period shall not exceed more than 20% of the annual payout.	We request Bank to cap SLA / Penalty at aggregate 5% of the annual payout. Also, SLA Penalties should be the sole and exclusive remedy for any SLA events.	Bidder to comply with the RFP terms and conditions.
25	Onsite Resources & Support at P.37/139	Onsite Resources and Support	9.2 & 9.6	Bank expects documents for BGS report & Aadhar copy for resources to be deployed under the contract.	We confirm the requirements under this clause in principle, however, request Bank to waive the requirement of submitting these two documents due to confidentiality obligations of Bidder. Bidder's certification of compliance to the requirement should suffice the Bank's objective.	Bidder to comply with the RFP terms and conditions.
26	Exit Option read with Termination for Convenience at P.39 & P.60/139/139	Exit Option	11.4 (Note) & 12.3	Bank expects termination for convenience right by giving 180 days' notice in advance	While we are in principle ok with notice period, we expect that Bank include mutually agreed "Termination Fee" for termination of contract on this ground. Bidders expect payments for the services completed including all investments, expenses incurred before termination on this ground.	Bidder to comply with the RFP terms and conditions.
27	Escrow arrangement at P.45-46	Escrow	19	Bank expects to maintain escrow account and place source code under such escrow account.	We wish to clarify that we are not supplying any products / tools on license basis to Bank. All third-party products will be supplied on resale model, where Bank will directly enter into EULA & EUMA with Bank. Bank may have such arrangement with OEMs directly, whereas Bidder will provide manage services in line with other manage services. Pls clarify.	Bidder to cordinate and facilitate for execution and maintance of Escrow aggreement with Escrow agent.
28	RFP document, page 16	Scope of Work	8.1.7	8.1.7. Report generation and submission.	Please share the count and the list of business related reports that need to be generated / maintained by the SI across the Allied and CBS applications.	Please refer table under point 18 furnished in Page 42 of 139 and other references in the RFP
29	RFP document, page 22	SLA & Penalties	4	Report generation /Delivery	Please share the tools being used for generation & delivery of the reports in the current setup. We understand that the SLA applies to the report list mentioned in section 18.5 of the RFP document. Please confirm We understand that there will be no new report creation required. Please confirm	Please refer table under point 18 furnished in Page 42 of 139 and other references in the RFP
30	RFP document, page 55	Technical Evaluation	3.3	Technical Evaluation table	We understand the details of following resources (Total 12 in count) have to be provided as per Annexure 11 format. No other details will be required to be submitted during the RFP stage 1. Program Manager 2. Technical Lead (Applications & Interfaces, Infrastructure, Network, UAT and New tools) 3. Admin for all new tools (ITSM, SAMS, Patch Management, Capacity management, IPAM) 4. Network Support Lead	Bidder is expected to provide the details as per RFP temrs and Conditions
31	Technical Evaluation: page 53	Technical Evaluation	Pt 3	Managing CBS Infrastructure and Core Network in SCB/SFB/NBFC/Global Banks (Max 5 marks)	We request the below change: **Deletion of clause since it is covered in 4a and 5a. Bank can use these 5 marks in technical presentation since this is a prestigious initiative for bank.** **Since it is repeation of clause and marks, we request for deltion of this cluase.**	Bidder to comply with the RFP terms and conditions.

32	Technical Evaluation: page 54	Technical Evaluation	Pt 4	Managing Infrastructure for SCB/SFB/NBFC/Global Banks (Max marks 10)	We request the below change: Managing Infrastructure for SCB/SFB/NBFC/Global Banks **or Global Financial Institutions / Any Indian Enterprise** (Max marks 10) ** Core Infrastruture and applied applications*	Bidder to comply with the RFP terms and conditions.
33	Technical Evaluation: page 54	Technical Evaluation	Pt 5	Managing Network for SCB/SFB/NBFC/Global Banks (Max marks 10)	We request the below change: Managing Network for SCB/SFB/NBFC/Global Banks or **Global Financial Institutions / Any Indian Enterprise** (Max marks 10) ** Network of DC/ DR and their other office of Enterprise*	Bidder to comply with the RFP terms and conditions.
34	RFP Document, Page 55	Technical Evaluation		Technical Evaluation table Annexure 1 - ELigibility Criteria for Bidders	The bidder requests that the bank should change the evaluation criteria as following :- Scoring to be done for implementation of ITSM and any 2 tools from the 'SAMS, Capacity management, patch management and IPAM'. This will be in line with the ask in the table mentioned in the Annexure 1 - ELigibility Criteria for Bidders - "The Bidder should have experience in implementing and managing ITSM and any of the 2 tools from SAMS, IPAM, Patch management tool, Capacity management tool." So if the bidder has done implementation for more than 2 tools then they should score full marks. a. Any two tools: 3 Marks b. Any one tool: 2 Marks	Bidder to comply with the RFP terms and conditions.
35	Annexure-1 Eligibility Criteria for Bidders	Annexure	Page 76 Pt 7	The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Infrastructure/Network (Branch/Office or Bank) in at least 1 SCB/NBFC/SFB/Global Banks having minimum of 1500 branches in the last 7 years.	We would request for following changes: **The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications in at least 1 SCB/NBFC/SFB/Global Banks having minimum of 1500 branches in the last 7 years.** **On-premises Infrastructure/Network (Branch/Office or Bank) in at least 1 SCB/NBFC/SFB/Global Banks or Financial Institute in the last 7 year**	Bidder to comply with the RFP terms and conditions.
36	Page 50	Scope of Work	Annexure 2 - Section -11, 11.5 - 11.7	The Bidder will be responsible to train all the users as identified by the Bank quarterly for minimum 40 hours or as and when requested by the Bank. The Batch size of each training sessions should be limited to 20. It is Bidder's responsibility to train all the relevant team members related to in scope Allied applications, Interfaces, CBS applications, Middleware (ESB), new tools, Infrastructure and NOC	In this for the New Tools, how many hours training required? This has to be done by OEM or Bidder? Also will be it banks location or at OEM /Bidder site/or a prometric institute/will it be in blore only/can the same happen over a virtual platform as well/What is the lead time to the SI to arrange for the trainings.	Location, platform will be mutually discussed and accepted. Bidder to comply with the RFP terms and conditions for others.

37	Annex 2, SoW - 2.4.2 - Page 6 of 52	Scope of Work	2.4.2 - Page 6 of 52	The Bidder should provide perpetual licenses for all software, hardware components proposed in the above solutions in the name of Canara Bank. The hardware required for these tools must be on capex model and on the name of Canara Bank. The bidder shall provide required license, hardware/appliance, software, training, and other services for implementing, managing and maintenance of proposed solution. The Bidder should conduct the implementation of the said solution including but not limited to design, installation, and integration with other applications and infrastructure as per Bank's existing network architecture and based on Bank's requirements. The new tools should be scalable in order to meet the Bank's future requirements.	Perpetual licensing is outdated by most of the major software OEM's. Current standard for Licenses are based on annual subscription model - as per the industry standards in India and across the globe. Therefore, we request the Bank to consider the annual subscription based licensing across the contract term.	refer corrigendum
38	Annexure-25 Sheet 4 : Patch Management	Annexure	26	The proposed solution should be able to roll back the applied patches remotely in case of performance issues.	Patching is usually done on staging setup before rolling out to production setup to ensure smooth functioning / performance. Need clarity on what sort of roll backs are envisaged?	Bidder to comply with the RFP terms and conditions.
39	New Tools, page no 5 of SOW.	Scope of Work	2.4.1.	The Bidder Should Supply, Installation, Configuration, Implementation, Commissioning, Maintenance, Support & Manage SAMS (Server and Application Monitoring Solution), ITSM (IT Service Management Tool), IPAM (IP Address Manager), Capacity management Tool and Patch Management Tool, along with. All solutions must be deployed across DC & DR along with high availability & zero fault tolerance. Bidder must provide detailed deployment architecture of the new tools.	Bank to share the complete list of devices/OS platform/DB's/MW's/ which are in production, Non production & UAT environments.	Please refer annexure 23 & 24
40	Page 26/139	SLA & Penalties	5. Priority of incidents	Priority 1 - Critical Threat/ Severe Incident	All incident details of past 1 year required.	Approximately 11 lakhs tickets were raised during the past one year. Bidder to comply with the RFP terms and conditions.

41	14. Page 41	Subcontracting	14.1 Subcontracts	Any subcontract should be in accordance with assignment and approval of the bank. The selected Bidder has to submit self-declaration and valid documents on their Sub-Contract facility for both Projects and Operations post awarding of the contract by the Bank. The subcontract may be accepted only for resources deployed in L1/service desk at Bank's own discretion. If bank desires, the bidder has to deploy their on-roll employees.	We request bank to dilute this clause. We have reputed partners who provides knowledgeable resources having skills & experience	Bidder to comply with the RFP terms and conditions.
42	9.8, page 13 of SOW	Scope of Work	9.Warranty & AMC/ATS Support	Annexure 2 - Bidder should replace the existing hardware device with equivalent or higher configuration incase the existing hardware device is End of Support (EOS) by the respective OEM and/or the respective hardware is obsolete. Bidder should maintain the record of End of Life (EOL) & End of Support (EOS) of all hardware inventory & should inform Bank 1 Year in advance for hardware replacement. Bidder should provide detailed requirement and associated BOM.	If the licensed devices are already EOL or going EOL in contract period, then we request bank to consider refresh as separate requirement through another RFP.	Bidder to comply with the RFP terms and conditions.
43		Generic Queries			Request to define some projection for decommission/uninstall/unmount and commission/reinstall/mount within a year so that we can provision same in our scope. OEM Support should be required for the activities.	Bidder to comply with the RFP terms and conditions.
44	SOW 9.14. Page 14	Scope of Work	Warranty & AMC/ATS Support	For any new hardware procurement through the Bidder, the Bidder should track, and report observed Mean Time Between Failures (MTBF) for Hardware. If during the warranty period, any hardware items/component fails on three (3) or more occasions in 6 months, such hardware items/components shall be replaced immediately by equivalent / superior new hardware items by the Bidder at no additional cost to the Bank.	Change of devices during the warranty period should be done by OEM. SI/bidder can support with the coordination with OEM.	Bidder to comply with the RFP terms and conditions.

45	Page 50	Scope of Work	Annexure 2 - Section -11, 11.5 - 11.7	The Bidder will be responsible to train all the users as identified by the Bank quarterly for minimum 40 hours or as and when requested by the Bank. The Batch size of each training sessions should be limited to 20. It is Bidder's responsibility to train all the relevant team members related to in scope Allied applications, Interfaces, CBS applications, Middleware (ESB), new tools, Infrastructure and NOC	In this for the New Tools, how many hours training required? This has to be done by OEM or Bidder? Also will be it banks location or at OEM /Bidder site/or a prometric institute/will it be in blore only/can the same happen over a virtual platform as well/What is the lead time to the SI to arrange for the trainings.	Location, platform will be mutually discussed and accepted. Bidder to comply with the RFP terms and conditions for others.
46	Pg 49/Section 11	Scope of work	10.8.18. Additional L3 support responsibility for CBS Applications (apart from support activities mentioned in Level 3 support - 10.9.17)	10.8.18.26. The Bidder should perform Disaster recovery and DR switch over exercise for the CBS applications as requested by Bank or at emergency call including the following activities	Bidder requests to cap the number of DR drills in a calendar year to 3 or 4.	Bidder to comply with the RFP terms and conditions.
47	General	RFP		Environment Support timings	What are the support timings required for environments (Branch, Channels, UAT evt) excluding DC, DR and NDR. Timings for support for branch channel, delivery channel. UAT environment mandatory required to prepare and share commercials	Refer corrigendum
48	Commercial Annexure 9 Bill of Materials Section B Page # 1	BOM	Customization Charges		Bidder requests Bank for an YoY unit rates since the unit rates will vary YoY.	Bidder to comply with the RFP terms and conditions.
49	3. General SLA terms and Terminologies/ Page 20	General SLA terms and Terminologies	3.4. The "Business Operational Hours" are 24 Hours on 365 or 366 days on any calendar day. Bank may change these times at their discretion to suit business needs.		Would you need onsite resources(for allied appls) on a 24*7 basis. Note that we (Takira) need minimum 3 resources per shift for current modules (2 Sr/ 1 Jr). Note that in various subsequent sections the Response and Resolution time expectations stated would mean 24*7 onsite resources - kindly clarify	Refer corrigendum
50	3. General SLA terms and Terminologies/ Page 20	General SLA terms and Terminologies	3.6. The successful Bidder shall provide onsite support and manage all in-scope applications, interfaces, infrastructure, and network operations as per Scope of Work (Annexure 2) for 24 (twenty-four) x 7 (seven) or as defined elsewhere in this RFP.		For allied experts to look into an issue - we would need remote access. We request this be enabled with appropriate solution to ensure security (viz. Zero Trust Access + PIM Access)	Bidder to comply with the RFP terms and conditions.
51	3. General SLA terms and Terminologies/ Page 21	General SLA terms and Terminologies	3.8.3. The Bidder is expected to provide an appropriate data replication strategy and technology recommendation to replicate data between DC, DR and NDR		For allied DMS application Oracle DB is done using Oracle Data Guard. The Documents are currently based on RSYNC and that is not appropriate. We suggest the bank to invest in a good NAS with built in Replication Technology wherein there is a optimal approach to data syncing and data comparison. Pl. confirm if the bank is ready to make this investment in the 1st Year of the new contract?	Successful bidder will provide the strategy as detailed in the clause and should be acceptable to bank.

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52	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 22 - 33	Deliverables, Service Level Agreements (SLAs) & Penalties	SLA and Penalty for Applications, Infrastructure & Network operations. Priority of Incidents SLA for Uptime (mts means Minutes)		Bidder requests a total maximum penalty cap of 10% of the annual invoice value	Bidder to comply with the RFP terms and conditions.
53	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 24	Deliverables, Service Level Agreements (SLAs) & Penalties	Ticket Resolution		Bidder understands that annual support refer to Section I,J,K&L of the Commercial Bill of Materials in Annexure 9. Please confirm.	Please refer complete bill of material and relevant clauses of the RFP
54	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 27	Deliverables, Service Level Agreements (SLAs) & Penalties	SLA for Ticket resolution		Bidder understands that quarterly support refer to Section I,J,K&L of the Commercial Bill of Materials in Annexure 9. Please confirm.	Please refer complete bill of material and relevant clauses of the RFP
55	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 34	Deliverables, Service Level Agreements (SLAs) & Penalties	The Total penalty per year during the contract period shall not exceed more than 20% of the annual payout		Bidder assumes that The Total penalty per year during the contract period shall not exceed more than 20% of the annual payout. Kindly confirm	Bidder to comply with the RFP terms and conditions.
56	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 34	Deliverables, Service Level Agreements (SLAs) & Penalties	Payment of support/services will be done as per calculation of the uptime and after deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP. In case of any dispute arising against the claim of payment, it is Bidders' responsibility to submit a relevant proof of confirmation for the activity performed. The Total penalty per year during the contract period shall not exceed more than 20% of the annual payout. If it exceeds, Bank at its discretion may terminate the contract as mentioned elsewhere in RFP.		Bidder understands that Sum aggregate of all liquidated damages in the contract shall not exceed 20% of undelivered / delayed portion of the agreed deliverables. Kindly confirm	Bidder to comply with the RFP terms and conditions.

57	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 34	Deliverables, Service Level Agreements (SLAs) & Penalties	Payment of support/services will be done as per calculation of the uptime and after deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP. In case of any dispute arising against the claim of payment, it is Bidders' responsibility to submit a relevant proof of confirmation for the activity performed. The Total penalty per year during the contract period shall not exceed more than 20% of the annual payout. If it exceeds, Bank at its discretion may terminate the contract as mentioned elsewhere in RFP. The Bank shall pay the payments related to Training quarterly in arrears within thirty (30) days from the date of submission of invoice with adequate and correct / undisputed supporting documents and after deducting the applicable penalty as per the applicability under Penalty Clauses. The Bank shall pay the payments related to the minimum resource count quarterly in arrears within thirty (30) days from the date of submission of invoices with adequate and correct/undisputed supporting documents and after deducting the applicable penalty as defined under the Penalty		Bidder requests Bank to have a maximum withholding capped for disputes at average 2 months charges. Please confirm	Bidder to comply with the RFP terms and conditions.
58	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 34	Deliverables, Service Level Agreements (SLAs) & Penalties	For Hardware of new tools (Server/Switches/Storage/any other hardware required for the tools) Delivery & Power-on of Hardware 70% of total cost of Hardware cost		Bidder requests the following terms : 100% within 30 days from date of delivery of Hardware.	Bidder to comply with the RFP terms and conditions.
59	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 35	Deliverables, Service Level Agreements (SLAs) & Penalties	UAT Sign Off Production Sign Off (Go-Live) and Submission of Project Documents, DFD, Manuals, BCP & SOP, Backup Procedures Report, Installation SOP. Acceptance		Bidder requests the following terms : Milestone based basis deliverable completion. 10 % on Project Kick off 40% on end of Month 2 50% on Completion	Bidder to comply with the RFP terms and conditions.
60	ATC Section C. Deliverables; Service Level Agreements (SLAs) & Penalties Page # 36	Deliverables, Service Level Agreements (SLAs) & Penalties	The payment will be subjected to satisfactory services rendered. The payment will be subjected to satisfactory services rendered and preventive maintenance carried out as per scheduled frequency.		Bidder requests deletion of the clause since 'satisfactory services' is subjective assessment.	Satisfactory services refers to compliance of RFP terms and conditions and acceptable to the bank.

61	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 35	Deliverables, Service Level Agreements (SLAs) & Penalties	Database, Operating System & Middle Ware License Delivery of Database, Operating System & Middle Ware License 100% payment of the licenses on successful delivery OEM Software/Tool Licenses Supply, Delivery, Installation and Configuration of the application as per business requirements gathered and as detailed in the Technical Proposal document. 100% of Software/tool License cost		Kindly request Bank to consider the below payment terms for Database, Operating System & Middle Ware License, as well as OEM Software/Tool Licenses as Hardware payment terms Supply, Delivery, Installation and Configuration - 70% of total cost UAT Sign Off - 20% of Software/tool/License cost After completion of warranty period (or) On submission of a Bank guarantee for equivalent to 10% of the remaining payment - 10% of total cost	Bidder to comply with the RFP terms and conditions.
62	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 36	Deliverables, Service Level Agreements (SLAs) & Penalties	If the Bidder is unable to implement the tool as per the technical requirement and to the satisfaction of the Bank, the Bank at its discretion may hold the amount equivalent to the total cost of the respective tool from any payment due to the Bidder.		Bidder requests amendment. 'Satisfaction of the Bank' is subjective and bidder request deletion the term. In the event bidder is unable to implement the tool, Bank may elect to not pay for implementation, but will not withhold payment of any dues to the Bidder.	Satisfactory services refers to compliance of RFP terms and conditions and acceptable to the bank. Bidder to comply with the RFP terms and conditions.
63	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 36	Deliverables, Service Level Agreements (SLAs) & Penalties	The ATS charges shall be paid by the Bank annually in advance and AMC shall be paid by the Bank quarterly in arrears within thirty (30) days from the date of submission of invoice with adequate and correct / undisputed supporting documents and after deducting the applicable penalty.		Bidder requests that AMC also be paid annually in advance	Bidder to comply with the RFP terms and conditions.
64	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 36	Deliverables, Service Level Agreements (SLAs) & Penalties	The Bank shall pay transition cost after completion of transition on the basis of actual resource deployed during transition phase. on successful completion of the activities on the stipulated timelines and providing the supporting documents as mentioned in section C.		Bidder requests the following terms : Milestone based basis deliverable completion. 10 % on Project Kick off 40% on end of Month 2 50% on Completion of Transition	Bidder to comply with the RFP terms and conditions.
65	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 37	Deliverables, Service Level Agreements (SLAs) & Penalties	The Bank shall pay the payments related to Training quarterly in arrears within thirty (30) days from the date of submission of invoice with adequate and correct / undisputed supporting documents and after deducting the applicable penalty as per the applicability under Penalty Clauses.		Bidder requests that the Training costs are paid post completion of Training.	Bidder to comply with the RFP terms and conditions.

66	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 37	Deliverables, Service Level Agreements (SLAs) & Penalties	The Bank shall pay the payments related to the minimum resource count quarterly in arrears within thirty (30) days from the date of submission of invoices with adequate and correct/undisputed supporting documents and after deducting the applicable penalty as defined under the Penalty section.		Bidder requests that payment for support (H, I, J, K, L, N - Appendix 9) be made monthly in advance instead of quarterly in arrears	Bidder to comply with the RFP terms and conditions.
67	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 38	Deliverables, Service Level Agreements (SLAs) & Penalties	In case of any abnormal activity done by the resource which hampers the business or any system of the Bank, the Bidder shall be responsible to compensate the actual loss.		Bidder seeks to clarify that its entire liability for all claims related to the Agreement will not exceed the amount of any actual direct damages incurred by Bank up to the amounts paid (if recurring charges, up to 12 months' charges apply) for the Services that is the subject of the claim, regardless of the basis of the claim. Bidder seeks to clarify that it will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, or anticipated savings. These limitations apply collectively to the Bidder, its affiliates, contractors, and suppliers.	Bidder to comply with the RFP terms and conditions.
68	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 38	Deliverables, Service Level Agreements (SLAs) & Penalties	Bank at its discretion can remove the resources deployed by giving a notice of 3 months		Bidder understands that the resources being referred are the replacement of the resources. For avoidance of doubt, Bank, at its own discretion will not ask to remove resources deployed by Bidder as per the mutually agreed contract but can ask for replacement of resources.	Bidder to comply with the RFP terms and conditions.
69	"ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 38, # 60	Deliverables, Service Level Agreements (SLAs) & Penalties	The Bank reserves the right to cancel the contract by giving a notice period of 90 days or as mentioned elsewhere in the RFP (whichever is applicable) in the event of happening of one or more of the following conditions mentioned below: 11.1. Discrepancy in services provided or the performance levels agreed upon or fraudulent practices, which have an impact on the functioning of the Bank. 11.2. Total value of penalties arising of the SLA as defined in Section C accounting for more than 20% of the of the proportionate Annual Contract Value in one year during the contract period. 11.3. Any other situation, which warrants cancellation of the contract, which may otherwise adversely affect the interest of the Bank. 11.4. In case of any IT security breaches observed which has an impact on the functioning of the Bank's risk. Please note that the Bank shall also have the right to exit the contract at its own discretion without assigning any reason by giving a notice period of 180 days. Notwithstanding the existence of a dispute, and/ or the commencement of arbitration proceedings, the Bidder shall be expected to continue the services. The Bidder is solely responsible to		The Bidder proposes deletion of the Bank's right to terminate the contract for convenience. The Bank may terminate the contract only in the event the bidder is unable to cure a material breach within the notice period of 90 days provided under a written notice. However, if Bank wants to have a termination for convenience, Bidder requests for minimum lock in period of 3 years or a termination fee. Further, upon termination of the contract the Bidder shall be paid for services rendered and products delivered up till the effective date of termination including work in progress.	Bidder to comply with the RFP terms and conditions.

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70	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 38	Deliverables, Service Level Agreements (SLAs) & Penalties	Exit Option		Bidder understands that in the event of this clause being invoked, Bank will pay for the services rendered until date of termination, products supplied, in-transit, orders placed with vendors until date of termination, wind-down costs as applicable and any expenses incurred by successful bidder during termination.	Bidder to comply with the RFP terms and conditions, payment will be released as per RFP terms and Conditions.
71	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 38	Deliverables, Service Level Agreements (SLAs) & Penalties	Termination for Cause or Convenience		The Bidder will provide all necessary support for Exit management prior to expiration of the contract. Any additional support that will be required by the Bank post contract expiry will be paid by the Bank. Kindly confirm	Bidder to comply with the RFP terms and conditions, payment will be released as per RFP terms and Conditions.
72	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 39	Deliverables, Service Level Agreements (SLAs) & Penalties	Any other situation, which warrants cancellation of the contract, which may otherwise adversely affect the interest of the Bank.		Bidder requests removal of this provision. It is very open ended	Bidder to comply with the RFP terms and conditions.
73	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 41	Deliverables, Service Level Agreements (SLAs) & Penalties			Bidder understands that Subcontractors to be used only for Service Desk / L1. In any other area, Bidder understands that it will needs Bank's permission to use sub contractors for any certain roles if any. Please confirm	Bidder to comply with the RFP terms and conditions.
74	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 42	Deliverables, Service Level Agreements (SLAs) & Penalties	Reports		We assume that list of reports will be limited to the scope of services that are managed by the Bidder. Please confirm	Bidder to comply with the RFP terms and conditions.

75	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 45	Deliverables, Service Level Agreements (SLAs) & Penalties	19.1. 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. 19.2. 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 can be finalized at the time of lodging the software for escrow. Where the code is not owned by the Bank, then, in such cases, the Bank shall obtain a certificate from the application developer stating that the application is free of known vulnerabilities, malwares and any covert channels in the code. 19.3. 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 affected by the agent within 15 days of receipt of written demand from the purchaser, therefore.		Bidder would like to understand the current arrangement of escrow with the existing OEMs. We will need confirmed from all required OEM's to adhere to the clause	Bidder to cordinate and facilitate for execution and maintance of Escrow aggreement with Escrow agent.
76	ATC Section G. General Conditions Page # 63	General Conditions	The Bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the Bidder should guarantee that the software supplied to the Bank includes all patches and updates and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.		Bidder requests bank to let us know what are the documents that needs to be submitted in electronic format and what documents needs to be submitted in printed format and the number of copies of the printed format. Please clarify	Bidder to comply with the RFP terms and conditions.
77	ATC Section G. General Conditions Page # 64	General Conditions	The selected Bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. The selected Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The selected Bidder shall furnish an undertaking as given in Annexures - 17.		The Bidder proposes that the confidentiality provisions should be mutual and the indemnity provision should also be mutual. The indemnifying party shall indemnify the indemnified party from and against third party claims arising out of misappropriation of confidential information by the indemnifying party	Bidder to comply with the RFP terms and conditions.

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78	ATC Section G. General Conditions Page # 64	General Conditions	12.1 The Bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 12.1.1. The breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Bidder. 12.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the Bidder. 12.2. The Bidder shall indemnify, protect, and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights or such other statutory infringements in respect of Solution/Service supplied by them. 12.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and Bidder shall continue to be liable under the indemnities.		The Bidder proposes the following indemnity Clause: If a third party asserts a claim against the Bank that services acquired under the RFP/Agreement infringes a patent or copyright, the Bidder will defend the Bank against that claim and pay amounts finally awarded by a court against the Bank or included in a settlement approved by the Bidder. To obtain the Bidder's defence against and payment of infringement claims, the Bank to promptly notify the bidder of the claim, cooperate with the bidder and provide required information and allow the bidder to control the defence. The Bidder shall not indemnify for claims based on third party products, items not provided by the Bidder, or any violation of law or third party rights caused by data provided by the Bank or its authorized users.	Bidder to comply with the RFP terms and conditions.
79	ATC Section G. General Conditions Page # 65	General Conditions	In the event of any such intervening Force Majeure, the selected Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the selected Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.		Bidder understands that Bank will also continue to perform / render / discharge other obligations, including payment obligation, as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.	Bidder to comply with the RFP terms and conditions.

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80	ATC Section G. General Conditions Page # 65	General Conditions	13.1. The selected Bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the Bidder, i.e., Force Majeure. 13.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected Bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earthquake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected Bidder, resulting in such a situation. 13.3. In the event of any such intervening Force Majeure, the selected Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the selected Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure. 13.4. In such a case, the time for performance shall be extended by a period (s) not less than the		The Bidder proposes that all decisions with regard to Force Majeure provisions should be mutually agreed by the parties based on the prevailing conditions. Bidder also requests the Bank to include the Covid clause. The parties acknowledge and agree that COVID-19 is an event beyond the parties' reasonable control, and it is not possible to foresee (or advisable to try and foresee) its duration, impact or extent (including measures and recommendations that may be put in place by regulators). As such, where a party's non-monetary obligations are not performed, affected, and/or delayed and that is solely attributable to COVID-19 or its related impacts, notwithstanding any other provision in this agreement, the affected party will not be responsible for such non-performance, affected performance or delay. The parties will act responsibly to discuss the affected obligations, potential workarounds and related issues in good faith and will document any agreed changes to the agreement	Bidder to comply with the RFP terms and conditions.
81	ATC Section G. General Conditions Page # 69	General Conditions	23.1 The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain Bidder/prospective Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.		The Bidder proposes that this provision should be made mutually applicable on both the parties.	Bidder to comply with the RFP terms and conditions.

82	Integrity Pact Page # 6	Selection of Bidder	The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would he refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.		Bidder requests deletion/reconsideration of the clause since it is highly generic without any kind of boundary conditions on scope and volume.	Bidder to comply with the RFP terms and conditions.
83	Annexure-2 Scope of Work Page # 1	Scope of work	The scope of work for the Bidder would include but not limited to maintain and support		Bidder requests Bank to remove "Not limited to" since this can cause a lot of ambiguity during engagement execution	Bidder to comply with the RFP terms and conditions.
84	Annexure-2 Scope of Work Page # 8	Scope of work	A total of 12,000 Man days equivalent of change requests for in-scope Allied applications, Interfaces, hardware, and new tools shall be provided by the Bidder as per BOM and will be considered as part of TCO analysis of the Bidder's response. The Bank shall pay the same unit rate on pro-rata basis for any additional man days during the contract period.		We request the Bank to provide indicative break up of the in-scope Allied applications, Interfaces, hardware, and new tools effort that will be required by the Bank.	Bidder has to provided blended charges . Bidder to comply with the RFP terms and conditions.
85	Annexure 2 Table B: Allied Application Support/ page 106	Scope of work			Bidder suggests that bank should allow Diploma Holders/ Gratuates from Science/ Commerce stream. Also the categorisation of L1, L2, L3 being required needs to be firm + there being reduction in number of years of experience. In regard to Certification to Development (what exactly does Bank mean by Application Development)	Bidder to comply with the RFP terms and conditions.
86	Commercial Annexure 9 Bill of Materials Section O Page # 3	BOM	Rate Card for Resources		Bidder requests that Bidder be allowed to provide YoY rates for specific skill sets under each category viz CBS, Allied Applications & API development.	Bidder to comply with the RFP terms and conditions.
87	OFSS	Scope of work	Additional L2 Support		The Bidder should develop interfaces required .... - more details requested from the Bank.	Query not clear.
88	OFSS	Scope of work	New Tools		Need more information on Release & Patch Management Tools for CBS & other applications.	Query not clear.

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89	Resource Requirements	Resource Requirements	Annexure 16		Functional Testing Lead role has not been mentioned or mandated by the RFP. Does this mean the functional testing and the associated UAT resources would be identified and participated from Canara Bank business functional team , per OEM application scope ?	Bidder has to assist bank in funtional testing.
90	Resource Requirements	Resource Requirements	Minimum Resources (L2 & L3) is 12		Bidder requests to clarify, foot note is missing for resource break of OEM & SI for rest of Allied applications.	Refer corrigendum
91	Resource Requirements	Resource Requirements	Table J: Core Banking Support		Bidder understands that Bank wants L2 and L3 support for Core banking Flexcube applications from the OEM(OFSS). Please confirm.	Refer corrigendum
92	Reports	Reports	Periodic Reporting		Is all the reports listed in the Section 18. currently generated out of the Data Warehousing Application of Canara Bank ?	Bidder should provide reports mentioned in Section 18 as per Bank's requirements.
93	System Integration Testing	Scope of work	Scope of Work - Annexure 2		The expectation is for the Bidder to have SIT resources across all the applications - CBS & Allied, but there is no provision for the testing manager, lead or respective application SME's - functionally - other than the L2 / L3 resources for on-going maintenance. Can this expectation be clarified further ?	Bidder to ensure availability of adequate resources as per scope of RFP.
94	User Acceptance Testing	Scope of work	Scope of Work - Annexure 2		Is the section expecting Bidding program team to only define, govern and report the UAT process, as and when needed between the Bank and OEM teams? Need clarification of the role and responsibility and head count between CBS & Allied applications	Role of Bidder has been already define in the mentioned annexure. Bidder to ensure availability of adequate resources to perform the roles and responsibilities as per scope of RFP.
95	Section 10 Page # 18	Scope of work	It is Bidder's responsibility to take the ownership of successful delivery and handover of the SMS generated in CBS and Allied applications to SMS system without any delay or latency and to ensure successful flow of SMS through the Infrastructure.		This is a Change Request and need to take taken up as part of Change Control Process. This is not within the scope of the CBS L2/L3 Services	Bidder to comply with the RFP terms and conditions.
96	Section 3 Page #21	General SLA terms and terminologies	The Bidder must have a suitable strategy for recovery of data and application in case of a disaster, with necessary procedures, within RPO and RTO as defined in the Bank's BCP document. The Bidder must adhere to the latest BCP framework of the Bank. In, case of disaster the DR site should be up and operational with minimal manual intervention.		1. Number of BCP to be capped. 2. In case of CBS application issues during the BCP, the same approach like a regular incident to be followed and OFSS will provide the support accordingly.	Bidder to comply with the RFP terms and conditions.
97	Section 5 Page # 35	Scope of work	After Successful Installation as per Scope of Work and Technical requirements and on UAT signoff from Bank Team (wherever applicable) along with invoices.	New modules / new implementations are not considered in this RFP scope. Hence this is not applicable	New modules / new implementations are not considered in this RFP scope. Hence this is not applicable	Referred clausse pertains to New Tools as defined in RFP.
98	Section 4 Page # 57	Right to Alter Qunatities	Right to Alter Quantities : In the event of changes in plans of the Bank, Bank reserves the right to alter the quantities for implementing and managing the services as per the scope of work by adding/deleting/substituting the devices/locations from the one specified in the tender at the same rate arrived on the same terms and conditions of this RFP.	Not agreeable. Once the contract is signed, any change in quantity that impacts the scope, timeline, duration has to go through Change Control Process	Not agreeable. Once the contract is signed, any change in quantity that impacts the scope, timeline, duration has to go through Change Control Process	Bidder to comply with the RFP terms and conditions.

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99	Section 17 Page # 42	DR/Drill Switchover/Failover	The above guidelines are applicable to all existing DC/DR/NDR/UAT Oracle SQL or any other databases.	DR drills are applicable only to DC, DR. No NDR & UAT. Pls Clarify	DR drills are applicable only to DC, DR. No NDR & UAT. Pls Clarify	Bidder to comply with the RFP terms and conditions.
100	Section 3 Page # 22	General SLA terms and terminologies	Bidder must ensure that AMC and ATS will start immediately after the completion of warranty phase of Hardware/software devices during the entire contract period.	AMC / ATS will commence immediately at the beginning of the engagement. AMC / ATS is payable in advance	AMC / ATS will commence immediately at the beginning of the engagement. AMC / ATS is payable in advance	Bidder to comply with the RFP terms and conditions.
101	All Pages	Scope of work	Training	Training is out of scope. For OFSS, this RFP is for CBS L2/L3 Managed Services.	Training is out of scope. For OFSS, this RFP is for CBS L2/L3 Managed Services.	Bidder to comply with the RFP terms and conditions.
102	Section 5 Page # 27	SLA and Penalty	SLA for RCA	Prime objective when an incident occurs is to restore the service. RCA will require detailed analysis for Sev 1 & Sev 2 only and will require more time for detailed analysis. Hence as per industry standard SLA for RCA is not acceptable	Prime objective when an incident occurs is to restore the service. RCA will require detailed analysis for Sev 1 & Sev 2 only and will require more time for detailed analysis. Hence as per industry standard SLA for RCA is not acceptable	Bidder to comply with the RFP terms and conditions.
103	Section 6 Page # 28	SLA and Penalty	SLA for Uptime (mts means Minutes)	This is a Fixed Price engagement for 5 / 7 years wherein the accepted scope will be delivered. The Contracted minutes per month is not applicable. To be removed	This is a Fixed Price engagement for 5 / 7 years wherein the accepted scope will be delivered. The Contracted minutes per month is not applicable. To be removed	Bidder to comply with the RFP terms and conditions.
104	Section 7 Page # 34	BOM	The Unit rate for all costs as per BOM will remain fixed for contract period	Unit rate is applicable only for license & ATS. Not Services. This is an RFP for CBS Services under Fixed Priced model. Hence not applicable to OFSS	Unit rate is applicable only for license & ATS. Not Services. This is an RFP for CBS Services under Fixed Priced model. Hence not applicable to OFSS	Bidder to comply with the RFP terms and conditions.
105	Section 8 All pages	Payment Schedules	Payment Schedules	Payment Terms for L2 & L3 CBS support services will be quarterly in advance	Payment Terms for L2 & L3 CBS support services will be quarterly in advance	Bidder to comply with the RFP terms and conditions.
106	Section 8 Page # 36	Customization Charges	Customization Charges	Proposed Payment Terms On Final FS Sign off after PO receipt- 30%, On Delivery - 30%, On UAT closure - 30%, On Go Live - 10%	Proposed Payment Terms On Final FS Sign off after PO receipt- 30%, On Delivery - 30%, On UAT closure - 30%, On Go Live - 10%	Bidder to comply with the RFP terms and conditions.
107	Section 9 Page # 37	Onsite Resources and Support	Onsite Resources and Support	OFSS standard Background verification as part of employment will be carried out.	OFSS standard Background verification as part of employment will be carried out.	Bidder to comply with the RFP terms and conditions.
108	Section 9 Page # 37	KYC documents	KYC Documents	Resume & ID proof from Company can be shared. Employee personal details like Aadhar, Address cannot be shared	Resume & ID proof from Company can be shared. Employee personal details like Aadhar, Address cannot be shared	KYC Doduments required are clearly mentioned. Bidder to comply with the RFP terms and conditions.
109	Section 11 Page # 38	Exit Option	Exit Option	This is a Fixed Price engagement for 5 / 7 years wherein the accepted scope will be delivered. The engagement is non cancellable. Concerns regarding services performance will be discussed and addressed	This is a Fixed Price engagement for 5 / 7 years wherein the accepted scope will be delivered. The engagement is non cancellable. Concerns regarding services performance will be discussed and addressed	Bidder to comply with the RFP terms and conditions.
110	Section 13 Page # 40	Training and Handholding	Detailed walk-throughs and demos for the solution	Not acceptable. This RFP is for CBS L2/L3 Managed Services. If Product Walk throughs are required, it has to be taken up as a Project activity in a Change Control process.	Not acceptable. This RFP is for CBS L2/L3 Managed Services. If Product Walk throughs are required, it has to be taken up as a Project activity in a Change Control process.	Bidder to comply with the RFP terms and conditions.

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111	Page # 121	Resource Requirements	Circle Office Requirements	OFSS team will be deployed at Canara DIT premises and OFSS remote locations in India. These Circle Office requirements are not applicable to OFSS team.	OFSS team will be deployed at Canara DIT premises and OFSS remote locations in India. These Circle Office requirements are not applicable to OFSS team.	Bidder to comply with the RFP terms and conditions.
112	Annex 17 Page # 123	Annexures	Non Disclosure Agreement	This will be as per standard Oracle Master Agreement and Ordering Document	This will be as per standard Oracle Master Agreement and Ordering Document	Bidder to comply with the RFP terms and conditions.
113	All Pages	Scope of work	Environment Support timings	What are the support timings required for environments (Branch, Channels, UAT evt) excluding DC, DR and NDR. Timings for support for branch channel, delivery channel. UAT environment mandatory required to prepare and share commercials	What are the support timings required for environments (Branch, Channels, UAT evt) excluding DC, DR and NDR. Timings for support for branch channel, delivery channel. UAT environment mandatory required to prepare and share commercials	Refer corrigendum
114	5.0 SLA & penalty ; Page -15	SLA and Penalty	SLA & penalty	Total penalty per year during the contract period shall not exceed more than 20% of the annual pay-out.	We request that the liquidated damages and SLAs be capped at 5% : "Bidder requests for Liquidated Damages,Penalaty to be capped to 5% of Annual payments"-	Bidder to comply with the RFP terms and conditions.
115	General SLA terms and Terminologies 3.22 . Page no 21	General SLA terms and terminologies	General SLA terms and Terminologies 3.22	Bidder must ensure that AMC and ATS will start immediately after the completion of warranty phase of Hardware/software devices during the entire contract period.	Bidder seeks clarity what is the scope of SI for EOS,EOL HW & SW	Please refer Section 9 Page 13 of SOW along with the refered query.
116	General SLA terms and Terminologies 3.16 Page no 22	General SLA terms and terminologies	General SLA terms and Terminologies 3.16	Bidder needs to arrange to replace the existing infrastructure and network device with equivalent or higher configuration in case: 3.16.1.End of Support declared by the respective OEM 3.16.2.Hardware is obsolete 3.16.3.Hardware failure/faulty/wear and tear (replacement by bidder, if supplied by the bidder)	Bidder seeks clarity that does supply of of new Infrastructure ,licenses is part of this RFP for EOS ,EOL HW/SW	No. Bidder to inform well in advance to bank as per terms and conditions of RFP and propose refresh/replacement.
117	14.1 Subcontract-Page No 41	Subcontracts	Subcontract	Any subcontract should be in accordance with assignment and approval of the bank. The selected Bidder has to submit self-declaration and valid documents on their Sub-Contract facility for both Projects and Operations post awarding of the contract by the Bank. The subcontract may be accepted only for resources deployed in L1/service desk at Bank's own discretion. If bank desires, the bidder has to deploy their on-roll employees.	Bidder request to relax this clause and allow bidder to Subcontract resources deployed for entire Infra & Apps O&M support through Partner payroll with bidder governance	Bidder to comply with the RFP terms and conditions.
118	REQUEST FOR PROPOSAL [RFP]	Deliverables, Service Level Agreements (SLAs) & Penalties	C.Deliverables, Service Level Agreements (SLAs) & Penalties	Transition	3 months is mentioned in the RFP, Transition is very critical phase for the project , we suggest to increase this phase by 2 months.	Bidder to comply with the RFP terms and conditions.

119	REQUEST FOR PROPOSAL [RFP]	Deliverables, Service Level Agreements (SLAs) & Penalties	C.Deliverables, Service Level Agreements (SLAs) & Penalties	Maintain end-to-end in-scope applications, interfaces, infrastructure & network operations as per Annexure - 2	3 months is mentioned in the RFP, Maintaince is very critical phase for the project , we suggest to increase this phase by 2 months.	Bidder to comply with the RFP terms and conditions.
120	REQUEST FOR PROPOSAL [RFP]	Annexure	Existing Environment Details	Annexure-24 represents the indicative existing environment details of the Bank (enclosed separately) which consists of application and environment details but not limited to UAT, Pre-Prod, PROD, BETA.	Please confirm only 4 environments to be considered for CBS application support?	Annexure-24 represents the indicative existing environment details of the Bank. It is subject to changes as per requirements.
121	REQUEST FOR PROPOSAL [RFP]	RFP		Generic	Is CBS support required from different locations or single location (Banglore)	Primary support for CBS Applicataion will be at Bangalore. While CBS is functional from DR adequate support should be ensured. In case of any unforseen situations Bidder has to ensure adequate support, may from alternate locations for functioning of CBS Application.
122	2.14, Page 14	RFP	New Tools		Is Vendor expected to propose Tools OR Bank shall guide Vendor on specific Tools	Please refer Clause 2.4 of SOW (Annexure-2) and other relevant clauses. It refers to the new tools to be provided by the Bidder as part of the RFP.
123	Annexure-2 Scope of Work	Scope of Work	8. ATS for In-scope Allied Applications, Interfaces, CBS Applications and New Tools	8.3. Annual Technical Support (ATS) will start immediately after the completion of Warranty phase of Applications, new tools wherever applicable.	Need more explanation on the same	Query not clear.
124	Annexure-2 Scope of Work	Scope of Work	10.8.16. Additional L2 support responsibility for CBS Applications (apart from support activities mentioned in Level 2 support - 10.9.15)	10.8.16.13. The Bidder should perform the below Data Warehousing activities: 10.8.16.13.1. ETL Development, maintenance, and support of extraction related scripts systems up to data warehouse staging layer should be handled. Extraction scripts include CBS systems (FLEXCUBE retail, FLEXCUBE corporate, FCUBS(Overseas) and FLEXCUBE treasury modules) and providing the data request support to Bank Downstream applications	Need more details on 'Data Warehousing activities'	1) Technology for DW and ETL Oracle Technologies(DB, PLSQL SCRIPTS & Automations ,Data pump,OFSAA,OBIEE but not limited to listed tools), SAS, Python& Shell scripting. 2) Number and details of the ETL jobs 180+ jobs related to the data warehouse staging layer Bidder to comply with the RFP terms and conditions.
125	REQUEST FOR PROPOSAL [RFP]	RFP	8. Scope of Work	8.1.7. Report generation and submission	What kind of reports are being referenced here and what are the details on submission guidelines?	Refer Point 18, Section C of RFP.
126	SOW	Scope of Work			Are we considering OBDX version upgrade here?	Version upgrade will be as and when required.
127	SOW	Scope of Work	3.13		Are we considering OBDX upgrade here?	Version upgrade will be as and when required.
128	SOW	Scope of Work	3.17		Is Android and IOS device and version support being considered here?	Bidder to comply with the RFP terms and conditions.

129	22	General SLA terms and Terminologies	3.General SLA terms and Terminologies	3.20.Both High Level and Low-level Network architecture of DC, DR, NDR and Branch connectivity should be maintained, updated every month or whenever changes are made, and submit it to Bank.	Is CANARA Bank maintaining the HLD and LLD documents currently? Is Canara Bank looking forward from bidder to supply with the documents, please confirm as this would be requiring to perform assessment of the bank's IT environment and would be considered as separate project through Change Management process.	Bank is already having requisite documents to this effect. Changes / Modifications during contract period are to be duly incorporated.
130	26	SLA	5.Priority of Incidents	Priority 1 - Critical Threat/ Severe Incident Resolution Time - 45 mins	Request customer to change resolution time to 2 hrs, as per the industry standards	Bidder to comply with the RFP terms and conditions.
131	26	SLA	5.Priority of Incidents	Priority 2 - Significant Incident Resolution Time - 75 mins	Request customer to change resolution time to 4 hrs, as per the industry standards	Bidder to comply with the RFP terms and conditions.
132	27	SLA	5.Priority of Incidents	Priority 3 / Limited Incident Resolution Time - 240 mins	Request customer to change resolution time to 8 hrs, as per the industry standards	Bidder to comply with the RFP terms and conditions.
133	27	SLA	SLA for Ticket resolution	Root Cause Analysis (RCA) for Priority-1 issues should be provided within 24 hours and for Priority-2 and 3 within 3 (Three) calendar days and preventive steps to be taken by Bidder	Bidder requests Bank to consider the RCA timelines to be relaxed for P1 by 3 working days and P2, and P3 by 7 days.	Bidder to comply with the RFP terms and conditions.
134	22	Scope of Work	10.2.5.124.	Ensure requisite mirroring and redundancy across the DC, NDR & DR facilities to ensure adequate failover for the server environments.	Please clarify our understanding, whether DC - DR - NDR facilities management is out of scope of this RFP?	Engagement and responsibility of Bidder will be as per the scope of RFP.
135	22	Scope of Work	3.16	Bidder needs to arrange to replace the existing Infrastructure and network device with equivalent or higher configuration	Our Understanding is that for all the devices onwed by Customer, Bidder will inform the Cx on time and Cx will procure directly or enagge DXC seperately for any refresh etc? Do you agree	Refer Point 3.16.3 of RFP Section C wherein bidder has to replace the device as per terms of RFP incase supplied by them. In other cases Bidder to inform well in advance. Please refer Point 3.17 of RFP Section C.
136	23	SLA	C. 4.4	4. Transition - The transition activities should include all the in-scope applications, interfaces, infrastructure, and network mentioned in the scope of work (Annexure 2) or elsewhere mentioned in the RFP Within 3 months from the date of acceptance of PO **Penalities** - INR 25,00,000 per calendar week delay post completion of transition due date and part thereof **Maximum Capping** - 50% of the transition payout post 30 calendar day delay of the transition phase	Bidder Request for deletion of this clause	Bidder to comply with the RFP terms and conditions.

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137	25	SLA	C. 4.14	**13. Customization / Change request - The successful Bidder shall ensure that the Customizations and Change requests are done as per the agreed timelines with the Bank** **Penalities - 0.5% of CR cost per week for each completed calendar week of delay or part thereof.** **Maximum Capping - 25% of the total cost of respective Change request or Customization**	Bidder request for below terms : - It should be applicable only in the event of delay in delivery solely attributable to the Bidder and should be computed at the rate of 0.5% of the value of the delayed deliverables per each week of delay, subject to the maximum of 5% of the relevant deliverable values.	Bidder to comply with the RFP terms and conditions.
138	25	SLA	C. 4.13	**Renewal of Licenses/ Subscriptions/ Fees /AMC/ATS/** Support contracts as applicable, during the period of Contract. The renewal process should be initiated at least 6 months prior to the date of expiry. **Penalities** - 1% of the total quarterly payout for respective component for every week of delay and part thereof. **Maximum Cepping** - 5% of the annual payout for same	Bidder Request for deletion of this clause	Bidder to comply with the RFP terms and conditions.
139	25	SLA	C. 4.16	**Delay/Failure/ Non-compliance to regulatory guidelines or as per Banks requirement on VAPT or any other audit** - As per the criticality defined in "VAPT" under section C **Penalities** - INR 10,000/instance per calendar day of delay **Maximum Cepping** - 10% of the annual payout	Bidder Request for deletion of this clause	Bidder to comply with the RFP terms and conditions.
140	25	SLA	C. 4.15	**Delay/Failure/ Non-compliance to regulatory guidelines or as per Banks requirement on DR Drill activity** - Within 15 days from the DR Drill **Penalities** - INR 1,00,000 per calendar day of delay **Maximum Cepping** - 10% of the annual payout	Bidder Request for deletion of this clause	Bidder to comply with the RFP terms and conditions.
141	25	SLA	C. 4.8	Reports - The successful Bidder must adhere to the delivery as defined in "Reports" under section C of the RFP, As defined in Reports under Section C **Penalities** - For each non-submission of reports, penalty of 10,000/week/report for every week of delay and part thereof. **Maximum Cepping** - 0.25% of the total annual payout per quarter	Bidder Request for deletion of this clause	Bidder to comply with the RFP terms and conditions.

142	25	SLA	C. 4.9	**Training** - The successful Bidder must ensure to carry out the necessary training activities mentioned under Scope of Work or elsewhere under this RFP, Within 15 days from the DR Drill, As mentioned under the Scope of Work **Penalities** - INR 10,000 per week and part thereof **Maximum Cepping** - 10% of the annual payout	Bidder Request for deletion of this clause	Bidder to comply with the RFP terms and conditions.
143	25	SLA	C. 4.12	**Delay/Failure/Non-compliance in Supply, Implementation, support, and Integration of the New tools as per the timelines give for the implementation of new tools mentioned above** **Penalities - Penalty of INR 50,000 per tool per week for every week of delay and part thereof** **Maximum Capping - 10% of the total cost (including Hardware, License, and Implementation) for the respective tool**	Bidder request for below terms : - It should be applicable only in the event of delay in delivery solely attributable to the Bidder and should be computed at the value of the delayed deliverables , subject to the maximum of 5% of the relevant deliverable values.	Bidder to comply with the RFP terms and conditions.
144	24	SLA	C. 4.10	Exit Management Plan - First plan within 6 months from the date of acceptance of PO **Penalities** -Penalty of INR 2,00,000 per week and part thereof **Maximum Capping** - 0.5% of the annual payout	Bidder Request for deletion of this clause	Bidder to comply with the RFP terms and conditions.
145	24	SLA	C. 4.7	The successful Bidder should notify the Bank of all the planned activities At least 24 hours in advance of planned activity and/or mutually agreed by the Bank and the Bidder. If the successful Bidder carries out any activities without Banks written approval the same will be treated as unplanned downtime and corresponding penalties as per Uptime clauses will be levied **Maximum Capping** - As per SLA for Uptime defined	Bidder Request for deletion of this clause	Bidder to comply with the RFP terms and conditions.
146	23-24	SLA	C. 4.5, 4.6	**SLA Penalty as per RFP for following** **4.5 - Incident Management** **.....** **4.6 - Ticket Resolution .....**	Bidder request for below terms : - Maximum overall SLA penalties should be capped at 5% of the applicable fees for that month with respect to effected support services.	Bidder to comply with the RFP terms and conditions.

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147	28	SLA	C.6.5	6.5.Total penalty per year during the contract period shall not exceed more than 20% of the annual payout. 6.6.Where ever the delay/reasons is attributable to the Bank and Bank accept the same, LD will not be applicable.	Bidder request for below terms : - Maximum overall SLA penalties should be capped at 5% of the applicable fees for that month with respect to effected support services	Bidder to comply with the RFP terms and conditions.
148	34-35	SLA	C.8.1.1	Proposed schedule in RFP : 1.Delivery & Power-on of Hardware - 70% of total cost of Hardware cost 2.Successful commissioning and installation of Hardware (including OS/Hypervisor (if any)) - 20% of total cost of Hardware 3.completion of warranty period - 10% of total cost of Hardware	Bidder request for below terms : - On delivery - 90% of hardware charges - Power On test - Remaining 10% of hardware charges	Bidder to comply with the RFP terms and conditions.
149	34-35	SLA	C.8.1.1	Proposed schedule in RFP : 1.Payment Milestone : Supply, Delivery, Installation and Configuration of the application as per business requirements gathered and as detailed in the Technical Proposal document. 2. Percentage of Payment - 100% of Software/tool License cost 3. Condition - After Successful Installation as per Scope of Work and Technical requirements and on UAT signoff from Bank Team (wherever applicable) along with invoices	Bidder request for below requested terms: I. 100% of license/tools/software fees should be paid on delivery	Bidder to comply with the RFP terms and conditions.
150	34-35	SLA	C.8.1.1	Proposed schedule in RFP for Configuration of application : 1.UAT Sign Off - 50% of Implementation cost 2.Production Sign Off (Go-Live) and Submission of Project Documents, DFD, Manuals, BCP & SOP, Backup Procedures Report, Installation SOP - 40% of Implementation cost 3.Acceptance - 10% of Implementation cost After successful completion of 3 months from the date of production sign-off or On submission of a Bank guarantee for equivalent to 10% of the remaining payment	Bidder request for below Terms : - PMO set up - 20% of Implementation cost - BRD Submission - 20% of Implementation cost - Customisation of crtical items - 20 % of Implementation cost - UAT Submission - 30% of Implementation Cost - Go-live or within 10 days after UAT testing outcome with agreed resolution on show-stopper issues - 10% of Implementation Cost	Bidder to comply with the RFP terms and conditions.

151	36	Payment terms	C.8.2	8.2.2.The ATS charges shall be paid by the Bank annually in advance and AMC shall be paid by the Bank quarterly in arrears within thirty (30) days from the date of submission of invoice with adequate and correct / undisputed supporting documents and after deducting the applicable penalty	Bidder request for below terms : - For AMC, payment should be made annually in advance	Bidder to comply with the RFP terms and conditions.
152	36	Payment terms	C.8.3	1.UAT Sign-off - 40% of the Customization Cost 2.Successful completion and Go-Live of all issues raised during the testing phase - 50% of Customization Cost 3.On successful resolution of all issues encountered post three months of go live - 10% of the Customization cost	Bidder request for below Terms : - on submission of approach document - 20 % of implementation cost - On submission for UAT - 40% of implementation cost - On Go live or 10 days after UAT sign-off with identified show stopper resolution plan - 40 % of implementation cost	Bidder to comply with the RFP terms and conditions.
153	37	Payment terms	C.8.4	The Bank shall pay transition cost after completion of transition on the basis of actual resource deployed during transition phase, on successful completion of the activities on the stipulated timelines and providing the supporting documents as mentioned in section C	Bidder request for below terms : - On initiation of transition with Transition and transformation(T&T) lead - 50% of tranisition cost - On completion of 45 days from start of T&T - 30% of tranisition cost - On completion of tranisiton - 20% of tranisition cost	Bidder to comply with the RFP terms and conditions.
154	37	Payment terms	C.8.5	The Bank shall pay the payments related to Training quarterly in arrears within thirty (30) days from the date of submission of invoice with adequate and correct / undisputed supporting documents and after deducting the applicable penalty as per the applicability under Penalty Clause	Bidder request for below terms : - Payment should be made quarterly in advance without any arrears	Bidder to comply with the RFP terms and conditions.
155	37	Payment terms	C.8.6	The Bank shall pay the payments related to the minimum resource count quarterly in arrears within thirty (30) days from the date of submission of invoices with adequate and correct/undisputed supporting documents and after deducting the applicable penalty as defined under the Penalty section	Bidder request for below terms : - Payment should be made quarterly in advance without any arrears	Bidder to comply with the RFP terms and conditions.

156	34	Payment terms	C.7.4	Payment shall be released within 30 days from submission of relevant documents as per RFP terms	Bidder request for below term : - Bidder will charge interest @1% per month for any delay beyond due date for non-payment of invoices. - Further, Bidder request right to terminate the contract/SOW, in case of non payment of "Undisputed fees" within 30 days from date of invoice and will not be liable for any service credit or liquidated damages which would otherwise be payable as a result for breach of any obligation under this contract to the extent breach occurred as a result of termination right exercised by Bidder .	Bidder to comply with the RFP terms and conditions.
157	38	Exit option	C.11	Please note that the Bank shall also have the right to exit the contract at its own discretion without assigning any reason by giving a notice period of 180 days	Bidder request for below terms : - Bank to pay for the services rendered up to the point of termination, hardware and software delivered up to date of termination and the like. - No termination during implementation phase - In addition, Bidder will also charge additional termination fees as mutually agreed between parties taking into account reasonable shutdown costs, transition charges and unamortized startup costs, including termination costs of third party contracts and employee costs.	Bidder to comply with the RFP terms and conditions.
158	39	Exit management	C.12.1.10	12.1.10.The Bidder will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank	Bidder request for below Terms : - For any services provided for shadow support, Bank will be required to make payment based on mutually agreed terms and such tenure should not exceed for a period more than 6 months	Bidder to comply with the RFP terms and conditions.
159	38 and 60	Exit option	C.11 F.12	**C.11. The Bank reserves the right to cancel the contract by giving a notice period of 90 days or as mentioned elsewhere in the RFP (whichever is applicable) in the event of happening of one or more of the following conditions mentioned below .....** **12.1.The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:** **12.1.1.Delay in delivery of services in the specified period.** **12.1.2.Serious discrepancies noted in the inspection.** **12.1.3.Breaches in the terms and conditions of the Order .....**	Bidder request for below terms : - Notice period of 90 days inclusive of 90 days as cure period before invocation of this clause	Bidder to comply with the RFP terms and conditions.

160	29-33	SLA	C.6.5	The LD will be levied separately per incident for more than 15 continuous minutes as per Table(a) ..... 1. Failures of CBS and all associated Hardware & Software at DC, DR and NDR (associated Hardware & Software include Servers, Storage, Application Servers, Databases and any other devices or platform software component or library ..... 2. Network Devices to be maintained by System Integrator at DC, DR, NDR, Branches, Head Offices, Regional Offices, Circle Offices. For LD with respect to down time of Network Devices a.The LD will be levied separately per incident for more than 15 continuous minutes as per Table(a) furnished below. Downtime considered under Table (a) will be excluded for calculating LD under Table (b). b.2(c) will be charged for Network Devices maintained at Head Offices, Regional Offices, Circle Offices	Bidder request for below terms : •Liquidated damages: Maximum overall LD penalties should be capped at 5% of the applicable fees for that month with respect to effected support services	Bidder to comply with the RFP terms and conditions.
161	61	Ownership and Award of Contract	F.12	12.5.After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the Bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled 12.4.In case the selected Bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected Bidder by giving 7 days prior notice to the Bidder.	Bidder request for Below term : - Cure period of 60 days before invocation of this clause. - Bidder's liability limited to incremental cost capped at 10% of the cost of the undelivered systems/services. This clause can be invoked only on termination of contract and only for failure solely attributed to bidder	Bidder to comply with the RFP terms and conditions.

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162	41	RFP	16	**Bank can get VAPT, and other audits done by internal/ external professionals/ agencies any number of times during the period of contract, in compliance to the guidelines/ orders of Regulatory/ Statutory/ Supervisor/ Company Policies issued from time to time. The Bidder is bound to facilitate the closure of VAPT and other audits observations as per the Banks requirement. The Bidder has to address the observations of each of such Assessment/ Testing/Audit/other audits as per the timelines mentioned below.**	Bidder agrees to having a right for the Customer to conduct audit under the contract premised on following broad principles: "The parties agree that any audit conducted by the Customer pursuant to a Contract shall (i) be upon at least 10 business days written notice to Bidder; (ii) be conducted not more than once in any calendar year; (iii) be carried out during normal business hours of Bidder and in a manner that does not disrupt the normal business operations of Bidder; (iv) not be conducted by any person who is a competitor of Bidder; (v) be limited to records of Services and exclude Bidder's financial records, meeting notes and leveraged environment; and (vi) be in compliance with Bidder's confidentiality and security guidelines including the requirement of auditors to sign Bidder's confidentiality undertaking before the audit."	Bidder to comply with the RFP terms and conditions.
163	63	RFP	5	**Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected Bidder shall extend all cooperation in this regard.**		Bidder to comply with the RFP terms and conditions.
164	68	RFP	21	**21.1.The selected Bidder has to get itself annually audited by internal/ external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank /such auditors in the areas of products (IT hardware/software) and services provided to the Bank and the selected Bidder is required to submit such certification by such Auditors to the Bank. The selected Bidder and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the selected Bidder. The selected Bidder shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. 21.2.Where any deficiency has been**		Bidder to comply with the RFP terms and conditions.

165	45	RFP	19	**19.1.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.** **19.2.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 can be finalized at the time of lodging the software for escrow. Where the code is not owned by the Bank, then, in such cases, the Bank shall obtain a certificate from the application developer stating that the application is free of known vulnerabilities, malwares and any covert channels in the code.** **19.3.The escrow will be released to the Bank in the event of the Contract being terminated for either default or**	Bidder seeks deletion of this clause.	Bidder to comply with the RFP terms and conditions.
166	57	RFP	4	**In the event of changes in plans of the Bank, Bank reserves the right to alter the quantities for implementing and managing the services as per the scope of work by adding/deleting/substituting the devices/locations from the one specified in the tender at the same rate arrived on the same terms and conditions of this RFP.**	Bidder notes that the Bank may alter the Quantities. While it is difficult to comprehend such alterations at this juncture but any such changes will have cost impact on the overall services. Therefore, Bidder suggest that any changes made in the Quantity of the services shall be agreed mutually by both the parties through change control procedure.	Bidder to comply with the RFP terms and conditions.
167	64	RFP	9	**The Bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the Bidder should guarantee that the software supplied to the Bank includes all patches and updates and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.**	Bidder seeks to modify this clause to state that: "Any third-party hardware and/or software supplied by the Bidder as part of the services shall be subject to the applicable third-party terms and conditions."	Bidder to comply with the RFP terms and conditions.

168	63	RFP	10.1	**10.1.Bidder warrants that the inputs provided shall not infringe upon any third-party intellectual property rights, including copyrights, patents, and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The Bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third-party intellectual property rights, if any. The Bidder must ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as Bidder.**	Bidder seeks to delete this clause.	Bidder to comply with the RFP terms and conditions.
169	64	RFP	12.1	**12.1.The Bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:** **12.1.1.The breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Bidder.** **12.1.2.Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the Bidder.**	Bidder seeks to replace 12.1.1 as follows: 12.1.1 Bidder's gross negligence or wilful misconduct	Bidder to comply with the RFP terms and conditions.

170	65	RFP	12.2	**12.2.The Bidder shall indemnify, protect, and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights or such other statutory infringements in respect of Solution/Service supplied by them**	Bidder's indemnity obligation for infringement should be subject to following exceptions: "Bidder will have no obligation to Customer with respect to any losses occurring due to third party claims alleging infringement to the extent they arise from: (a) Customer using the services in combination with any products or services not provided or performed by Bidder unless the parties agree that such products or services are approved for use with the services; (b) use of services by the Customer for purposes for which they were not designed; (c) failure of the Customer to comply with specifications or other service specific terms or requirements set out in the Contract or in documentation provided with the service; (d) modification, repair or improper maintenance of services not performed or authorized by Bidder; (e) Bidder's compliance with specifications, conditions of use, or reasonable instructions provided by the Customer; or (f) Bidder use of hardware or software that the Customer has instructed Bidder to use."	Bidder to comply with the RFP terms and conditions.
171	82	Annexure	Annexure 3	**We accept all the Instructions, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.**	Bidder seeks to modify the Bid Cover Letter to the extent of stating that "upon being successful in the bid, the successful Bidder and the Bank shall mutually agree upon the terms and conditions of the contract."	Bidder to comply with the RFP terms and conditions.
172	73	Scope of Work	29.4.Security Management:	29.4.4.Bidder must employ network security architectural components (to include, at a minimum, firewalls, and network intrusion detection/prevention solutions) to adequately protect all systems.	Please confirm, whether Security and SOC operations are scope part of this RFP? As the profile reqjuired for Network skills also mentions NxtGen Firewall skills	SOC operation is not part of the SOW of this RFP. Bidder to comply RFP terms and conditions
173	6	Scope of Work	SOW - 2.4.4 New Tools	The Bidder must ensure that there is no dependency between implementation phase and transition phase while preparing the implementation and Transition plan. Both activities shall be carried out in parallel.	Bidder requests that this clause be changed to allow dependency between the Implementation and Transition phases.	Bidder to comply with the RFP terms and conditions.
174	SLA for Ticket Resolution / Page 27	SLA	Service level range (calculated quarterly)	If the Bidder fails to maintain the resolution turn-around time, penalty will be deducted	Can you please share the SLA compliance trend for past 12 months? This will help us assess the stability of the current landscape and assess the performance benchmark	The details other than as mentioned in the RFP will be shared with the successful bidder

175	18.0 Reports page 45	RFP		39 Incident & Problem report Frequency : WeeklyReport consists of all Incident and Problem tickets details. 40 Root Cause Analysis report Frequency MonthlyReport consists of the detailed Root Cause Analysis of the incidents and problem recorded.	Most Banking customers demand expedited engagement of OEM TAC resources . Considering the criticality in mind Cisco also offers a premium Incident Manager who can facilitate prioritised TAC support and provide reports and trends for all S1 and S2 cases .We would Bank to mentioned OEM Critical Escalation Manager Support for P1 & P2 cases under this scope for or Bank Data Centre Network, DC Core Routers, Firewall and NBAD solutions	Bidder has to make necessary arrangements for ensuring the services as per the RFP.
176	Section 14 , Page 41	RFP	14.1	14.1.Any subcontract should be in accordance with assignment and approval of the bank. The selected Bidder has to submit self-declaration and valid documents on their Sub-Contract facility for both Projects and Operations post awarding of the contract by the Bank. The subcontract may be accepted only for resources deployed in L1/service desk at Bank's own discretion. If bank desires, the bidder has to deploy their on-roll employees.	We request bank to amend this clause as below 14.1.Any subcontract should be in accordance with assignment and approval of the bank. The selected Bidder has to submit self-declaration and valid documents on their Sub-Contract facility for both Projects and Operations post awarding of the contract by the Bank. The subcontract may be accepted only for resources deployed in L1 & L2 for all IT support services towers including Infrastructure support , Network Support , Helpdesk Management services as required to deliver services as per SLA defined for each service towers. If bank desires, the bidder has to deploy their on-roll employees based on the SLA performance reviewed by both bank and service provider.	Bidder to comply with the RFP terms and conditions.
177	2 Payment Schedules Page 2	Payment terms	OEM Software/Tool Licenses	OEM Software/Tool Licenses	We request amendment as follows Payment will be made 80% in advance for all the OEM Software /Tool Licenses. 10% After Successful Installation as per Scope of Work and Technical requirements and on UAT signoff from Bank Team (wherever applicable) along with invoices. UAT Sign off from the bank will be completed within 1 week from the date of completion of software installation. 10% After Successful Installation as per Scope of Work and Technical requirements and on production of Production signoff from Bank Team (wherever applicable) along with invoices.	Bidder to comply with the RFP terms and conditions.

178		Scope of Work		Bidder to procure, supply & manage licenses for but not limited to hardware, software, application for DC, DR, NDR and other branches of Canara Bank in case there is any new requirement during the contract period. All the licenses procured will be on the name of Canara Bank, and it must be directly with the OEM/Service Provider. Same applicable for Warranty and AMC/ATS. Bidder should evaluate & propose the license requirement for the Bank along with the BOM. However, the Bank at its discretion has the complete right to procure the licenses through Bidder and/or directly through respective OEM/vendor/distributer	Will bank make 100% advance payment for the new purchases through bidder ?	Bidder to comply with the RFP terms and conditions.
179	4. Implementation, Page 8	Scope of Work	4.4	4.4. Implementation schedule for the same will be decided based on discussion with the Bank. However, the Bank reserves complete right to finalize the timeline. All such implementations should be within the regulatory boundaries.	We request bank to remove the following state statement " However, the Bank reserves complete right to finalize the timeline" from clause 4.4. This statement is one sided and bank need to discuss and mutually agree on the time lines.	Bidder to comply with the RFP terms and conditions.
180	5. Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools, Page 8	Scope of Work	5.2	5.2. A total of 12,000 Man days equivalent of change requests for in-scope Allied applications, Interfaces, hardware, and new tools shall be provided by the Bidder as per BOM and will be considered as part of TCO analysis of the Bidder's response. The Bank shall pay the same unit rate on pro-rata basis for any additional man days during the contract period.	We request bank to define the man days based on the technology and skills instead of generalising the man days	Bidder to comply with the RFP terms and conditions.
181	8. ATS for in-scope Allied Applications, Interfaces, CBS Applications and New Tools Page 13	Scope of Work	8.5	8.6. In the event of installation of the new version, the Bidder must ensure that the version contains the entire Bank specific customizations carried out in the current version with minimum effort from the Bank	We request bank to remove this clause as there bidder will not know on the changes OEM may make and cannot ascertain the existing version customization will work on new version	Bidder to comply with the RFP terms and conditions.

182	Section 10 / Page 18	Scope of Work	10	It is Bidder's responsibility to take the ownership of successful delivery and handover of the SMS generated in CBS and Allied applications to SMS system without any delay or latency and to ensure successful flow of SMS through the Infrastructure.	Please share the latency status of the existing infrastructure?Request to share incidents where SMS delivery was problematic in the last 6 months. If there is an exisiting issue requiring a Change Request, it will need to be taken up as part of Change Control Process. Please confirm	Bidder to comply with the RFP terms and conditions.
183	Page 38	RFP	9.8	In case of any abnormal activity done by the resource which hampers the business or any system of the Bank, the Bidder shall be responsible to compensate the actual loss.	How many instances has happened in the past where SI partner has paid penalty ?	Bidder to comply with the RFP terms and conditions.
184	Page 26	RFP	5	Priority of Incidents	From CBS perspective, below proposed Severity definition.We request Bank to consider the following definitions and confirm if severity levels can be defined accordingly: Severity Level / Severity Level Assignment Definition Level 1 Production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics: • All the crucial function is not available • System hangs indefinitely, causing unacceptable or indefinite delays for resources or response Level 2 Experience a severe loss of Service. Important features are unavailable. Acceptable workaround may be available; however, operations can continue in a restricted fashion. Level 3 Experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality Level 4 Request information, an enhancement, or documentation clarification regarding Your software but there	Bidder to comply with the RFP terms and conditions.
185	All	Payment terms	All	Payment Schedules	We request that Payment Terms for L2 & L3 CBS support services be quarterly in advance. Please confirm	Bidder to comply with the RFP terms and conditions.
186	Page 36	Payment terms	8.3	Customization Charges	For CBS customization, request to consider the following proposed payment terms: On Final FS Sign off after PO receipt- 30%, On Delivery - 30%, On UAT closure - 30%, On Go Live - 10%	Bidder to comply with the RFP terms and conditions.
187	Section H - Annexure 25 - Technical Requirements - SAMS (Excel Attachment - Technical Requirements) / Page no 133 of 139	Annexure	SAMS - Technical Requirement - Point No 25	The proposed solution should be capable of sending alert notifications as desired by Bank:- 1. To Bank's Email system. 2. To Bank's SMS gateway. 3. Or any other mode or channel.	Please clarify what are the exact other mode or channel on which bank is expecting alerts notifications to be sent, current statement is open-ended and difficult to commit.	Alert notificiations to be sent as mentioned. Any other mode will be integrated if bank implements in future with mutual deliberations.

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188	Annex 2, SoW - 2.1 - Table A - Page 1-4 of 52 Table B: Core Banking Applications Details	Scope of Work	In-scope Allied Applications Table B: Core Banking Applications Details	Mobile Banking Version 3.0.1.3.2 Tab Banking Version 2.0	Is Digital User Experience Monitoring covering the front end mobile app and web required? If yes, how many mobile application to be covered?	Bidder to provide as per scope of RFP.
189	Annex 2, SoW - 2.1, Page 1 of 52	Scope of Work	2.1, Page 1 of 52		How many Mobile Applications are in scope?	2 mobile applications are mentioned in the refered point. For other mobile applications refer relevant clauses of RFP. Bidder to comply with the RFP terms and conditions.
190	Annex 2, SoW - 2.1, Page 1 of 52	Scope of Work	2.1, Page 1 of 53		Is Mobile application instrumentation in Scope? If yes, please share the technology stack.	Please refer scope of RFP.
191	Technical specification of new tool v1 IPAM S No 40	Annexure		The solutions should provide Unified multi-technology, multi-vendor device discovering capabilities like Cisco, HP, Aruba, Checkpoint, Juniper, Citrix, Huawei, Forcepoint, Fortinet, Lavelle, Array networks, Riverbed, Radware, etc.	As IPAM uses standard MIB to probe & pull IP information. We would request to consider it & not apply to specific vendor.	Bidder to comply with the RFP terms and conditions.
192	Technical specification of new tool v1 S No 52	Annexure		The solution should support addition, deletion and modification of a user account. The account password, operation limit and operation privilege can be set and modified. The operation limit specifies the lifetime of a user account. The operation privilege specifies the scope of command groups that can be executed by the user.	As local user database is not defined with any timeline. As Bank would implement to integrate with 3rd Party Authentication, So would like to clarify if this can be taken care on AD/LDAP/Radius server to maintain user lifetime.	Bidder to comply with the RFP terms and conditions.
193	Scope of work, page 47	Scope of Work	Section 10.8.17.	Level 3 Support	We understand for all COTS applications like "Canara Diya" etc, where the SI has to perform L3 services - the source code ownership lies with the Canara Bank. Pls confirm	Source code does not lie with the Bank. It is with the respective OEM(s). Bidder to comply RFP terms and conditions.
194	N/A	Generic Queries			Please provide 6-12 months view of change requests carried out along with classification, status, etc.	Approx. 300 CRs are implemented in last one year.
195	Scope of Work / 10.1 Service Desk (Level 1) / Pg:14	Scope of Work	10.1		Please advise the number of users who are expected to call the service desk	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
196	Scope of Work / 10.4. SOW for HO/CO Resident Engineer- PAN India / Pg.39	Scope of Work	10.4.19	Engineer should coordinate with respective vendors/stakeholders to resolve and to support VOIP/Video Conference related issues.	Please elaborate on the bidder's scope for VoIP/ VC setup	The Successful Bidder responsibility is to monitor the VOIP/VC and report the issue for any failure and coordinate with the respective team to resolve the issue if any.
197	Scope of Work / 10.3. Network Management Services Support	Scope of Work			Does Canara Bank have VPN infrastructure for remote users and support for vendors? If yes, please provide the necessary infrastructure and applications using this setup.	VPN infrastructure in not permitted for vendors.

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198	Scope of Work	Scope of Work	Annexure 2 - Table C, New tools		Please advise if we need to include the support of exsisting tools of Bank. Also if yes Please share list and complete details of all tools like version, instance etc needs to be supported.	Bidder to comply with the RFP terms and conditions.
199	Scope of Work	Scope of Work,	Annexure 2 - Table C, New tools		Please provide a expected count of the tickets/volumes will be created per month on ITSM tool Instances?	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
200	Scope of Work	Scope of Work	Annexure 2 - Table C, New tools		What is Approx. or Max Events (from NMS/3rd Party Application) to ITSM /Per Day? Number of Events from NMS, NCCM, SAMS, and other monitoring tools in place?	Bidder has to consider ITSM solution as greenfield deployment .
201	RFP Document / 10. Business Projections / Pg:38	Business Projections	Business Projections		Please provide historical projection of infrastructure growth for Canara bank in terms of Hardware and Licenses	The Successful Bidder has to analysis the existing infrastructure and discuss in detail with respective stackholders of bank for future requirements
202	Scope of Work / 10.2. IT Infrastructure Operations & Support / 10.2.9. Database Administration / Pg:24-33	Scope of Work			Please provide Exadata & Database Patching frequency per year	As per OEM releases and bank's requirements.
203	Section C / Page 24	SLA & Penalties	4. SLA and Penalty for Applications, Infrastructure & Network operations / Sl. No. 6 Ticket Resolution	Measurement :Within the resolution timelines defined in "Priority of Incidents" under section C Penalties : As per the SLA for Tickets defined in section C	Please clarify if incidents across all priorities are consolidated and the Service Level Compliance is calculated every quarter and checked against the Service Level range for applying penalty OR SLA compliance is calculated separately for each priority and penalty the above penalty range is applied once for each SLA Please confirm on which scenarios is applicable : **Scenario 1** : SLA compliance is (total p1,P2,P3 incidents resolved within the respective resolution time)/(total P1,P2, P3 incidents resolved in the measurement period) X 100 The following applied once for the quarter Service level range (calculated quarterly) 95% and above - No penalty, 90%-94.99% 2% of total quarterly support payout, 85% to 89.99% , 4% of total quarterly payout , below 85% 10% of quarterly payout.. **Scenario 2** : SLA compliance for P1 : total p1 incidents resolved within the respective resolution time)/(total P1 incidents resolved in the measurement period) X 100 SLA compliance for P2 : total P2 incidents resolved within the respective resolution time)/(total P2 incidents resolved in the measurement period) X 100 , SLA compliance for P3 : total P3 incidents resolved within the respective resolution time)/(total P3 incidents resolved in the measurement period)	Bidder to comply with the RFP terms and conditions.
204	Section C / Page 27	SLA & Penalties	Priority of Incidents	Priority Definitions : Irrespective of the above classification, if any incident that occurs is affecting the business of the Bank, the same will be treated as a Priority 1 issue only.	What is the criteria apart from the Priority 1 definition provided that could lead to affecting the business of the bank ? Will the bank and supplier mutually agree on the categorisation as P1 based on business impact?	Irrespective of the above classification, if any incident that occurs is affecting the business of the Bank, the same will be treated as a Priority 1 issue after mutual discussion between the Bank and the Bidder.

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205	Section C / Page 27	SLA & Penalties	SLA for Ticket Resolution	Root Cause Analysis (RCA) for Priority-1 issues should be provided within 24 hours and for Priority-2 and 3 within 3 (Three) calendar days and preventive steps to be taken by Bidder.	Understand that the SLA for RCA applies only for Priority 1 and Priority 2 Incidents as mentioned in Sl.No,. 11 of Table 4. SLA and Penalty for Applications, Infrastructure & Network operations . Please clarify as there is a mention of RCA for P3 as well in this page and this can impact the cost of the solution.	SLA will be applicable as per the priorities mentioned in table 4 of the RFP. Bidder to comply RFP terms and conditions
206	Section C / Page 28	SLA & Penalties	SLA for Uptime (mts means Minutes)	6.5 6.5. Total penalty per year during the contract period shall not exceed more than 20% of the annual payout	Is the cap of 20% mentioned in this clause the cap for Uptime SLAs or is the total penalty cap ?	The cap of 20% mentioned in the clause applies for the total penalty cap. Bidder to comply to RFP terms and conditions
207	Page 6	Scope of Work	Annexure 2 - Table C, New tools - 1	Scope involves the provisioning and management of ITSM Solution, based on the Bank's requirement as stated below: Incident management, Release management, Service Requests, Change management, IT asset management, Configuration Management and Problem Management.	Pls help us with the counts, Apart from the total help desk agents of 30, how many 1. Count of Application users who will have access to the ticket information ie, , who will either open these tickets, work and resolve or move the tickets to the concerned departments or individuals. 2.For each of Allied applications and CBS app/module , how many bank emplyees will need to act on ticket and how many vendor support engineers will work on tickets to close the same. 3.Please help with the total number of people accessing the help desk from each of the allied applications who will either modify the status or work or work on these tickets. 4.Also help with count of people, ie Bank employees and vendors who will have access the tool to resolve other than allied applications, ie, is Non allied/CBS application also is covered as part of ITSM tool.	1) 2) 3) & 4) The successful Bidder has to discuss with the respective stakeholders of the Bank to arrive at the count of users application wise. Bidder to comply RFP term and conditions.
208	Page 9	Scope of Work	Annexure 2 - Section 5, 5.6.4	The approach document should be circulated well in advance to all the relevant stakeholders. A database of all change requests should be maintained	Need the detailes of expected change Requests per day	The Bank issued approximately 300 change requests in last year.
209	Page 36	Scope of Work	Annexure 2 - Section 10, 10.3.1.3.2	Switches (Cisco/Juniper/HP/Other OEM) - Monitor for CPU, Memory Utilization, errors, availability, environment, Buffer Hits, Buffer Miss Parameters, LAN port utilization and any other alerts	As per the current NMS deployment Swtiches at branches are not coverd as part of NMS monitoring. Is it required to include additional licences for the Switches monitoring?	Branch devices not in scope but SI is responsible for NW monitoring and coordination with support vendor/OEM for restoration. Bidder to comply with the RFP terms and conditions.
210	Page 38	Scope of Work	Annexure 2 - Section 10, 10.4.1	Monitor the branch/offices/ATM network links & devices proactively with tools like NNM and other proactive network monitoring tools as provided by Bank. Prepare daily branches/offices isolation/downtime report, weekly and monthly link down reports as per template provided by Bidder or Bank	Will the bank provide the Sys log management set up or the SI has to include the same as part of the tools offerings.	Syslog implementation is not in scope of RFP.

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211	NA	Annexure	Annexure 25 - IPAM - 45	The solution should integrate tightly with Bank existing tools like NCCM/NMS, on real time basis for sending and receiving required information and should have API/interfaces for any 3rd party tools integration in bi-directional communication.	Scope of integration with NCCM and NMS?	The proposed tool should be integrated with Bank's existing tools as defined in RFP.
212	NA	Annexure	Annexure 25 - Capacity Mgmt - 14	The proposed solution must have capability to store and maintain historic data(as per RBI Data Retention Policy) and also able to generate analytic report based on the user requirement.	Retention policy / duation for metrics and logs?	Bidder to comply with the RFP terms and conditions.
213	NA	Annexure	Annexure 25 - Capacity Mgmt - 15	The proposed solution should support high availability at DC & DR.	Is it means all solutions in new tools has to support 1:1 (high availability) in DC and 1:1 (high availability) in DR or DC with high availability and DR standalone?	Refer corrigendum
214	NA	Generic Queries	Genric - Sizing	Requirement of DC, DR deployment for the New Tools	Is the solutions to cover DC with HA and DR as per the RFP understanding. Anything needs to be considered NDR?	Refer corrigendum
215	NA	Annexure	Annexure 25-ITSM, 22(Incident and Event Management)	The solution should integrate the call tracking and ticketing. It should be able to track logged calls.	Need the details of call tracking and ticketing tool and integration scope	Bidder to comply with the RFP terms and conditions.
216	NA	Annexure	Annexure 25-ITSM, 22(Incident and Event Management)	Ability to support highly flexible routing of incidents based on available resources located across multiple sites and other factors, such as time of day, tiered service values.	Is it like if ticket comes from some branch user, it has to be assigned 1st to branch IT engineer then to NOC?	Successful bidder needs to have discussions witth respective stakeholders and prepare the workflow.
217	NA	Annexure	Annexure 25-ITSM, 31(Problem Management)	The ability to link with third party knowledge bases.	Need the details of 3rd party knowledge base and possible integration mechanism	The proposed solution should have the capability to integrate with third party knowledge bases as per Bank's requirements.
218	NA	Generic Queries	Genric - Sizing	Is it required DC-HA and DR Stand by or Both HA or Only DC and DR as stand by	DC and DR deployment for new tools?	Refer corrigendum
219	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	42	Should be able to monitor the Application Load- balancers and WAF.	Please specify make model of WAF and ALB	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
220	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	22	The proposed solution should be able to integrate with the various tools of the Bank; including ITSM systems, OEM and must be able to ingest logs from these tools as well share if required.	Please explain the use case for ingesting logs from ITSM to monitoring?	Bidder to comply with the RFP terms and conditions.
221	Annex 2, SoW - 2.1 - Table A - Page 1-4 of 52 Table B: Core Banking Applications Details	Scope of Work	In-scope Allied Applications Table B: Core Banking Applications Details	Mobile Banking Version 3.0.1.3.2 Tab Banking Version 2.0	Is Digital User Experience Monitoring covering the front end mobile app and web required? If yes, how many mobile application to be covered?	Bidder to provide as per scope of RFP. Bidder to comply with the RFP terms and conditions.

222	Annex 2, SoW - 2.1, Page 1 of 52	Scope of Work	2.1, Page 1 of 52		How many Mobile Applications are in scope?	2 mobile applications are mentioned in the refered point. For other mobile applications refer relevant clauses of RFP. Bidder to comply with the RFP terms and conditions.
223	New Tools, page no 5 of SOW.	Scope of Work	2.4.1.	The Bidder Should Supply, Installation, Configuration, Implementation, Commissioning, Maintenance, Support & Manage SAMS (Server and Application Monitoring Solution), ITSM (IT Service Management Tool), IPAM (IP Address Manager), Capacity management Tool and Patch Management Tool, along with. All solutions must be deployed across DC & DR along with high availability & zero fault tolerance. Bidder must provide detailed deployment architecture of the new tools.	For SAMS (Server and Application Monitoring Solution) can we propose the tool Licensing confined to critical devices (for production environment) or should we consider Non production & UAT environments also.	Bidder to comply with the RFP terms and conditions.
224	New Tools, page no 5 of SOW.	Scope of Work	2.4.1.	The Bidder Should Supply, Installation, Configuration, Implementation, Commissioning, Maintenance, Support & Manage SAMS (Server and Application Monitoring Solution), ITSM (IT Service Management Tool), IPAM (IP Address Manager), Capacity management Tool and Patch Management Tool, along with. All solutions must be deployed across DC & DR along with high availability & zero fault tolerance. Bidder must provide detailed deployment architecture of the new tools.	Bank to share the complete list of storage devices along with the no of disk's.	The details will be shared with Successful Bidder
225	Table C: New Tool Details, page no 6 of SOW.	Scope of Work	4. Patch Management	Scope involves patching of but not limited to Operating System, application, database, Middleware. The solution should deploy bulk patching of all the devices in Infrastructure as per Bank requirement. Test and approve patches before deployment to mitigate security risks.	Is there a patch management server and repository mechanism presently available with bank, if so details to be shared.	Presently Bank is using Broadcom Altris for Server patch management.
226	page no 7 of SOW.	Scope of Work	3. Licensing	The Bidder is responsible for taking ownership of existing license inventories post expiry of licenses from the existing Vendor/SI/OEM.	Customer will push OEM to regularize all the quotes thru succusful bidder	Bidder to comply with the RFP terms and conditions.
227	page no 7 of SOW.	Scope of Work	3. Licensing	The Bidder is responsible for taking ownership of existing license inventories post expiry of licenses from the existing Vendor/SI/OEM.	Wherever software needs to upgrade or replace customer will provide necessary existing version information.	Bidder to comply with the RFP terms and conditions.

228	page no 15 of SOW.	Scope of Work	10.1. Service Desk (Level 1)	10.1.7. The Bidder is expected to provide resources to meet the resource requirement as per Annexure-16 and SLAs mentioned in Section (C). The Bank will provide the necessary seating space in its premises, furnishing, electrical connections, telephones with STD facility and PCs for the same.	Is there a ACD & IVR platform available for Automatically route calls to the most suitable agent, with various logics mechanism presently available with bank, if so details to be shared.	No
229	Section C page#19	Project Timelines	Project Timeline Sr. no 1	Project Plan, Transition Plan, Team mobilization within 7 days of PO	Need confirmation if this team refers to transition team only. Do they need to be onboarded on day 7 itself or need to get involved in transition as and when required as per transition plan?	Bidder has to submit project and transition plan within 7 days. Team mobilization will be as per plan submitted by Bidder and acceptable to the Bank and to comply with the project timelines as per RFP.
230	Section B Page#17	Third Party Co-ordination Services	10.Third Party Co-ordination Services	10.10. It is Bidder's responsibility to take the ownership of successful delivery and handover of the SMS generated in CBS and Allied applications to SMS system without any delay or latency and to ensure successful flow of SMS through the Infrastructure.	Is existing SI managing SMS system? If yes, need details on same, as existing application details doesn't cover SMS system? A detailed system diagram will be required.	SMS system is managed by separate SI.
231	Page 101 Annexure 14	Annexure	Responsibility matrix	Integration of New tool with Banks existing Application and Infrastructure	Details of existing tools required? Is plan to replace existing tool altogether or they shall also be in system post required upgrades/fixes implementation?	Bidder to comply with the RFP terms and conditions. Refer Annexure-23 and relevant clauses of RFP for the infrastucture and tool information.
232	Section C Page#21	SLA & Penalties	3.8.2	3.8.2. The Bidder must have a suitable strategy for recovery of data and application in case of a disaster, with necessary procedures, within RPO and RTO as defined in the Bank's BCP document. The Bidder must adhere to the latest BCP framework of the Bank. In, case of disaster the DR site should be up and operational with minimal manual intervention.	Instance/incident details when RPO/RTO has been breached, if any. Also what were causes for such breaches.	Bidder to comply with the RFP terms and conditions.
233	generic query	Generic Queries		generic query	Resource work location (DC / DR / NDR)?	Bidder to comply with the RFP terms and conditions. Refer Annexure-16 and other relevant clauses of RFP.
234	Page 29/139	SLA & Penalties	6	Downtime considered under Table (a) will be excluded for calculating LD under Table (b).	Is downtime calculation based on avaiability of service or individual h/w and s/w components involved in upkeep of application?	Bidder to comply with the RFP terms and conditions. Refer Section-C (Deliverables, SLAs) and other relevant clauses of RFP.
235	3.16, Page 22	SLA & Penalties	3.16.1	End of Support declared by the respective OEM. Bidder needs to arrange to replace the existing Infrastructure and network device with equivalent or higher configuration in case	We can not cover the EOL devices under coverage if there are associated licenses	No. Bidder to inform well in advance to bank as per terms and conditions of RFP and propose refresh/replacement. Bidder to comply with the RFP terms and conditions.
236	3.16, Page 22	SLA & Penalties	3.16.2.	Hardware is obsolete Bidder needs to arrange to replace the existing Infrastructure and network device with equivalent or higher configuration in case	We request bank to consider refresh of EOL hardware as separate requirement	No. Bidder to inform well in advance to bank as per terms and conditions of RFP and propose refresh/replacement. Bidder to comply with the RFP terms and conditions.

237	6.5, Page 28	SLA & Penalties	6.SLA for Uptime (mts means Minutes)	Total penalty per year during the contract period shall not exceed more than 20% of the annual payout	We request bank to dilute the upper cap to 10% of annual payment	Bidder to comply with the RFP terms and conditions.
238	SOW 5.6.17 Page 9	Scope of Work	Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools	During the contract period, in case of relocation of any of the devices, the scope of work of the Bidder should include but not limited to decommission/uninstall/unmount such devices from current location and commission/reinstall/mount at the new location at no extra cost to the Bank including transportation/incidental costs.	We propose the relocation of assets should be as per actuals. Should not be part of current scope pricing. We propose to sign a rate card for distance wise slabs for charging.	Refer corrigendum
239	Page 36	Scope of Work	Annexure 2 - Section 10, 10.3.1.3.2	Switches (Cisco/Juniper/HP/Other OEM) - Monitor for CPU, Memory Utilization, errors, availability, environment, Buffer Hits, Buffer Miss Parameters, LAN port utilization and any other alerts	As per the current NMS deployment Swtiches at branches are not coverd as part of NMS monitoring. Is it required to include additional licences for the Switches monitoring?	Branch devices not in scope but SI is responsible for NW monitoring and coordination with support vendor/OEM for restoration. Bidder to comply with the RFP terms and conditions.
240	NA	Annexure	Annexure 25 - IPAM - 45	The solution should integrate tightly with Bank existing tools like NCCM/NMS, on real time basis for sending and receiving required information and should have API/interfaces for any 3rd party tools integration in bi-directional communication.	Scope of integration with NCCM and NMS?	The proposed tool should be integrated with Bank's existing tools as defined in RFP. Bidder to comply with the RFP terms and conditions.
241	B. Introduction page 13	Introduction	2. Definitions 2.5	"The Contract Price" means the price payable to the Successful Bidder under the Contract for the full and proper performance of its contractual obligations	Bidder requests that the Contract Price be payable for the performance of the obligations under the Scope of Work seeks the following amendment: 2.5."The Contract Price" means the price payable to the Successful Bidder under the Contract for the full and proper performance of its contractual obligations contained in Annexure-2 the Scope of Work.	Bidder to comply with the RFP terms and conditions.
242	B. Introduction page 16	Scope of Work	8. Scope of Work 8.1 Brief scope of work	The scope of work for the successful Bidder would include but not limited to the following:	Bidder requests that the scope of work be clearly defined to enable the Bidder to properly formulate its bid and to prevent possible scope creep. The following amendment is requested: The scope of work for the successful Bidder is set out in Annexure-2 Scope of Work, and would include but not limited to the following:	Bidder to comply with the RFP terms and conditions.
243	B. Introduction page 16	Scope of Work	8. Scope of Work 8.1 Brief scope of work 8.1.6	Program management for the entire infrastructure, implementation, integration and other delivery services.	Bidder requests the following insertion to create certainty with regard to the scope: Program management for the entire infrastructure, implementation, integration and other delivery services which are set out in Annexure-2 Scope of Work.	Bidder to comply with the RFP terms and conditions.

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244	B. Introduction page 16	Scope of Work	8. Scope of Work Second last paragraph	The detailed scope of work shall include but not limited to as mentioned in Annexure-2. The Bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be an integral part of the scope.	Bidder request that the scope be limited to what is contained in Annexure 2 and any clearly defined items set out in the RFP which are included in the Scope of Work. The following amendments are requested: The detailed scope of work shall include but not limited to as set out and mentioned in Annexure-2. The Bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be an integral part of the scope provided that it is included in Annexure-2 or is clearly identified in this RFP as forming part of the scope.	Bidder to comply with the RFP terms and conditions.
245	C. Deliverables, Service Level Agreements (SLAs) & Penalties Page 20	SLA & Penalties	3.General SLA terms and Terminologies 3.2.	System Downtime would be the key considerations for determining the "Penalties" that would be levied on the Bidder for "Non-Adherence" to the SLA for the Services offered.	Bidder submits that there are various only where System down time is directly attributed to the actions of the Bidder shall penalties be leviable where SLAs are not adhered to. The following amendments are requested: System Downtime would be the key considerations for determining the "Penalties" that would be levied on the Bidder for "Non-Adherence" to the SLA for the Services offered, where such System Downtime is solely attributable to the Bidder.	Bidder to comply with the RFP terms and conditions.
246	C. Deliverables, Service Level Agreements (SLAs) & Penalties Page 21	SLA & Penalties	3.General SLA terms and Terminologies 3.8.5	Banks does annual review of IT / CCMP/ Audit related policies including BCP and DR policy. The Bidder must adhere to all these policies as per the directions/ guidelines received from Bank/RBI/Regulators.	Bidder requests that all applicable policies are provided to enable the Bidder to properly formulate its bid. All policies which the Bidder is to adhere to is to be listed and provided at the time of contracting. Any amendments to such policies which will result in a material change in the way the Bidder provides its services are to be handled through the change control procedure. Bidder requests the following additions: Banks does annual review of IT / CCMP/ Audit related policies including BCP and DR policy. The Bidder must adhere to all these policies as per the directions/ guidelines received from Bank/RBI/Regulators. In the event that a change to such policies or Guidelines has an impact on the cost of rendering services, then such change will be handled through the Change Control Procedure.	Bidder to comply with the RFP terms and conditions.
247	C. Deliverables, Service Level Agreements (SLAs) & Penalties, Page 36	Payment Schedule	8.Payment Schedules 8.1.1	The payment will be subjected to satisfactory services rendered.	Bidder requests that the objective criteria set out in the SOW be used to determine whether the services were satisfactory. The payment will be subjected to satisfactory services rendered in terms of the Statement of Work in Annexure-2.	Bidder to comply with the RFP terms and conditions.

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248	C. Deliverables, Service Level Agreements (SLAs) & Penalties, Page 36	Payment Schedule	8.Payment Schedules 8.1.4	If the Bidder is unable to implement the tool as per the technical requirement and to the satisfaction of the Bank, the Bank at its discretion may hold the amount equivalent to the total cost of the respective tool from any payment due to the Bidder.	Bidder will provide its services in accordance with the statement of work and should be entitled to fees for the implemented portion of the tool. Therefore the following amendments are requested: If the Bidder is unable to implement the tool as per the technical requirement as set out in the Statement of Work and to the satisfaction of the Bank, the Bank after giving notice to the Bidder at its discretion may hold the amount equivalent to the total cost of the unimplemented portion respective tool from any payment due to the Bidder.	Bidder to comply with the RFP terms and conditions.
249	C. Deliverables, Service Level Agreements (SLAs) & Penalties, Page 38	Onsite Resources and Support	9.Onsite Resources and Support 9.8	In case of any abnormal activity done by the resource which hampers the business or any system of the Bank, the Bidder shall be responsible to compensate the actual loss.	Bidder seeks the deletion of this clause as such loss is an inherent risk to the bank conducting its business and should not be carried by the Bidder solely on the basis that the services are outsourced.	Bidder to comply with the RFP terms and conditions.
250	C. Deliverables, Service Level Agreements (SLAs) & Penalties Page 38	Business Projections	10.2 Business Projections	If the infrastructure and network are not adequate or not supporting the future applications, the same shall be treated as downtime and penalties shall be applicable as per the SLA defined.	Bidder shall endeavour to ensure that the infrastructure and network are adequate and sufficient, but unfortunately external factors beyond the control of the Bidder may cause an interruption in the support offered. Therefore, Bidder requests that penalties not be applicable.	Bidder to comply with the RFP terms and conditions.
251	C. Deliverables, Service Level Agreements (SLAs) & Penalties, Page 38-39	Exit Option	11. Exit Option	The Bank reserves the right to cancel the contract by giving a notice period of 90 days or as mentioned elsewhere in the RFP (whichever is applicable) in the event of happening of one or more of the following conditions mentioned below: 11.1.Discrepancy in services provided or the performance levels agreed upon or fraudulent practices, which have an impact on the functioning of the Bank. 11.2.Total value of penalties arising of the SLA as defined in Section C accounting for more than 20% of the of the proportionate Annual Contract Value in one year during the contract period. 11.3.Any other situation, which warrants cancellation of the contract, which may otherwise adversely affect the interest of the Bank. 11.4.In case of any IT security breaches observed which has an impact on the functioning of the Bank's risk. Please note that the Bank shall also have the right to exit the contract at its own discretion without assigning any reason by giving a notice period of 180	Bidder seeks deletion of the Exit Option clause, as the grounds on which the Bank is granted the right the cancel the contract under this clause is sufficiently covered in the Termination provisions. If a ground for exit listed here is not expressly covered under the Termination provisions, it is covered under the ground for material breach.	Bidder to comply with the RFP terms and conditions.
252	C. Deliverables, Service Level Agreements (SLAs) & Penalties Page 39	Exit Management	12. Exit Management		Bidder requests that contingent support be cap to a period agreed between the parties and that the Bidder will be entitled to fees for such support.	Refer corrigendum

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253	C. Deliverables, Service Level Agreements (SLAs) &. Penalties Page 41	Subcontracting	14. Subcontracts	14.1.Any subcontract should be in accordance with assignment and approval of the bank. The selected Bidder has to submit self-declaration and valid documents on their Sub-Contract facility for both Projects and Operations post awarding of the contract by the Bank. The subcontract may be accepted only for resources deployed in L1/service desk at Bank's own discretion. If bank desires, the bidder has to deploy their on-roll employees. 14.2.All the terms and conditions will be applicable of the subcontracted employee as enumerated in clause 9 under section C (Onsite resources and support) 14.3.The selected Bidder should not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). Any	Bidder requests that it be allowed to subcontract freely in order to effectively discharge its obligations under the contract. Alternatively, that the Bidder be allowed to subcontract freely from a pre-approved list of subcontractors.	Bidder to comply with the RFP terms and conditions.
254	G. General Conditions Page 62	General Conditions	Roles & Responsibility during Project Implementation 2.2	The selected Bidder shall take all steps to ensure safety of Bidder's and the Bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected Bidder or their sub-Bidders.	Bidder seeks to amend the clause as follows: The selected Bidder shall take all reasonable steps to ensure safety of Bidder's and the Bank's personnel during execution of the contract. and also be liable for any consequences due to omission or act of the selected Bidder or their sub-Bidders.	Bidder to comply with the RFP terms and conditions.
255	G. General Conditions Page 62	General Conditions	Roles & Responsibility during Project Implementation 2.3	In case of any damage of Bank's property during execution of the work is attributable to the Bidder, Bidder has to replace the damaged property at his own cost.	Bidder seeks that Bidder only be liable to replace damaged property where the damage is solely attributable to the Bidder: In case of any damage of Bank's property during execution of the work is solely attributable to the Bidder, Bidder has to replace the damaged property at his own cost.	Bidder to comply with the RFP terms and conditions.
256	G. General Conditions Page 62	General Conditions	Responsibilities of the Selected Bidder 3.1	The Selected Bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during the contract period.	We seek to restrict this to the change in senior management which directly impacts the services.	Bidder to comply with the RFP terms and conditions.
257	G. General Conditions Page 62	General Conditions	Responsibilities of the Selected Bidder 3.2	The Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during the contract period and the selected Bidder shall provide the same.	Bidder requests that it be provided with sufficient notice of a call for Audited Balance Sheet.	Sufficient notice will be given by the Bank before the call for Audited Balance sheet

258	H. Annexures Page 141 Annexure-27 Information Security Compliance	Annexures		We hereby undertake that the proposed solution / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) during entire contract period. If, any case reported, to be fixed by the Bidder without any additional cost to the Bank on immediate basis.	Bidder will use all reasonable endeavours to ensure that the SW is malware free and does not have any covert channels, however, there are many external factors all of which IBM cannot control. Therefore, Bidder seeks the following amendments: We hereby undertake that the proposed solution / software to be supplied will be free from defects in materials and workmanship and conform to specifications free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) during entire contract period. If, any case reported, to be promptly fixed by the Bidder without any additional cost to the Bank on immediate basis. Bidder cannot warrant that such repairs will be conducted without interruption.	Bidder to comply with the RFP terms and conditions.
259	Section 7, Page 34	Payment terms	7.8	The Total penalty per year during the contract period shall not exceed more than 20% of the annual payout. If it exceeds, Bank at its discretion may terminate the contract as mentioned elsewhere in RFP.	The Total penalty per year during the contract period shall not exceed more than 20% of the annual payout. If it exceeds, Bank at its discretion may terminate the contract as mentioned elsewhere in RFP. The portion "more than" is actually a redundancy - indicating the same intent as that of exceed. But the presence of these two words is making penalty open ended. Please delete the words "more than".	Bidder to comply with the RFP terms and conditions.
260	10.2.5.25 (Pg 18)	Scope of work		IT Infra Operations & Support	Does Bank have existing Identity & Access Management tool to manage logical access to entities in digital estate ? Would management of that IAM technology be scope of this RFP ?	Bank is having PIM soultion in place. Scope will be as per RFP.
261	SAMS Sheet -3	Annexures		The proposed solution should be customizable to create reports and dashboards as per user requirements.	Does Bank has any existing reporting tool /s ?	Proposed solution is new and should be implemented as defined in RFP.
262	SAMS Sheet -3	Annexures		The proposed solution must have capability to support API monitoring	How are the APIs exposed ? (AppConnect/Azure API Management..)	At present through API connect. Bank may opt for other solutions in future.
263	Capacity Management Sheet-5 Id 4	Annexures		The solution should able to perform analysis based on historical and live data from different sources.	Are these the same sources as specified in Id 1 or additional?	Refer the same clause wherein it is clearly mentioned not limited to.
264	Capacity Management Sheet-5 Id 5	Annexures		Solution should be able to provide flexibility to customize the reports as per the bank requirement.	Please explain the kind of reports required. Please provide the count of such reports	The offered tool must be able to customize the report as per the Bank's request.
265	3. General SLA terms and Terminologies/ Page 21	General SLA terms and Terminologies	3.8.5. Banks does annual review of IT / CCMP/ Audit related policies including BCP and DR policy. The Bidder must adhere to all these policies as per the directions/ guidelines received from Bank/RBI/Regulators		Bank to ensure the recommendations (from Takira) that are conveyed from time to time in regard to Performance and Replication is implemented - so as to ensure there is adherence to expectations by the Bank	Bidder to comply with the RFP terms and conditions.

266	3. General SLA terms and Terminologies/ Page 20	General SLA terms and Terminologies	3.7. Service Levels should be complied with irrespective of the customizations that the applications would undergo during the tenor of the Contract.		Bidder needs clarity on what this means in realty ? Bidder also wants to understand from bank on how banks CB define its current state of customizations in terms its maturity & stability? How many total & critical tickets have been raised for the 367APIs and Customizations in the past 3 years ?	Approx. 300 CRs are implemented in last one year. Bidder to comply with the RFP terms and conditions.
267	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 22	Deliverables, Service Level Agreements (SLAs) & Penalties	SLA and Penalty for Applications, Infrastructure & Network operations SLA for Uptime		Bidder seeks to clarify that penalties/liquated damages shall be levied only in cases where delay/default is due to reasons solely attributable to the Bidder and such levy of penalties shall remain as the sole and exclusive remedy of the Bank in case of any SLA breach. The aggregate penalties for SLA breach shall not exceed 20% of the annual contract value. Further, Bidder shall not responsible for applicable GST on the Liquidated Damages amount.	Penalties/Liquidated damages shall be levied only in cases where delay/default is due to reasons attributable to the Bidder as detailed in the RFP.
268	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 22 - 33	Deliverables, Service Level Agreements (SLAs) & Penalties	SLA and Penalty for Applications, Infrastructure & Network operations. Priority of Incidents SLA for Uptime (mts means Minutes)		Bidder understands that the Annual contract value for the purpose for penalties will be for the recurring services rather than one time deliverables. The recurring services (C,D,E,F,G,H,I,J,K,L&N - Annexure 9) and one time services (A, B) - Annexure 9). Kindly confirm	Penalties have been defined in Section-C and othe relevant clauses of RFP.
269	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 22 - 33	Deliverables, Service Level Agreements (SLAs) & Penalties	SLA and Penalty for Applications, Infrastructure & Network operations. Priority of Incidents SLA for Uptime (mts means Minutes)		Bidder understands that the penalty will be charged and capped only for the undelivered portion of services (for example, if Patch Management has been completed within 5 months and IPAM has not been completed within 5 months). Please confirm	Penalties have been defined in Section-C and othe relevant clauses of RFP.
270	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 34 - 36	Deliverables, Service Level Agreements (SLAs) & Penalties	The Bank shall finalize the Sign-off and Acceptance format mutually agreed by the selected Bidder. The selected Bidder shall strictly follow the mutually agreed format and submit the same while claiming the respective payments.		Bidder understands that in the event sign-off is not received within 3 days from submission of acceptance in mutually agreed format, the deliverables are deemed to be accepted on 4th day. If 3 days seems less, can the Bank at least consider deemed acceptance in 10 days. This in our experience makes it better for project execution and to adhere to timelines. Please oblige.	Bidder to comply with the RFP terms and conditions.
271	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 41	Deliverables, Service Level Agreements (SLAs) & Penalties	Bank can get VAPT, and other audits done by internal/ external professionals/ agencies any number of times during the period of contract, in compliance to the guidelines/ orders of Regulatory/ Statutory/ Supervisor/ Company Policies issued from time to time. The Bidder is bound to facilitate the closure of VAPT and other audits observations as per the Banks requirement. The Bidder has to address the observations of each of such Assessment/ Testing/Audit/other audits as per the timelines mentioned below.		Bidder requests the Bank to consider limiting the frequency of audits/inspections to once in a year and with a 30 days' notice. However, in case more than one audit is required due to regulatory reasons such as directions from RBI, then the same shall be accommodated. Bidder seeks to clarify that the audit will be only in relation to services provided by the Bidder under this contract and shall exclude costing and price sensitive data	Bidder to comply with the RFP terms and conditions.

272	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 41	Deliverables, Service Level Agreements (SLAs) & Penalties	Bank can get VAPT, and other audits done by internal/ external professionals/ agencies any number of times during the period of contract, in compliance to the guidelines/ orders of Regulatory/ Statutory/ Supervisor/ Company Policies issued from time to time. The Bidder is bound to facilitate the closure of VAPT and other audits observations as per the Banks requirement. The Bidder has to address the observations of each of such Assessment/ Testing/Audit/other audits as per the timelines mentioned below.		Bidder assumes that all the observation from the recent VAPT compliance report has been remediated prior to the start of the services. Please confirm	Bidder to comply with the RFP terms and conditions.
273	ATC Section G. General Conditions Page # 62	General Conditions	2.1. All tools, tackles, testing instruments, consumables and vehicles as required during all operations such as transport, installation, testing, commissioning maintenance during warranty and AMC shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.		Bidder understands that this clause is applicable during the implementation of the tools (hardware) in respective locations, however in steady state, if there a need from the Bank to move devices between locations, the costs for the same will be bourne by the Bank. Please confirm	Incase a steady device is to moved between locations the transportation cost will be bourne by the Bank, however the responsibility to mount/unmount/stage/lift & shift will be in Bidder's scope without any additional cost to the bank. Bidder to comply with the RFP terms and conditions.
274	Annexure-2 Scope of Work Page # 8	Scope of work	During the contract period, in case of relocation of any of the devices, the scope of work of the Bidder should include but not limited to decommission/uninstall/unmount such devices from current location and commission/reinstall/mount at the new location at no extra cost to the Bank including transportation/incidental costs.		The bidder assumes that any location change out of the premises will be handled through RFS	Refer corrigendum
275	Annexure-2 Scope of Work Page # 8	Scope of work	The Bidder is expected maintain, manage and support all UAT environments of the Bank.		Bidder requests clarify that UAT is for in scope applications, infrastructure, tools Please confirm	The Bidder is expected maintain, manage and support all UAT environments of the Bank.
276	Annexure-2 Scope of Work Page # 13	Scope of work	9.1. The Bidder should provide services related to warranty, maintenance, and support of all the software, application, and hardware inventories for the entire contract period at all locations of Canara Bank (DC / DR / NDR / RO/ HO / CO).		Bidder seeks clarification - the Annexure 23 dose not contain any inventory related to RO / HO / CO. Please clarify the AMC and support at Branches are our of scope of the RFP. Please confirm	AMC of devices at Branches/RO/CO is out of scope. Management, monitoring and support of network devices at Branches/RO/CO are in scope.
277	Annexure 2 - Section 5, 5.6.4 Page 9	Scope of work	The approach document should be circulated well in advance to all the relevant stakeholders. A database of all change requests should be maintained		Bidder request to clarify the total number change requests/day or per month?	Approx. 300 CRs are implemented in last one year. Bidder to comply with the RFP terms and conditions.
278	Annexure 25 _Tooling_Specific ation ITSM; S.No 2	Annexures	The solution supports ITIL V4 and above framework including terms and definitions. Also the solution should be backward compatible with the ITIL versions.		Bidder requests the clause to change to "The solution supports ITIL V3 and above framework including terms and definitions. Also the solution should be backward compatible with the ITIL versions"	Bidder to comply with the RFP terms and conditions.
279	Annexure 25- ITSM, 16	Annexures	The solution should be able to integrate with Bank's existing tools, infrastructure wherever required.		Bidder requests the bank to confirm if the existing tools are those listed in the provided Annexure 23 tab(tools information)	Refer Annexure 23 and Corrigendum along with other relevant clauses of RFP.

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280	Section H - Annexure 25 - Technical Requirements - SAMS (Excel Attachment - Technical Requirements) / Page no 133 of 139	Annexures	The proposed solution should be capable of sending alert notifications as desired by Bank:- 1. To Bank's Email system. 2. To Bank's SMS gateway. 3. Or any other mode or channel.		Bidder likes to clarify what are the other mode or channels bank needs to receive the alerts/notifications ?	Alert notificiations to be sent as mentioned. Any other mode will be integrated if bank implements in future with mutual deliberations. Bidder to comply with the RFP terms and conditions.
281	Annexure-25 Technical Requirements	Annexures	The proposed solution must have capability to provide break up of response time (web, application, database layer times) of maximum possible single transaction, irrespective of whether it was successful or failed.		Bidder requests to confirm bidder's understanding of this requirementas given below - Is the bank looking for tracing the network path while understanding the resposne time of web application. Pl. confirm	The proposed solution must have capability to provide break up of end-to-end response time for every transactions within bank's datacenter.
282	Annexure-25 Technical Requirements	Annexures	The proposed solution must have capability to provide transaction-based monitoring and use analytics to track the performance of monitored application.		Bidder requests clarity on this point - Bank likes to monitor the API services by monitoring the realtime as well as doing API based synthetic testing. Pl. confirm	Bidder to comply with the RFP terms and conditions.
283	Annexure-25 Technical Requirements	Annexures	The solution should support on premise deployment without the need of exposing banks infra to external network.		Bidder requests confirmation on the below - Is the bank looking for monitoring the applications and Digital journey of users over the network by monitoring the KPIs/Metric over SaaS platform . Pl. confirm if this is true?	Bidder to comply with the RFP terms and conditions.
284	Annexure-25 Technical Requirements	Annexures	The proposed solution must have capability to support API monitoring		Bidder requests the bank to confirm if bank is looking for monitoring APIs by simulating the API calls and understand the network outages contrinuting the API performance issues. Is this correct ?	Bidder to comply with the RFP terms and conditions.
285	Annexure-25 Technical Requirements	Annexures	The proposed solution must be capable of providing visibility into W3C navigation timings for user interaction where performance is not satisfactory. And based on end user browser it should able to understand whether time is spent most in browser, server or network.		Bidder requests the bank to confirm if the bank is looking to monitor the web services to gain understanding of the complete web service waterfall chart based on End users experience.The Synthetic testing should be used to understand the all the different phases while access the web services. Is our understanding correct ?	Bidder to comply with the RFP terms and conditions.
286	Annexure-25 Technical Requirements	Annexures	Should provide Web based feature rich GUI without need for fat client (no installation, ongoing maintenance or management for web client) i.e. Monitoring can be performed using browser.		Bidder requests bank to clarify if the bank is looking for Unified browser based dashboard to understand the End User Experience which does Web services monitoring by browser based plugings seemless. Pl. confirm	Bidder to comply with the RFP terms and conditions.
287	Section 9 Page # 38	Resource Requirements	Add / Remove resources	This is a Fixed Price engagement for 5 / 7 years wherein the accepted scope will be delivered. Any concern regarding a resource will have to be discussed and mutually agreed upon. OFSS holds the right to change resource as per needs	This is a Fixed Price engagement for 5 / 7 years wherein the accepted scope will be delivered. Any concern regarding a resource will have to be discussed and mutually agreed upon. OFSS holds the right to change resource as per needs	Bidder to comply with the RFP terms and conditions.
288	Section 12 Page # 39	Exit Management	Exit Management	Not applicable to OFSS	Not applicable to OFSS	Bidder to comply with the RFP terms and conditions.
289	Annex 19 Page # 125	Annexures	Manufacturer/Authorized distributor in India	OFSS provides a standard Manufacturer Authorization Form which will be used	OFSS provides a standard Manufacturer Authorization Form which will be used	Refer corregendum

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290	Annex 27 Page # 136	Annexures	Information Security Compliance	The Scope of this RFP is for CBS L2, L3 Support. No software is getting implemented as part of the RFP scope. Hence this is not applicable to OFSS	The Scope of this RFP is for CBS L2, L3 Support. No software is getting implemented as part of the RFP scope. Hence this is not applicable to OFSS	Bidder to comply with the RFP terms and conditions.
291	20	RFP	10.2.5.78.	Government, supplier bulletins and various other sources to identify emerging threats or vulnerabilities to the Bank's hosts.	Kindly confirm if this is a scope will be covered by Bank's Security Operations Center Vendor?	Bidder to comply with the RFP terms and conditions.
292	22	Scope of Work	10.2.5.111.	Provide the necessary operational resources to support Bank-submitted or Bank-scheduled batch processing and/or major Bank's operational activity	Please provide the count of resources required with the skillset and locations, where the support would be required. What will be the frequency of Bank Scheduled batch processing or major operational activity under the scope of work (Monthly, Yearly, or Qty)?	Bidder to comply with the RFP terms and conditions.
293	37	RFP	9.1	The Bidder shall provide a contingent of well-trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.	Does the Customer wants all On site Resource OR is there any possibility of the Hyword workforce combining both Onsite and Leveraged resources.	Bidder to comply with the RFP terms and conditions.
294	40	RFP	13.4	13.4.Handover of all AMC & ATS support related documents, credentials for all OEM products supplied/maintained in the system. Handover MOUs signed, licenses, subscriptions for taking services taken from third parties such as digital signature agencies,	Our undertsanding it Cx owns the AMC through the thirs party, we need to coodinate with them during the hardware support, In No way, We need toprovide AMC cost in this proposal	Bidder to comply with the RFP terms and conditions.
295	13	Scope of Work	9.1	The Bidder should provide services related to warranty, maintenance, and support of all the software, application, and hardware inventories for the entire contract period at all locations of Canara Bank (DC / DR / NDR / RO/ HO / CO).	Bidder suggest below term : - Bidder request bank to confirm the warranty period requested for Hardware / Software/ tools - Warranty will be for the standard duration as provided by OEM. Beyond this, it will be supported as per standard AMC/ATS provided by OEM.	Bidder to comply with the RFP terms and conditions.
296	1669720786/ Page 18	Scope of Work	Server Management Guidelines at DC, DR and NDR 10.2.5.37.	Shifting of servers within the premises, reinstallation and configurations including cabling and asset labelling.	1. Is the physical data centre management, in Scope? 2. The cost for cabling and asset labelling also to be considered in Scope? Or will bank provide the same?	1. No. bidder to comply RFP terms and conditions. 2. Cost of cabling will be borne by Bank.
297	1669720786/ Page 19	Scope of Work	10.2.5.50.	Inventory information about hardware shipping and receiving, raised floor space requirements, equipment placement, cabling, fibber, connectivity details, power, and earthing requirements.	Is DC design and physical management in Scope? Or is it bidder has to coordinate with Canara banks IT/DC team for the same	Physical Datacenter mangement is not in scope. Bidder to provide required information for the refered clause.
298	Annexure 2/ Pg 43	Scope of Work	10.7	ESB Monitoring and Management Support	What is current version of MQ & IIB being used in the middleware infrastructure? What is the product upgrade road-map for MQ & IIB in the next 1 to 3 years?	Please refer Annexure-2 SOW for version details.
299		Scope of Work	10.6	Middleware Administration, Monitoring, Management and Support	What are the number of applications which require middleware/ integration support? Please provide the total number of interfaces and integration technologies to be supported.	Bidder to perform Middleware Administration, Monitoring, Management and Support for the entire infra of Bank.

300		Scope of Work	10.8.16.17	The Bidder should balance differences and perform corrections.	Kindly clarify if the sections 16 to18 refers to: a. Reconciliation of batch files between interfaces b. G/L suspense Reconciliation	Yes. Bidder to comply along with all other RFP terms and conditions.
301		Scope of Work	10.8.16.24.	Dashboards and Proactive maintenance - The Bidder should define parameters to monitor and maintain. Escalation and SOP to follow, execute monitoring the applications for the said parameters and follow the SOP, identify, and propose any improvement or preventive maintenance for enhancing application experience	Kindly provide list of tools & SOP's and if we can reuse existing tools & SOP's . Any existing monitoring tool available for CBS/	The clause refers to new requirement.
302		Scope of Work	5.6.16	Bidder should adopt agile methodology for change request and shall perform classification of Major, Minor enhancement, and bug fixes. Bidder should be transparent in estimation methodology applied like Function Point Analysis (FP) or User story-based estimation and provide the justification on the estimation to the satisfaction of the Bank. Bidder should also highlight the expected productivity factors for underlying technology for major, minor enhancement & bug fixes.	Is Existing CBS on Patch set model?	Bidder to comply with the RFP terms and conditions.
303	Annexure 2/Pg 46	Scope of Work	10.8.16.13.4	New process enhancements/customizations including but not limited to column addition, logic changes	Our understanding is that only minor enhancements which is less than or equals to 40 hours are in scope and all major changes are out of scope. Please confirm.	No. Bidder to comply RFP terms and conditions.
304	Annexure 2/Pg 22	Scope of Work	10.2.5.119	Perform periodic maintenance and support for automation tools and products.	Please confirm whether automation tools are already configured to be leveraged. If Yes, please provide the details.	Bidder to comply with the RFP terms and conditions.
305	Annexure 2/ Pg 42	Scope of Work	10.6	Application roadmap	Please provide the roadmap for any ongoing/future application development which may require integration support.	Bidder to perform Administration, Monitoring, Management and Support for the entire IT infra of Bank for existing as well as future deployments in terms of RFP.
306	Annexure 2/ Pg 42	Scope of Work	10.6	Middleware Administration, Monitoring, Management and Support	What are the challenges Canara Bank is currently facing in middleware/ integration support? Please share the existing set of open issues with MQ & IIB platforms across the landscape.	Bidder to perform Middleware Administration, Monitoring, Management and Support for the entire infra of Bank.
307	Annexure 2/ Pg 42	Scope of Work	10.6	Middleware Administration, Monitoring, Management and Support	Can you please provide the team size currently supporting the middleware applications/ integrations (IBM MQ and IIB)? What are the current challenges Canara Bank is facing with the incumbent vendor responsible for middleware/integration support?	Refer various clauses of RFP.

308	14. Subcontracts / Page 41	Scope of Work	14.1	14.1.Any subcontract should be in accordance with assignment and approval of the bank. The selected Bidder has to submit self-declaration and valid documents on their Sub-Contract facility for both Projects and Operations post awarding of the contract by the Bank. The subcontract may be accepted only for resources deployed in L1/service desk at Bank's own discretion. If bank desires, the bidder has to deploy their on-roll employees	Can you please clarify this clause? Please confirm that bidder can choose to partner with sub-contractors for certain scope of the work (apart from L1 scope), provided an approval is taken from the Bank.	No. Bidder to comply RFP terms and conditions
309	Annexure 2	Scope of Work	2.2 List of Interfaces	Same as above	1. What is the MIS / Reporting solution used for the applications in scope? 2. Can we assume that ETL to DWH / MIS reporting is completely out of scope for this engagement? Please confirm	1. Oracle BI & FRS for CBS. Native reports for other applications. 2. Please refer Clause 10.8.16.12 & 13 of Annexure-2 SOW and other relevant clauses of RFP.
310	Annexure-25 Sheet 4 : Patch Management	Annexure	5	The Proposed solution should provide patching and configuration in a secured manner for all various industry leading heterogeneous server platforms but not limited to: • All Windows platforms, • Unix Platforms like AIX, HPUX, Solaris, • Linux Platform Red hat, SUSE, Oracle Linux and CentOS, • Hypervisor Platforms like VMware, Hyper-V, • Middleware applications like WebSphere, WebLogic, Apache Tomcat, OHS, IHS. • Database Management systems like MySQL, PostgreSQL, Oracle RDBMS, MS SQL.	Annexure 23 , provided only OS details , please share the middleware applications and database version details	Revised Annexure 23 will be shared with Bidder who has signed th NDA
311	Annexure-25 Sheet 4 : Patch Management	Annexure	23	The proposed solution should be able to deploy but not limited to OS security patch, inventory, software distribution, OS upgrade, remote control capabilities and near real-time visibility into the state of endpoints including advanced capabilities.	From patch management focal view, kindly provide inputs on inventory, software distribution, remote control capabilities and near real-time visibility.	Proposed solution should have capabilities as mentioned in RFP.
312	Annexure-25 Sheet 4 : Patch Management	Annexure	26	The proposed solution should be able to roll back the applied patches remotely in case of performance issues.	Patching is usually done on staging setup before rolling out to production setup to ensure smooth functioning / performance. Need clarity on what sort of roll backs are envisaged?	Bidder to comply with the RFP terms and conditions.
313	Annexure-25 Sheet 4 : Patch Management	Annexure	30	Provision to test and approve patches prior to bulk deployment.	Patching is usually done on staging setup before rolling out to production setup to ensure smooth functioning / performance. a) Does Canara Bank have a staging setup for the available OS & Applications? b) Need clarity on what sort of internal / hierarchical approvals are required for bulk deployment.	1.Yes , Bank has the required infrastructure. 2. The details other than as mention in the RFP will be shared with the successful bidder

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314	Annexure-25 Sheet 4 : Patch Management	Annexure	43	The proposed solution should provide configuration comparison reports and change log for configurations.	Need inputs on which parameters of configurations of what systems (like OS, app) are required.	Proposed solution should have capabilities as mentioned in RFP.
315	Annexure-25 Sheet 4 : Patch Management	Annexure	48	The proposed solution should have the ability to integrate with other solutions but not limited to NTP, AD server, DNS server, SIEM, Incident Management, Syslog server, SMTP, POP3 and the corresponding logs has to be generated and stored as per bank's requirement.	Need inputs on AD, SIEM integration requirements.	Proposed solution should have capabilities as mentioned in RFP.
316	Page 50	Scope of Work	Annexure 2 - Section -11, 11.5 - 11.7	The Bidder will be responsible to train all the users as identified by the Bank quarterly for minimum 40 hours or as and when requested by the Bank. The Batch size of each training sessions should be limited to 20. It is Bidder's responsibility to train all the relevant team members related to in scope Allied applications, Interfaces, CBS applications, Middleware (ESB), new tools, Infrastructure and NOC	In this for the New Tools, how many hours training required? This has to be done by OEM or Bidder? Also will be it banks location or at OEM /Bidder site/or a prometric institute/will it be in blore only/can the same happen over a virtual platform as well/What is the lead time to the SI to arrange for the trainings.	Location, platform will be mutually discussed and accepted. Bidder to comply with the RFP terms and conditions for others. Bidder to comply with the RFP terms and conditions.
317	NA	Annexure	Annexure 25 - IPAM - 1	The Bidder should size highly scalable architecture including all necessary Hardware's, Software's, Database, Operating System on a platform that should scale efficiently handling minimum 10,00,000 IP Address both IPv4 & IPv6 together from day 1 of the implementation.	Is it the IPAM requirement for 1M IP Address Mgmt or 1.2 Million?	Bidder to comply with the RFP terms and conditions.
318	NA	Annexure	Annexure 25 - IPAM - 45	The solution should integrate tightly with Bank existing tools like NCCM/NMS, on real time basis for sending and receiving required information and should have API/interfaces for any 3rd party tools integration in bi-directional communication.	Scope of integration with NCCM and NMS?	The proposed tool should be integrated with Bank's existing tools as defined in RFP.
319	NA	Annexure	Annexure 25 - IPAM - 47	The solution should have the ability to integrate with other solutions (but not limited to) like NTP, AD server, DNS server, NCCM,NMS, TACACS+, RADIUS, SIEM, Incident Management, PIM, Syslog server, SMTP, POP3, and the corresponding logs has to be generated and stored as per bank's requirement.	Scope of integration with NTP, AD server, DNS server, NCCM,NMS, TACACS+, RADIUS, SIEM, Incident Management, PIM, Syslog server? Pls let us know does the SI have a consider a Sys log management as part of tool offering apart from the tools asked, if not pls elaborate the sys log management set up currently deployed at Bank.	Syslog implementation is not in scope of RFP.

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320	NA	Annexure	Annexure 25 - Capacity Mgmt - 11	The proposed solution should have the ability to integrate with other solutions but not limited to NTP, AD server, DNS server, SIEM, Incident Management, Syslog server, SMTP, POP3 and the corresponding logs has to be generated and stored as per bank's requirement.	Scope of integration with NTP, AD server, DNS server, SIEM, Incident Management, Syslog server ?	Proposed solution should have capabilities as mentioned in RFP.
321	NA	Annexure	Annexure 25-ITSM, 22(Incident and Event Management)	Ability to support highly flexible routing of incidents based on available resources located across multiple sites and other factors, such as time of day, tiered service values.	Is the expectation to provide workforce management solution also as part of ITSM	bidder to provide as per RFP terms and conditions
322	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	22	The proposed solution should be able to integrate with the various tools of the Bank, including ITSM systems, OEM and must be able to ingest logs from these tools as well share if required.	Please explain the use case for ingesting logs from ITSM to monitoring?	Bidder to comply with the RFP terms and conditions.
323	Annex 2, SoW - 2.1 - Table A - Page 1-4 of 52 Table B: Core Banking Applications Details	Scope of Work	In-scope Allied Applications Table B: Core Banking Applications Details	Mobile Banking Version 3.0.1.3.2 Tab Banking Version 2.0	Is Digital User Experience Monitoring covering the front end mobile app and web required? If yes, how many mobile application to be covered?	Bidder to provide as per scope of RFP. Bidder to comply with the RFP terms and conditions.
324	Annex 2, SoW - 10.2, Page 16 of 52	Scope of Work	10.2,Page 16 of 52		Does Bank require High Availability for all proposed applications?	Refer corrigendum
325	Annex 2, SoW - 2.1, Page 1 of 52	Scope of Work	2.1, Page 1 of 53		Is Mobile application instrumentation in Scope? If yes, please share the technology stack.	Please refer scope of RFP. Bidder to comply with the RFP terms and conditions.
326	Annexure-25 Technical Requirements	Annexure	SAMS		Given that this solution is going to be deployed for critical production applications, we recommend POC to be made mandatory before commercial evaluation for all shortlisted bidders. Please confirm that the evaluation criteria for POC must include the SAMS technical requirements mentioned on Annexure-25	Bidder to comply with the RFP terms and conditions.
327	SAMS,ID 34	Annexure		Should provide Web based feature rich GUI without need for fat client (no installation, ongoing maintenance or management for web client) i.e. Monitoring can be performed using browser.	Bank is looking for Unified browser based dashboard to understand the End User Experience which does Web services monitoring by browser based plugins seamless. IS our understanding correct ?	Bidder to comply with the RFP terms and conditions.
328	SAMS,ID 40	Annexure		Should provide the flexibility to monitor applications deployed both internally (incl. virtualized environments and /or private cloud) and externally (public cloud using IaaS or PaaS support for future need).	Bank is also looking to monitor the applications like web services deployed in DC and does support SaaS based APPLICATIONS Also..	Bidder to comply with the RFP terms and conditions.

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329	10 . Third Party Co-ordination Services Page 17	RFP		10.5.Provide Root Cause Analysis (RCA) document whenever required. In case of involvement of multiple stakeholders, Selected Bidder to ensure co-ordination and active participation in providing the RCA.	For Banking customers running Mission critical applications , OEM should provide more Comprehensive investigation and faster Restoration of services.Therefore we would Bank to ask for OEM Detail RCA support which is over on above standard response provider under TAC support. Bank should ask for Bank Data Centre Network, DC Core Routers, Firewall and NBAD solutions	Bidder to comply with the RFP terms and conditions.
330	3.0 General SLA and Terms and terminologies Page 21	General SLA terms and Terminologies		3.12.Bidder to ensure OS hardening and patch management of application, database, server, storage and network devices every quarter and/or as per Bank cyber security policy and RBI regulatory requirement and must submit relevant reports to Bank as mentioned in "Reports" section C within the defined timeline.	As per RFP it specifies Bank is looking for compliance requirement such as RBI etc where they need to validate equipment's configuration and software versions are aligned to the recommendations . We would Bank to ask for OEM Configuration Best practices reports that shall help to reduce inconsistent configurations for similar Software Features across all the OEM Routing and Switching network products. This report shall allow the bank to validate if the device configuration aligns with OEM best practices and industry standards like RBI. Bank should ask for Bank Data Centre Network, DC Core Routers, Firewall and NBAD solutions	Bidder to comply RFP terms and conditions
331	3.0 General SLA and Terms and terminologies Page 21	General SLA terms and Terminologies		3.12.Bidder to ensure OS hardening and patch management of application, database, server, storage and network devices every quarter and/or as per Bank cyber security policy and RBI regulatory requirement and must submit relevant reports to Bank as mentioned in "Reports" section C within the defined timeline. 3.13.Any software or hardware support such as update, enhancement, upgrade shall be communicated to the Bank by the Bidder within a period of two weeks from the date of release, during the entire contract period along with their recommendations of implementation, level of criticality and benefits.	As per the RFP Bank is looking to abide to RBI audits wherein There are critical components in the Bank's data centre such as spine (core) switches , edge routers , firewall etc that will require periodic software upgrades for critical elements . We have seen that some of these upgrades results into outage due to software defects .It is therefore recommended that Bank should asked for OEM bug scrub half yearly from the OEM to validate if the target release for the upgrade is the recommended one for Bank Data Centre Network, DC Core Routers, Firewall and NBAD solutions	Bidder to comply RFP terms and conditions

332	10.0 Business Projections Page 38	RFP		10.3.The successful Bidder shall submit detailed requirement/proposal for upgradation of hardware, software and technology refresh strategy for DC and DR as per the growth anticipated by the Bank or elsewhere mentioned in this RFP. 3.16 . Bidder needs to arrange to replace the existing infrastructure and network device with equivalent or higher configuration in case: End of Support declared by the respective OEM Hardware is obsolete	OEM should provide following focussed services as an extended support to the bank and to the bidder that includes: 1. New Feature Guidance 2. Design and architecture related Consultations for technical issues 3. complex issues requiring interaction with OEM Sales or Engineering Teams. Bank should ask for Bank Data Centre Network, DC Core Routers, Firewall and NBAD solutions	Bidder to comply RFP terms and conditions
333	16.0 VAPT and other Audits Page 41	RFP		Bank can get VAPT, and other audits done by internal/ external professionals/ agencies any number of times during the period of contract, in compliance to the guidelines/ orders of Regulatory/ Statutory/ Supervisor/ Company Policies issued from time to time. The Bidder is bound to facilitate the closure of VAPT and other audits observations as per the Banks requirement. The Bidder has to address the observations of each of such Assessment/ Testing/Audit/other audits as per the timelines mentioned below. 18.0 Reports 16 VulnerabilitiesDailyDescription of newly released works, viruses, vulnerabilities.	OEM provides vulnerabilities notification specific to the deployed inventory at Bank's premises along with impact assessment and recommendations with available remediations . Bank should ask for this OEM service to reduce risk and ensure solid security posture or Bank Data Centre Network, DC Core Routers, Firewall and NBAD solutions	Bidder to comply RFP terms and conditions
334	10.1. Service Desk (Level 1) Page 15.	Scope of Work	10.1.4	10.1.4. The Bidder should provide L1 support for all in-scope Allied applications, interfaces, CBS applications, Middleware (ESB), Infrastructure, Network operations and new tools for all Canara Bank offices and Branches domestic and overseas 24x7x365.	1)Does bank has latest updated SOP (standard operating procedures) available for all the in scope allied apps, CBS Apps , middleware , infrastructure , Network ? 2)Kindly share for which all support elements there is no SOP's 3) We request bank to ensure existing vendor updates SOP for all scope of work line items before exiting from the contract.	The details other than as mention in the RFP will be shared with the successful bidder. Bidder to comply RFP terms and conditions

335	10.2. IT Infrastructure Operations & Support Page 16	Scope of Work	10.2.1	10.2.1. Bidder should implement and manage Bank's on-premises infrastructure including (but not limited to) compute, storage, network, backup, security, database management with the ability to scale up as per the workload requirements as and when required during the contract period	Kindly share details on implementation scope other than New tools requirement mentioned in this RFP	Please refer relevant clauses of RFP for implementation scope.
336	Page 42	RFP	17.13	The above guidelines are applicable to all existing DC/DR/NDR/UAT Oracle SQL or any other databases.	DR drills are applicable only to DC, DR. No NDR & UAT. Please confirm	Bidder to comply RFP terms and conditions
337	Annexure-25 26 Technical Requirements--> Sheet 1: ITSM	Annexure	Problem Management Requirements	32. The ability to report on the number of proposed solutions, most used solutions, and least used solutions in the knowledgebase.	Requesting authorities to share the use cases for this requirement so that we can design our solution accordingly.	Proposed solution should have the capabilities as mentioned in RFP.
338	Annexure-25 26 Technical Requirements--> Sheet 1: ITSM	Annexure	Knowledge Management	20. Ability to define role based access restriction to access and perform changes on the target environment/devices.	Requesting authorities to provide the use case details for this requirement so that we can design our solution accordingly.	Proposed solution should have the capabilities as mentioned in RFP.
339	Annexure-25 26 Technical Requirements--> Sheet 5: Capacity Management	Annexure	Capacity Management	13. The solution should be compliant with guidelines issued by applicable regulatory authorities such but not limited to RBI and it should be compliant with respect to the Cyber Security requirements.	Requesting authorities to explain cyber security requirements which we need to comply so that we can plan our solution accordingly.	Proposed solution should be compliant with guidelines issued by RBI / Government / other authorities.
340	Annexure-25 26 Technical Requirements--> Sheet 5: Capacity Management	Annexure	Capacity Management	14. The proposed solution must have capability to store and maintain historic data(as per RBI Data Retention Policy) and also able to generate analytic report based on the user requirement.	Requesting Authorities to share the retention period that Bank is looking for to maintain the historical data so that we can design our solution accordingly.	Bidder to comply RFP terms and conditions
341	Sheet: Baseline	Annexure	CBS Baselines	Dell Storage (SC4020)	(1) Please confirm if the customer is having Dell Storage (SC4020) "Storage Element Management" system in place, so we can have an integration with their EMS to consolidate the storage events, KPIs, and performance data at MF proposed solution. (2) Please confirm if Dell Storage (SC4020) element management system does support SNMP trap or REST API integration capabilities.	Bidder to comply with the RFP terms and conditions.
342	Annex 2, SoW - 2.1, 2.3 - Page 1-5 of 52	Scope of Work	2.1, 2.3 - Page 1-5 of 52	2.1. In-scope Allied Applications. Table A and B 2.3. Core Banking Applications	Table A and B, covers 13 applications. From a scope of SAMS perspective, are there other applications that also needs to be covered? If yes, can the Bank share details of applications, underlying Infra, Operating Systems and the programming language? For the current list of allied and CBS applications, please share the underlying Infra and Operating System details	1. Refer corrigendum. 2. Refer Annexure-23 for existing infra details.

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343	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	67	The proposed solution must have capability to provide ability to easily collect and analyze specific information, including information on (but not limited to) Buffer pools, Databases, Locks and other details about lock resources, Server key events, Table space, Database State, Errors	Please specify Database types relevant to this requirement?	The proposed solution should support all standard database types.
344	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	41	Should be able to monitor the SAN/NAS storage boxes and SAN switches/SAN Fabric.	Please specify make/model of SAN/NAS device	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
345	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	42	Should be able to monitor the Application Load- balancers and WAF.	Please specify make model of WAF and ALB	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
346	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	22	The proposed solution should be able to integrate with the various tools of the Bank, including ITSM systems, OEM and must be able to ingest logs from these tools as well share if required.	Please explain the use case for ingesting logs from ITSM to monitoring?	Bidder to comply RFP terms and conditions
347	Technical specification of new tool v1 IPAM S No 77	Annexure		The solution should be capable of triggering email to the requested users automatically after the approval of the administrator users.	We request you to provide more clarification on this clause, is this related to workflow?	Bidder to comply with the RFP terms and conditions.
348	General	Generic Queries	Ticket Volumetrics	Support	Can you provide the ticket dump in the following format - field name and eg given for reference S.No - 1 App Name - Canara Diya Ticket Title - ccount Not open Ticket Description - Ticket Description Incident / SR - Incident Application / Infra - Application Location (Branch) - Bangalore Ticket creation date - 4-28-21 10:28 AM Ticket resolution date - 4-28-21 3:09 PM Status - Closed L1/L2/L3/SR - L1 Severity - S3 Resolved by - Helpdesk ResolutinTime_Min - 192.4833333 Closure_Date - 4-30-21 10:01 PM Repetitive/Non Repetitive - Repetitive Repetitive Category - monitoring related Repetitive Sub Category - Batch missed TAT (Mins) - 30 min	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.

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349	General	Generic Queries			Application architecture - including interfaces 1) Please provide us with the technical landscape / architecture diagram specifically for the interfaces in the scope. Also request you to share the interface list Interfaces - Real time Vs Batch 3) In annexure 23 - gives a list of multiple application - some of which are not present in the RFP scope - for example "HRMS". Please confirm should this be included in the infrastructure scope or is this part of the 380 interfaces (367 + 13)? 4) All 367 APIs are part of ESB or are there any P2P cases	1) The details will be shared with the Successful Bidder. 3) The SI will be responsible to manage complete infrastructure for the Bank. 4) APIs are part of ESB and P2P.
350		Generic Queries	User count	User count	Please share following information application wise :- 1) total no of users 2) Concurrent no of users 3) Peak no of users 4) Y-o-y increase for user, transactions for a period of 7 years	The details other than as mentioned in RFP will be shared with the Successful Bidder.
351		Generic Queries	Brank Network architecture	Brank Network architecture	Can we get the infra architecture view from HO/ CO and Branch point of view; are there servers and other infra at the branches and is this in scope of the RFP?	There are no servers deployed at Branches/CO, all are centralised at DC/DRC. Remaining details will be shared with the successful bidder. Bidder to complhy with the RFP Terms and Conditions
352	Section C - Project Timelines	Project Timelines	Tools	Tools during transition	1) What is the current ITSM, Capacity management, Patch management and SAMS and IPAM tools that are there in the current landscape? 2)We assume that we will have access to the toolset used by the current SI till the proposed toolset gets implemented (8 months from the start of contract). Can you provide a list of the tools currently used for ITSM, Capacity management, patch management, performance testing etc? 3) We are assuming that we will have the incumbent tools and mechanism till the time the incoming SI brings in the tools and processes. Please confirm (E.g: ITSM tool will continue till a new ITSM tool is implemented - 8 months) 4) Manual monitoring applications Vs online monitoring application	Bank is currently not having any such tools, the mentioned tools are fresh requirement. However, Bank is having inhouse ticketing application. Bidder to comply with the RFP terms and conditions.
353		Generic Queries	Interface		1) Please provide a list of the interfaces specified in the scope? 367 APIs and 13 ISOs 2) How many interfaces are real time Vs batch interface 3) share the list of BOD/EOD Batch jobs including the frequency. 4) How many of the aforementioned APIs hosted on ESB/IIB 5) We understand that external APIs are managed by IBM API Connect and we assume that this will be out of scope of the RFP	1,2,3,4 - The details other than as mentioned in RFP will be shared with the Successful Bidder. 5 - Refer corrigendum.
354	Scope of work, Page 1	Scope of Work	Section 2	General	Please share the level of documentation available for the CBS and the Allied application in scope.	The details other than as mentioned in RFP w... be shared with the Successful Bidder.

355	Scope of work, page 4	Scope of Work	Section 2	NISYS Version 1.0	Please elaborate on the number of reports that are converted between CBS and NSE format. Also what is the frequency.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
356	General	Generic Queries			Can you share the API Catalogue? List of APIs	The details other than as mentioned in RFP will be shared with the Successful Bidder.
357	RFP Document,21	SLA & Penalties	3.8.1 3.8.3		Please provide the defined RTO/RPO for the inscope applications, Can the Bank share the BCP document for perusal	SLA refer section-c of RFP. RPO is 0 to 15 mins in general. RTO is 0 to 120 mins in general. The details other than as mentioned in RFP will be shared with the Successful Bidder.
358	Annexure - 23 Existing Hardware Inventory	Annexure			Please provide the location details of DC, DR and NDR Datacenters	Please refer Annexure-16 for location details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
359	Annexure - 23 Existing Hardware Inventory	Annexure			Please provide the storage capacity for all in-scope 220 storage boxes listed under the existing hardware inventory annexure-23 document	The details other than as mentioned in RFP will be shared with the Successful Bidder.
360	Annexure - 23 Existing Hardware Inventory	Annexure			Please confirm the total backup capacity in-use for Tapes today. Based on provided information in annexure-23 document, we see 420TB for disk based backup.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
361	Scope of Work / 10.2.11.Storage, Backup and Restore / Pg: 34	Scope of Work			Summarize the quantity of data (in GB or TB) backed up per cycle in daily backups, weekly backups, monthly backups, etc. Identify the quantity of data for full v. incremental backups.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
362	Scope of Work / 10.2.12.Tape Backup Operations / Pg: 34	Scope of Work			Describe the offsite tape rotation process and frequency (e.g. daily, weekly, monthly).	The details other than as mentioned in RFP will be shared with the Successful Bidder.
363	Scope of Work / 10.1 Service Desk (Level 1) / Pg:14	Scope of Work	10.1		Is there an existing Voice Toll Free Number for users to call the service desk. Is there an IVR/IPCC solution implemented for the service desk? If IVR is available, please share the details of the voice infrastructure, so that we can propose intgeration with the ITSM tool.	No
364	Scope of Work / 10.4. SOW for HO/CO Resident Engineer- PAN India / Pg.38	Scope of Work		HO / CO Resident Engineer	Do the HO / CO engineers co-ordinate and manage the field engineers deputed to support the branches & ATM's. If yes, please share the process followed for the same.	Bidder to comply with the RFP terms and conditions.
365	Scope of Work / 10.4. SOW for HO/CO Resident Engineer- PAN India / Pg.39	Scope of Work	10.4.6	Prepare and maintain detailed inventory of all network link.	Please provide the current inventory of all the links, including the core network, branches and ATMs including service provider details.	Please refer Annexure-2 SOW and other relevant clauses of RFP for the scope of resident engineers. The details other than as mentioned in RFP will be shared with the Successful Bidder.

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366	Scope of Work / 10.4. SOW for HO/CO Resident Engineer- PAN India / Pg.39	Scope of Work	10.4.9	Respective engineers should ensure NAC (Network Access Control) configuration in all the switches deployed in Bank network.	Please provide details on the NAC solution implemented in the bank's network	Please refer Annexure-2 SOW and other relevant clauses of RFP for the scope of resident engineers. The details other than as mentioned in RFP will be shared with the Successful Bidder.
367	Scope of Work / 10.5. Additional Responsibilities for Network Engineers / Pg:40	Scope of Work	10.5.8	Bidder will be responsible for all required configurations in new Routers, Switches, SDWAN and Bank's Existing branches routers of all Bank branches/offices.	Please provide details of the SDWAN implementation. Are the SDWAN control elements on-premise or cloud based? Annexure 23 does not provide any such details	Please refer Annexure-2 SOW and other relevant clauses of RFP for the scope of network engineers. The details other than as mentioned in RFP will be shared with the Successful Bidder.
368	Scope of Work	Scope of Work	Annexure 2 - Table C, New tools		Please provide details of integrations i.e. how these tools are interconnected? What is the integration methodolgy, is it via SNMP, API etc	Proposed solution should have the capabilities as mentioned in RFP.
369	Scope of Work	Scope of Work	Annexure 2 - Table C, New tools		Does Canara bank have any runbook automation tool? Please provide details of automation configiured? What all automation use case are running and are there any SOP's in place for same.	Proposed new tools should have the capabilities as mentioned in RFP.
370	Scope of Work	Scope of Work	Annexure 2 - Table C, New tools		Does Canara Bank have any discovery tool in place? How is CMDB mainatained currently? Total number of IT and Non IT Assets required to be handled in ITSM CMDB?	Bank is using Brainotix for discovery of assets. Details of assets will be shared with the succesful Bidder
371		Annexure	Annexure 25- SAMS		1. Can monitoring tools be on-cloud or only on-prem deployment is required. 2. What all tools needs to be integrated with infra monitoring tool 3. What all programing support is required inlcuing .net, java, R etc. 4. Please specify make/model of SAN/NAS device to monitor them. 5. Please specify make model of WAF and ALB to monitor them. 6. Is Digital User Experience Monitoring covering the front end mobile app and web required? If yes, how many mobile application to be covered? 7. How many Mobile Applications are in scope?please share the technology stack.	1.It will be on-prem deployment, however it should be compatible for on-cloud (within India). 2.The details other than as mentioned in RFP will be shared with the Successful Bidder. 3.The details other than as mentioned in RFP will be shared with the Successful Bidder. 4.Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder. 6. Bidder to provide as per scope of RFP. 5. The proposed solution should support all enterprise grade makes and models. 7. 2 mobile applications are mentioned in the refered point. For other mobile applications refer relevant clauses of RFP.
372	Annexure - 23 Existing Hardware Inventory	Annexure			Please provide the Exadata rack specification (count of cell, compute nodes, version, size (quarter/half/full) etc) for all 46 Oracle Exadata Systems	The details other than as mentioned in RFP will be shared with the Successful Bidder.
373	Annexure - 23 Existing Hardware Inventory	Annexure			Please provide Exadata Database Counts, DB version. Please provide breakup by Prod, Standby, Non-prod.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
374	Annexure - 23 Existing Hardware Inventory	Annexure			Please provide the Database Size (Average,Max)	The details other than as mentioned in RFP will be shared with the Successful Bidder.

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375	Scope of Work / 10.2. IT Infrastructure Operations & Support / 10.2.9. Database Administration / Pg:24-33	Scope of Work			How many non prod db's have DR or HA configuration ?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
376	Scope of Work / 10.2. IT Infrastructure Operations & Support / 10.2.9. Database Administration / Pg:24-33	Scope of Work			Please confirm if Platinum Patching support availability from Oracle exists	Bidder has to ensure all back-to-back arrangements with OEM for patching support of applications and SLAs as defined in RFP.
377	Scope of Work / 10.2. IT Infrastructure Operations & Support / 10.2.9. Database Administration / Pg:24-33	Scope of Work			Are there any additional appliances to be managed by infrastructure that is possibly hosting a datawarehouse or datalake system?	Scope will be limited to various clauses and annexures of RFP.
378	Scope of work & Annexure 23 & 24	Scope of Work	NA	AMC/ATS support	Please help us with the contact details of following OEMs: OSPYN Takira Solutions Fable Fintech Wipro Iomega Gemalto Sonoma HCL Fusionstor Quantum Attivo Mellonox Legato WCC APC Supermicro	Contact details for in-scope applications are already shared post signing of the NDA.
379	Social Media Policy at P.68/139	General Conditions	20 of General Terms	Bank expects from Bidder to comply with its social media policy	We request Bank share such policy for review and compliance accordingly.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
380	RFP document, page 22	SLA & Penalties	4	Report generation /Delivery	Please share the tools being used for generation & delivery of the reports in the current setup. We understand that the SLA applies to the report list mentioned in section 18.5 of the RFP document. Please confirm We understand that there will be no new report creation required. Please confirm	Please refer table under point 18 furnished in Page 42 of 139 and other references in the RFP. Bidder to comply with the RFP terms and conditions.

381	Scope of Work / 2.4.4 Table C: New Tools Details / Page 6	Scope of Work	Sl No. 3		Please provide the details on the total number of subnets IP addresses currently present in the bank's network, that the IPAM tool will be required to manage	The details other than as mentioned in RFP will be shared with the Successful Bidder.
382	Page 6	Scope of Work	Annexure 2 - Table C, New tools - 1	Scope involves the provisioning and management of ITSM Solution, based on the Bank's requirement as stated below: Incident management, Release management, Service Requests, Change management, IT asset management, Configuration Management and Problem Management.	IT Asset Management mentioned here and in detailed technical Specification, it is not covered. Is Asset Magement required to be considered? If so, what are the assets and counts? Assets includes - DC, DR, NDR, and Braches? What are all the elements? Networks, Servers, Applications and Desktops? If any non-IT assets mention that details as well along with count.	Bank is using Brainotix for discovery of assets. Bidder has to integrate the same with the proposed ITSM tool. Details of assets will be shared with the succesful Bidder.
383	Page 6	Scope of Work	Annexure 2 - Table C, New tools - 1	Scope involves the provisioning and management of ITSM Solution, based on the Bank's requirement as stated below: Incident management, Release management, Service Requests, Change management, IT asset management, Configuration Management and Problem Management.	Please help us understand, 1itsm TOOL is it only for Bank employees and IT vendors. 2. Also there is reference of Asset management, does ITSM have to support both IT CI's as well as non IT assets. 3.Can the end banking customer/account holders and IT vendors /Non IT vendors also raise the tickets. 4.How many tickets will be raised on the tool in a day. 5.the mentioned modules of ITSM, is it restricted to only the allied application and CBS or even other apps will be also covered as part of scope.	1. Yes. 2. ITSM should support IT assets. 3. Bank employees and IT vendors will have access to raise tickets. 4. Refer corrigendum for sizing details. 5. Not restricted to CBS & Applied applications.
384	Page 7	Scope of Work	Annexure 2 - Section 3, 3.4	The Bidder should perform periodic audits to measure license compliance against the number of software licenses being used out of total licenses procured & should be consistent with the terms and conditions of License agreements.	Is this managed manual. Or it requires to be handled by Asset Management? If so, software licensing details for only DC, DR and NDR or includes desktops as well? Is the exising asset mgmt covers this licensing information where ITSM can gather or it needs additional modules as part of the current bid	Bank is using Brainotix for discovery of assets. Details of assets will be shared with the succesful Bidder. It for DC, DR and NDR requirement only.
385	NA	Annexure	Annexure 25 - Capacity Mgmt - 1	The solution should facilitate the collection of data to measure capacity and performance levels of IT components beyond the defined thresholds from various domains/platforms used as part of an IT system across DC, DR & NDR including but not limited to: - Servers (Physical and Virtual) - Databases - Middleware - Web Servers - Application - Storage	Count of Physical Servers? Vendor, Model and OS version Count of Virtual Servers? Hypervisior Vendor, model & version and VM's OS version Databases Count? DB vendor and version Middleware Count? Vendor and version Web Servers Count? Vendor and version Application Count? Vendor and version Storage Count? Vendor, model and version	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
386	Page 35	Scope of Work	Annexure 2 - Section 10, 10.2.13.4	Bidder should notify the affected end users before undertaking any data management actions	Customer needs to provide the Asset and Owners, Users, Service Association for impact analysis and notfication.	The details other than as mentioned in RFP will be shared with the Successful Bidder.

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387	NA	Annexure	Annexure 25-ITSM, 11	The solution should be able to support hot topic or news flash window within the graphical user interface.	Need clarification whether announcement is enough for Internal Bank News or what kind of news flash is expected?	Proposed solution should have the capabilities as mentioned in RFP.
388	NA	Annexure	Annexure 25-ITSM, 27	The support person can interact with the end users through chat in built and add those chat transcripts in the ticket.	External Chat window required and after chat Agent will search the ticket and Copy the chat? Or is it internal inbuilt Chat with in ticket window will work so no need to copy any thing, chat will be considered specific to ticket.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
389	NA	Annexure	Annexure 25-ITSM, 19(Config Management)	The proposed solution should integrate with SIEM solution.	need the details of SIEM solution, SCOPE of SIEM integration	At present Bank is having RSA SIEM solution. The details other than as mentioned in RFP will be shared with the Successful Bidder.
390	Annex 2, SoW - 2.1, 2.3 - Page 1-5 of 52	Scope of Work	2.1, 2.3 - Page 1-5 of 52	2.1. In-scope Allied Applications. Table A and B 2.3. Core Banking Applications	Table A and B, covers 13 applications. From a scope of SAMS perspective, are there other applications that also needs to be covered? If yes, can the Bank share details of applications, underlying Infra, Operating Systems and the programming language? For the current list of allied and CBS applications, please share the underlying Infra and Operating System details	1. Refer corrigendum. 2. Refer Annexure-23 for existing infra details.
391	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	67	The proposed solution must have capability to provide ability to easily collect and analyze specific information, including information on (but not limited to) Buffer pools, Databases, Locks and other details about lock resources, Server key events, Table space, Database State, Errors	Please specify Database types relevant to this requirement?	The proposed solution should support all standard database types.
392	Annex 2, SoW - 2.1, Page 1 of 52	Scope of Work	2.1, Page 1 of 53		Is Mobile application instrumentation in Scope? If yes, please share the technology stack.	Please refer scope of RFP. Bidder to comply with the RFP terms and conditions.
393	Annexure-25 Sheet 4 : Patch Management	Annexure	5	The Proposed solution should provide patching and configuration in a secured manner for all various industry leading heterogeneous server platforms but not limited to: • All Windows platforms, • Unix Platforms like AIX, HPUX, Solaris, • Linux Platform Redhat, SUSE, Oracle Linux and CentOS, • Hypervisor Platforms like VMware, Hyper-V, • Middleware applications like WebSphere, WebLogic, Apache Tomcat, OHS, IHS. • Database Management systems like MySQL, PostgreSQL, Oracle RDBMS, MS SQL.	a) Provide inputs on number of systems and release versions of Unix systems - AIX, HPUS, Solaris b) List of all Middleware applications with version	a) Refer Annexure-23 for details. B) Revised Annexure 23 will be shared with Bidder who has signed th NDA

394	Annexure-25 Sheet 4 : Patch Management	Annexure	23	The proposed solution should be able to deploy but not limited to OS security patch, inventory, software distribution, OS upgrade, remote control capabilities and near real-time visibility into the state of endpoints including advanced capabilities.	From patch management focal view, kindly provide inputs on inventory,software distribution, remote control capabilities and near real-time visibility.	Proposed solution should have capabilities as mentioned in RFP.
395	Annexure-25 Sheet 4 : Patch Management	Annexure	30	Provision to test and approve patches prior to bulk deployment.	Patching is usually done on staging setup before rolling out to production setup to ensure smooth functioning / performance. a) Does Canara Bank have a staging setup for the available OS & Applications? b) Need clarity on what sort of internal / hierachical approvals are required for bulk deployment.	1.Yes , Bank has the required infrastructure. 2. The details other than as mention in the RFP will be shared with the successful bidder
396	page no 7 of SOW.	Scope of Work	3. Licensing	The Bidder is responsible for taking ownership of existing license inventories post expiry of licenses from the existing Vendor/SI/OEM.	Bank to share the existing license inventories.	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
397	page no 7 of . SOW.	Scope of Work	3. Licensing	The Bidder is responsible for taking ownership of existing license inventories post expiry of licenses from the existing Vendor/SI/OEM.	Customer will furnish software entitlement details OR subscription number OR license certificate for all software including start date end date.	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
398	NA	Annexure	Annexure 25 - Capacity Mgmt - 1	The solution should facilitate the collection of data to measure capacity and performance levels of IT components beyond the defined thresholds from various domains/platforms used as part of an IT system across DC, DR & NDR including but not limited to: - Servers (Physical and Virtual) - Databases - Middleware - Web Servers - Application - Storage	Count of Physical Servers? Vendor, Model and OS version Count of Virtual Servers? Hypervisior Vendor, model & version and VM's OS version Databases Count? DB vendor and version Middleware Count? Vendor and version Web Servers Count? Vendor and version Application Count? Vendor and version Storage Count? Vendor, model and version	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
399	NA	Annexure	Annexure 25-ITSM, 16	The solution should be able to integrate with Bank's existing tools, infrastructure wherever required.	Need the details of existing solution list and integration scope Tools API detail and integration mecanism, currently it is endless scope with unknown way of integration	Refer Annexure 23 for the existing inventory details. The offered tool must support all the industries best practices / open standard methods for integration. The details other than as mentioned in RFP will be shared with the Successful Bidder.
400	10.2.5.69 (Pg 20)	Scope of work		Server Management Guidelines	Deep-Security technology is being used for Anti-Virus protection for end-user computing & server environment. Please mention the license count being managed, at present juncture	Refer Annexure-23 for details.

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401	10.3.1.1 (Pg 36)	Scope of work		Network Management Services Support	Details for Firewall appliances are available. But there is no mention of any WAF technologies in the inventory. Please confirm, if WAF has been covered.	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
402	10.3.1.2.	Scope of work		Monitoring of all devices/links for Availability & performance based on Bank provided Network monitoring tools.	What are the existing Network Monitoring Tools ?	Refer Annexure-23 for details.
403	SAMS Sheet -3	Annexures		Should support SNMP based monitoring.	Are core / production application servers SNMP Enabled ?	Proposed solution should have the capabilities as mentioned in RFP.
404	Annexure-2 Scope of Work Page # 1	Scope of work	The Bidder should support and maintain approximately 367 APIs and 13 ISO messages		Bidder request Bank to provide details on the 367 APIs and 13 ISO messages	The details other than as mentioned in RFP will be shared with the Successful Bidder.
405	Annexure-2 Scope of Work Page # 4	Scope of work	The Bidder should support and maintain approximately 367 APIs and 13 ISO messages. The APIs and ISO messages count mentioned above are only indicative in nature and not exhaustive.		We would request Bank to provide details of the current 367 API's and 13 ISO messages, the connected applications and purpose of the APIs and ISO. If there are only indicative numbers, can you kindly let us know by what percentage can these numbers vary?.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
406	Annexure-2 Scope of Work Page # 25	Scope of work	There are 26 Critical Database which are currently managed by oracle ACS Resources, 50 Production database, 28 UAT database which are managed by current SI.		Bidder requested to bank to provide no of Database servers(all flavours of db) in the RFP scope	Please refer Annexure-24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
407	ATC Section H. Annexures - Annexure 6 Page # 89	Annexures	The indicative list of applications, APIs is mentioned in Annexure-2		In Addition to the Core Banking and Allied applications, can you please provide the complete list of applications servers/web servers that needs to be managed	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
408	Annexure 23 Asset Inventory	Annexures	Asset Inventory		Can you please provide the number of instances as well as detailed inventory for Oracle DB, Middleware, Web Logic, OHS, WebSphere, MS SQL, VMWare, Antivirus	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
409	Annexure 23 Asset Inventory	Annexures	Asset Inventory		Can you please provide the Antivirus (Make, Model), with complete inventory and total number of nodes to be managed along with coverage required	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
410	Annexure 23 Asset Inventory	Annexures	Asset Inventory		Can you please provide Backup and Restore policy and frequency required that needs to managed	The details other than as mentioned in RFP will be shared with the Successful Bidder.
411	Annexure 23 Asset Inventory	Annexures	Asset Inventory		Can you please provide the details and inventory for the Non IBM Storage devices and the support coverage requirement for the same	Please refer Annexure-23, 24 and relevant clauses of RFP for details.
412	Annexure 23 Asset Inventory	Annexures	Asset Inventory		Can you please provide the details and inventory for the HSM (Host Security Module) which has been listed in Annexure 23	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
413	Annexure 23 Asset Inventory	Annexures	Asset Inventory		Can you please provide the details and inventory for the Solaris and the service coverage required	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.

414	Annexure 23 Asset Inventory	Annexures	Asset Inventory		Can you please provide the details and inventory for theNon IBM Servers such as Fijutsu, Wipro, HP etc. and the service coverage required	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
415	Annexure 23 Asset Inventory	Annexures	Asset Inventory		There are presently 46 NAP locations. The RFP says 26 NAP locations. What would the per engineer average branches to be supported	Resource allocation will be as per requirements of Bank to cover all locations of Bank.
416	Annexure 25-ITSM, 21	Annexures	For integrations with other EMS/NMS tools, various options for integration should be provided by the ITSM solution (but not limited to)- APIs, web services, SDKs.		Bidder requests bank to provide the details of expected solution list and integration scope	Bidder to comply with the RFP terms and conditions.
417	Annexure 25 _Tooling_Specific ation ITSM	Annexures	The proposed solution should integrate with SIEM solution.		Bidder requests the details of SIEM Tool with which ITSM to be integrated. Please also confirm whether integration to be uni-directional or bi-directional along with use cases that need to be support?	At present Bank is having RSA SIEM solution. The details other than as mentioned in RFP will be shared with the Successful Bidder.
418	Annexure 25 - IPAM - 45	Annexures	The solution should integrate tightly with Bank existing tools like NCCM/NMS, on real time basis for sending and receiving required information and should have API/interfaces for any 3rd party tools integration in bi-directional communication.		Bidder requests the bank to provide the details on Scope of integration with NCCM, NMS	The proposed tool should be integrated with Bank's existing tools as defined in RFP.
419	"Annexure_25_To oling_Specificatio ns IPAM tab ; S No 77	Annexures	The solution should be capable of triggering email to the requested users automatically after the approval of the administrator users.		Bidder likes to clarify if this is related to ITSM workflow? Request bank to provide a use case scenario for the bidder to size the solution appropriately.	Yes , understanding is right . The details will be shared with Successful Bidder
420	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexures	The proposed solution should be able to integrate with the various tools of the Bank, including ITSM systems, OEM and must be able to ingest logs from these tools as well share if required.		Bidder requests more clarity on the need to ingest logs from ITSM. Can the bank provide the use case scenario for ingesting logs from ITSM into SAMS? Pl. clarify	Bidder to comply RFP terms and conditions
421	Annexure 25/ 26	Annexures	Approx. or Max Events (from NMS/3rd Party Application) to ITSM /Per Day? No. of SIEM Events/Day to the ITSM		Bidder requests bank to provide the expected per day Number of Events from NMS, NCCM, SIEM, and other monitoring tools to ITSM?	Refer corrigendum
422	"Annexure_25_To oling_Specificatio ns Patch Management	Annexures	The proposed solution should be able to provide vulnerability based patching disclosed by CVE (Common Vulnerabilities and Exposures).		Bidder requests bank to confirm if the bank is having any Central mechanism to identify most exploited vulnerabilities and protection levels against patching?	Proposed solution should have the capabilities as mentioned in RFP.
423	Annexure-25 26 Technical Requirements--> Sheet 5: Capacity Management	Annexures	14. The proposed solution must have capability to store and maintain historic data(as per RBI Data Retention Policy) and also able to generate analytic report based on the user requirement.		Bidder requests the bank to provide the retention policy / duration for metrics and logs ?	Bidder to comply RFP terms and conditions
424	Annexure 25 - Capacity Mgmt - 14	Annexures	The proposed solution must have capability to store and maintain historic data(as per RBI Data Retention Policy) and also able to generate analytic report based on the user requirement.		Bidder requests to clarify on the bank's current Retention data size & the rate of growth on an y-o-y basis?	Bidder to comply RFP terms and conditions
425	OFSS	Scope of work	List of Interfaces		Can Canara Bank provide a list of all Interfaces and ISO Messages that needs to be supported?	Bidder to comply RFP terms and conditions

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426	OFSS	Scope of work	List of Interfaces		Can Canara Bank the current IT Application Landscape Architecture and IT Application deployment architecture to get a better understanding of how different applications are integrated?	The details will be shared with the Successful Bidder.
427	INTERFACES	Scope of work	List of Interfaces		Of the mentioned 367 Interfaces, need to understand how many of the interfaces are aligned which applications respectively	The details other than as mentioned in RFP will be shared with the Successful Bidder.
428	INTERFACES	Scope of work	List of Interfaces		Who is the custodian of all the APIs along with the codebase currently	Bank is the custodian. Management of APIs are through existing SI/Vendor/OEMs. Selected bidder to take over the API management role.
429	INTERFACES	Scope of work	List of Interfaces		Which are the external agencies, partners and MSME / Business partners those consuming these API's and for what business processes?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
430	INTERFACES	Scope of work	External Partner Interfaces		For the API Interfaces being consumed by Canara Bank applications, what the integration / handshake methodology, per partner. Please share the API documentation with details and modification strategy / methodology, in case the partner API interface is updated / upgraded	The details other than as mentioned in RFP will be shared with the Successful Bidder.
431	MOBILE BANKING	Scope of work	Scope of Work - Annexure 2		What are the list of compatible mobile operating versions on which the mobile banking app is currently being supported for?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
432	MOBILE BANKING	Scope of work	Scope of Work - Annexure 2		For the bill payment, lifestyle services, social security schemes, GST etc., services, which are the respective API's being consumed by the mobile banking app	The details other than as mentioned in RFP will be shared with the Successful Bidder.
433	MOBILE BANKING	Scope of work	Scope of Work - Annexure 2		For all the external API Interfaces being consumed, can Canara Bank share the available API documentation to understand the technical stack and complexity	The details other than as mentioned in RFP will be shared with the Successful Bidder.
434	UPI Switch and Services	Scope of work	Scope of Work - Annexure 2		What is the 3rd party integration done for QR Sound Box?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
435	UPI Switch and Services	Scope of work	Scope of Work - Annexure 2		What is the logic and interface with the ATM hardware / firmware to enable cashless ATM withdrawal use case implementation	The details other than as mentioned in RFP will be shared with the Successful Bidder.
436	UPI Switch and Services	Scope of work	Scope of Work - Annexure 2		Need more details on the a11 Retail Mobile Application - such as integration purpose, methodology and APIDOC	The details other than as mentioned in RFP will be shared with the Successful Bidder.
437	UPI Switch and Services	Scope of work	Scope of Work - Annexure 2		Need more details on the integration approach and APIDOC for BMTC conductor mobile application	The details other than as mentioned in RFP will be shared with the Successful Bidder.
438	UPI Switch and Services	Scope of work	Scope of Work - Annexure 2		Need more details on the a11 Merchant Mobile Application - such as who owns the application, integration purpose, methodology and APIDOC	The details other than as mentioned in RFP will be shared with the Successful Bidder.
439	UPI Switch and Services	Scope of work	Scope of Work - Annexure 2		Need more details on the integration approach and APIDOC for PPV mobile application	The details other than as mentioned in RFP will be shared with the Successful Bidder.
440	UPI Switch and Services	Scope of work	Scope of Work - Annexure 2		Who is the custodian of the Merchant portal and what is the integration with the UPI Switch System from Canara Bank	The details other than as mentioned in RFP will be shared with the Successful Bidder.

441	Canara DIYA	Scope of work	Scope of Work - Annexure 2		Is this the digital on-boarding process supporting application ? IF "YES" then the end-to-end flow of this process is needed to be understood from the available updated BRD from Canara Bank IT - to better understand the dependencies	Yes. The details other than as mentioned in RFP will be shared with the Successful Bidder.
442	Canara DIYA	Scope of work	Scope of Work - Annexure 2		Does the application support all types of customers - Individual, Joint etc. for Savings & Senior Citizen account opening ? If "YES", then the real-time background verification for submitted onboarding documents are being verified by which set of internal and external interfaces ?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
443	Canara DIYA	Scope of work	Scope of Work - Annexure 2		In case of the digital onboarding - is all the end-to-end process real-time or there are time-gaps that enable external / 3rd party partner teams to contribute? IF "YES". Then what is their mode of interaction into the application and the back-end system?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
444	Central Processing Hub (CPH)	Scope of work	Scope of Work - Annexure 2		What additional processes apart from the digital onboarding is being performed in the CPH? Does this include interactions / interfaces to external / 3rd party partners and their application / activity interfacing ?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
445	Central Processing Hub (CPH)	Scope of work	Scope of Work - Annexure 2		Is CPH purely a automated computational process solution, by region or demography or geography ?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
446	NISYS	Scope of work	Scope of Work - Annexure 2		In addition to the file format conversion between CBS & NSE formats, this application is also expected to be real-time monitoring, logging and retrieval system for interface files between Canara Bank and NSE systems?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
447	DMS (Takira Solutions)	Scope of work	Scope of Work - Annexure 2		Will the process and functional usage segregation of the two DMS solutions continue in the future for the full period of the RPF - 5 + 2 Years ? Between Ospyn & Takira solutions being used in Canara Bank organization	The scope is limited to RFP. Bidder to comply with the RFP terms and conditions.
448	ESB/IIB	Scope of work	Scope of Work - Annexure 2		Is all the API's Interfaces being consumed or. And provided by various applications - go through this ESB infrastructure ?	No.
449	ESB/IIB	Scope of work	Scope of Work - Annexure 2		Are there any direct API server to API server integrations mandated by Canara Bank merchant / partner eco-system ? IF "YES" can the details of the interfacing API servers also be shared for further detailing and scoping?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
450	OFSS FCC FCR	Scope of work	Scope of Work - Annexure 2		How many ATM providers currently are integrated with in Canara Bank ATM network into the core banking system?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
451	General	Scope of work	Scope of Work - Annexure 2		Can we get to know the respective core banking application & allied applications agreed upon SIT & UAT processes currently between Canara Bank and the respective OEM's - from the bank side	Query not clear.
452	General	Scope of work	Scope of Work - Annexure 2		DevOps, the process of promoting customizations from development to staging to production, can Canara Bank share the current agreed upon process in use, for the respective applications, from the bank side?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
453	General	Scope of work	Scope of Work - Annexure 2		Can Canara Bank share the on-going regression testing methodology, practice and process being followed and agreed upon with the respective OEM's and Canara Bank apps team?	The details other than as mentioned in RFP will be shared with the Successful Bidder.

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454	General	Scope of work	Application Functional Interaction / Integration Diagram		Can Canara Bank share the existing application functional architecture between the CBS and its Allied Applications, as available?	The details will be shared with the Successful Bidder.
455	General	Scope of work	Application Functional Interaction / Integration Diagram		Can Canara Bank share the external systems integration touch points via architecture or interface diagram, as available ?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
456	Business Projections	Resource Requirements	Business Projections		"10.5. The Banks domestic gross advances are growing at 17.66% Y-o-Y and domestic deposits at 7.77% Y-o-Y." Basis the above statement, can Canara Bank share the respective OEM applications growth added in the past few years (As much as available) for the solutioning team to project both software and hardware additions needed for next 7 (5 + 2) years of the RFP tenure?	Succesfull bidder after onboarding should analyse and provide suggestion for any upgradations / refresh.
457	Reports	Reports	Periodic Help Desk Reporting		Can Canara Bank share the sample with data of the current set of periodic help desk reports in use?	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
458	General SLA terms and Terminologies 3.8.3 .Page no 21	General SLA terms and terminologies	General SLA terms and Terminologies 3.8.3	The Bidder is expected to provide an appropriate data replication strategy and technology recommendation to replicate data between DC, DR and NDR.	What is the current BCP solution used by bank	Sanovi DRM is being used currently for critical applications. The details other than as mentioned in RFP will be shared with the Successful Bidder.
459	Annexure 2 SOW Tools	Scope of Work	Monitoring & tools	Monitoring tools	Bidder request to share existing tools information implemented at bank	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
460	Annexure-2 Scope of Work	Scope of Work	10.8.15. Level 2 Support	10.8.16.12. FRS (FLEXCUBE REPORTING SYSTEM) for both retail and corporate extraction to be handled.	What are the total number of reports currently in usage and is this integrated to all CBS modules? Is this implemented seperately for oversea branches. ?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
461	Annexure-2 Scope of Work	Scope of Work	Table C: New Tool Details	The solution should deploy bulk patching of all the devices in Infrastructure as per Bank requirement. Test and approve patches before deployment to mitigate security risks.	What should be the frequency of patchset application on CBS?	As per OEM releases and bank's requirements.
462	SOW	Scope of Work	Table B: Core Banking Applications Details		Base, Retail, Corporate, Corporate App, Personal Finance, Management Provide the list of all functions implemented here.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
463	10	Scope of Work	5.6.17	Customizations Change request	Please provide the existing count of IMAC tickets carried out by CANARA Bank for DC asset relocations, move and installations for the currently managed per year?	Refer corrigendum
464	18	Scope of Work	10.2.5.32	Performing required batch setup activities (ad hoc requests).	Does the bank currently have a tool to monitor and facilitate batch jobs? Please name the tool and the ownership of the licenses of the current tool(s) deployed.	Bank currently have no tools to monitor and facilitate batch jobs.
465	20	Scope of Work	10.2.5.77.1.	Vulnerability scans and Penetration Testing	What is the current tool used by the bank for vulnerbility detection and penetration testing? Please confirm if vulnerbility detection and reporting will be a scope covered by bank's SOC vendor.	Bidder to comply with the RFP terms and conditions.

466	21	Scope of Work	10.2.5.108.	Maintain specific batch cycles utilizing the standard operating system CRON /	How many batch jobs are being currently performed in the bank's environment, daily or monthly? Please provide the data.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
467	21	Scope of Work	10.2.5.110.	Co-operate with the Banks priority for scheduled ad hoc and system jobs.	Please provide detailed brief of the ad hoc and system jobs and the frequencies of these ad hoc & system jobs?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
468	22	Scope of Work	10.2.5.124.	Ensure requisite mirroring and redundancy across the DC, NDR & DR facilities to ensure adequate failover for the server environments.	Please confirm the Bank's location, where the resources are to be placed for ongoing support?	Bidder to comply with the RFP terms and conditions. Refer Annexure-16 and other relevant clauses of RFP.
469	23	Scope of Work	10.2.6.4.	Configure, manage & monitor backup	What are the virtulized backup and storage technologies employed by the bank today?	Please refer Annexure-2, 23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
470	23	Scope of Work	10.2.8.4.	Bidder should ensure continuous monitoring of DC, DR and NDR storage equipment's to notify the administrator(s) in cases of failure / outages.	What are the current monitoring tools in the Bank's environment? Will the bank retain those tools during the roll out of this RFP?	Annexure 2 Table C contains the requirement of the new tools. Bidder to comply with the RFP temrs and Conditions to this effect.
471	24	Scope of Work	10.2.8.14.	Ensure across-site replication of significant data across DC, DR and NDR.	What is the method of data replication used today by the bank, what are the tools used for this?	At present Bank is using ODG, metro mirrorring, global mirroring. Bidder to comply RFP terms and conditions
472	26	Scope of Work	10.2.9.2.13.	Monitoring of transaction logs.	What is the current tool used by Bank for this scope?	Bank is presently using various native / custom tools.
473	31	Scope of Work	10.2.9.5.8.	Execute and restore in-scope database backups/tables/ data from archived tapes as per the requirement of Bank.	How many tape libraries does the Bank maintain at the moment? What is the data retention policy for these tapes?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
474	34	Scope of Work	10.2.11.9.	Storage Migration (as per Bank requirement).	Please confirm the scope of storage migration in detail?	Successful bidder has to perform storage migration for replacement / refresh as per bank's requirements.
475	34	Scope of Work	10.2.12.3.	Provide tape rotation schedule and change tape according to process.	What is the current frequency of tape change in a week? What is total amount of data backed up on tapes in GB per month?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
476	16	Scope of Work	10.2.	IT Infrastructure Operations & Support	Please provide the volumes of servers, VMs, databases, storage size for allocated storage in GB, backup size in GB, middleware instances and versions. Also provide a list and number of sites that host all of infrastructure assest, DC, DR, NDR and other locations?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
477	19	Deliverables, Service Level Agreements (SLAs) & Penalties	C C.Deliverables, Service Level Agreements (SLAs) & Penalties	Supply, Delivery, Implementation, Integration, Maintenance and Support of the ITSM tool as per the technical requirements provided in Annexure 25 and Scope of work Annexure 2	What is the Exisitng ITSM tool used in the Network Today. - Is there any Exisitng Automation module in the current NMS tool Everest.	1. No tools presently used. 2. Yes ,the existing NMS tool to be leveraged.
478	28	SLA	6.6	SLA - network Equipment -99.95%	Assumes that the Cx has all levels of redundancy in the Network design to support the SLA asked. - Can you also please provide the High level Design Details of the DC, DR and NDR in scope.	The details other than as mentioned in RFP will be shared with the Successful Bidder.

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479	5	Scope of Work	SOW - 2.4.1 New Tools	The Bidder Should Supply, Installation, Configuration, Implementation, Commissioning, Maintenance, Support & Manage SAMS (Server and Application Monitoring Solution), ITSM (IT Service Management Tool), IPAM (IP Address Manager), Capacity management Tool and Patch Management Tool, along with. All solutions must be deployed across DC & DR along with high availability & zero fault tolerance. Bidder must provide detailed deployment architecture of the new tools.	Does the bank employ any such tools currently?Please name the existing tools in place with the license owership of the tools.	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
480	_	RFP	General	Concurrent Users	What is the number of concurrent Users for each application?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
481	_	RFP	General	CPU performance, utilization, etc.,	What is the peak utilization of CPU for each applications, and please provide their names and the no's of users accessing the applications.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
482	1669720786/ Page 7	Scope of Work	3.2	The Bidder should perform Warranty/ATS/AMC/License registration with respective manufacturer/OEM/distributer for all the in-scope allied applications, interfaces, CBS applications, infrastructure, network, and existing Bank implemented tools.	Please provide the current T&C agreed for the Warranty/ATS/AMC.	Bidder to comply with the RFP terms and conditions.
483	1669720786/ Page 7	Scope of Work	3.4	The Bidder should perform periodic audits to measure license compliance against the number of software licenses being used out of total licenses procured & should be consistent with the terms and conditions of License agreements.	Please provide the Software lifecycle management software / product being currently used.	No tools at present.
484	1669720786/ Page 7	Scope of Work	3.5	Bidder should evaluate & propose the license requirement for the Bank along with the BOM.	Please share the sizing parameters to enable sizing the Hardware/Software, in order to estimate the same.	Please refer complete clause 3.5 of Annexure-2 SOW.
485	1669720786/ Page 14	Scope of Work	9.19	The Bidder is responsible for taking ownership/SoW of existing hardware inventories post expiry of warranty, ATS & AMC from the existing Vendor/SI/OEM. Refer Annexure- 23 for existing ATS, AMC & Warranty details.	Please share the current SOW and T&C agreed with current Vendor/SI/OEM.	Bidder to comply with the RFP terms and conditions.
486		Scope of Work		System Integration testing	Can you please share size / resource count for the current testing team for: 1. SIT for L2/L3 support 2. SIT for enhancements / customizations 3. UAT planning and support	Bidder to comply with the RFP terms and conditions.

487		Scope of Work		System Integration testing	What is the current size of SIT Test cases?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
488		Scope of Work		System Integration testing	Is automation available for existing Regression/ SIT test cases?	No.
489	Annexure 2/ Pg 42	Scope of Work	10.6	Incident Monitoring and Support	Please share the current IIB & Application landscape view i.e. applications, consumer community, provider community, platforms etc. view	The details will be shared with the Successful Bidder.
490	Annexure 2/ Pg 23	Scope of Work	10.2	10.2.7. New Server Deployment Guidelines at DC, DR and NDR:	Please provide the MQ & IIB infrastructure and design documents including the HA & DR capabilities	The details other than as mentioned in RFP will be shared with the Successful Bidder.
491		Scope of Work	7.8.4	Testing (performance and load testing)	Is there a performance testing process is in place, and do we have baselined results available for the existing product/application?	Successful bidder has to perform the requesite testings / baselining.
492		Scope of Work	7.8.4	Testing (performance and load testing)	What are the current tool set for Performance Testing. If commercial tools, does Bank owns the license for these tools?. What is the monitoring tool used for application Monitoring and Analysis?	Successful bidder has to perform the requesite testings / monitoring.
493		Scope of Work	7.8.4	Testing (performance and load testing)	What is the current frequency in which Performance tests are carried out?	On Ad-hoc basis.
494		Scope of Work	7.8.4	Testing (performance and load testing)	In which env. performance tests are expected to be carried out. If UAT, will the UAT config similar to that of production Config	Mutiple UAT environmantes are available with Bank for performing required testing.
495		Scope of Work	10.8.16.13.1	ETL Development, maintenance, and support of extraction related scripts systems up to data warehouse staging layer should be handled. Extraction scripts include CBS systems (FLEXCUBE retail, FLEXCUBE corporate, FCUBS(Overseas) and FLEXCUBE treasury modules) and providing the data request support to Bank Downstream applications.	What is the existing process of ETL upload and request to help with list of current extraction scripts?	Around 180+ scripts are in scope. The details other than as mentioned in RFP will be shared with the Successful Bidder.
496		Scope of Work	10.8.18.11	During Batch aborts, the Bidder should immediately enable the team to work on the incident, look for un-processed transactions in key technical tables, running scripts and analyse the scripts output	Share us the Volume of Batch Aborts per day which could help us to understand inflow	Approx. 10 aborts during EOD batch opeartions per day as on date.
497	Annexure 2	Scope of Work	2.1 In-scope Allied Applications	The Bidder should support and maintain in-scope Allied applications as mentioned below.	Please provide the details for each application like their technology, application age, SoX compliance requirements, documentation availability, user base, application maturity etc.,	The available details other than as mentioned in RFP will be shared with the Successful Bidder.
498	Annexure 2/ Pg 42	Scope of Work	10.6	Incident Monitoring and Support	What is interacting protocol of IIB with peripheral applications?	The available details other than as mentioned in RFP will be shared with the Successful Bidder.
499	Annexure 2	Scope of Work	2.1 In-scope Allied Applications	Same as above	Please share the technology stack details for the allied applications a)The mobile/tab applications, are they IOS or android? Please share more details on the tech stack b) Tech stack for the Document Management System(DMS)	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.

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500	Annexure 2	Scope of Work	2.2 List of Interfaces	The Bidder should support and maintain approximately 367 APIs and 13 ISO messages. The Bidder should also support the CBS interface with ATM Switch application for financial and non-financial transactions initiated from (not limited to) ATM, POS and Ecom. The APIs and ISO messages count mentioned above are only indicative in nature and not exhaustive.	1. Can you please share details of the APIs and ISO messages to be supported 2. Can you please clarify the statement that this list is indicative and not exhaustive?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
501	Annexure 2	Scope of Work	2.2 List of Interfaces	Same as above	1. Can you please provide details of upstream / downstream applications that have integration with CBS / Allied Apps 2. Can you please share the technical / integration architecture of the entire landscape including upstream and downstream systems 2. Please share details of the integrations - sync / async / real-time / near-real time etc. 3. Please share interface details of 3rd party systems / systems for communication & messaging	The details other than as mentioned in RFP will be shared with the Successful Bidder.
502	Annexure 9	BOM	Table O - Rate card for resources	API development cost (Per API development)	Can you please share more details of APIs expected to be developed.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
503	SLA for Ticket Resolution / Page 27	SLA	Service level range (calculated quarterly)	If the Bidder fails to maintain the resolution turn-around time, penalty will be deducted	Please share how SLA performance is measured currently: 1. Ticketing tool used 2. Ticket assignment process / establish & tracking accountability for resolution 3. Operational agreements between SI / OEM	1.Presently using inhousing ticketing tool. 2. & 3. Bidder to comply with the RFP terms and condition.
504	Annexure 2 Scope of work / Page 15	Scope of Work	10.1.12	The key activities that the Bidder is expected to perform as part of Level 1	is L0 available with a different vendor if so kindly provide the details?	No.
505	SLA for Uptime / Page 27	SLA	6. SLA for Uptime	If the Bidder fails to maintain the guaranteed Uptime during the contract period, the penalty for Uptime will be deducted as under	Please share how SLA performance for uptime is measured currently: 1. Is there a tool in place to assess downtime? 2. Are downtime events logged in a ticketing tool? 3. What is the SLA performance trend for uptime for the last 12 months?	SLAs are presently being managed manually.
506	NA	Annexure	Annexure 25 - Capacity Mgmt - 1	The solution should facilitate the collection of data to measure capacity and performance levels of IT components beyond the defined thresholds from various domains/platforms used as part of an IT system across DC, DR & NDR including but not limited to: - Servers (Physical and Virtual) - Databases - Middleware - Web Servers - Application - Storage	Count of Physical Servers? Vendor, Model and OS version Count of Virtual Servers? Hypervisior Vendor, model & version and VM's OS version Databases Count? DB vendor and version Middleware Count? Vendor and version Web Servers Count? Vendor and version Application Count? Vendor and version Storage Count? Vendor, model and version	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.

507	NA	Annexure	Annexure 25-ITSM, 6 (enterprise ticketing feature)	Solution to provide user feedback experience via SMS/WhatsApp/Email from end user on ticket closure.	Required SMTP Server, SMS gateway and WhatsApp business APIs has to be arranged by bidder or are these already available currently with Bank .	Bidder to comply with the RFP terms and conditions.
508	Appendix 23 Existing Hardware Inventory Page 130	Annexure		*Note- The details of Existing Hardware Inventory (Annexure 23) will be shared post signing of the Non-Disclosure Agreement (Annexure 17). The Bidder to submit the Non-Disclosure Agreement (NDA) latest by 10th December 2022 for obtaining the Existing Hardware Inventory (Annexure 23).	We would request Bank to share inventory detail to cover under this RFP so that OEM & Bidder will work on optimized scope and right engagement model	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
509	Page 21	Scope of Work	8.2	The Bidder must have a suitable strategy for recovery of data and application in case of a disaster, with necessary procedures, within RPO and RTO as defined in the Bank's BCP document. The Bidder must adhere to the latest BCP framework of the Bank. In, case of disaster the DR site should be up and operational with minimal manual intervention.	We Assume that: 1,Existing BCP/DR procedures are in place and KT will be provided to vendor whoever is onboarded 2.Existing BCP/DR procedures are within the RPO and RTO as defined in the banks BCP document Please confirm	The details other than as mentioned in RFP will be shared with the Successful Bidder.
510	Page 21	SLA	3.8.4	Disaster Recovery	Can we get the list of issues faced in the last 3 DR Drill which are infra dependent? Can the DR Drill in a calendar year be capped at 4?	No major issues faced. DR Drills will be as per the policy of Bank / regulators.
511	All	RFP	All	Training	We assume that the the exisiting training metrial and processes will be handed over by current SI during transition. Please confirm	The details other than as mentioned in RFP will be shared with the Successful Bidder.
512	Page 26	RFP	5	Priority of Incidents	Kindly share requried details for past 5 year - incident,Restoration and response time	Approx. 11 lakh incidents per year. For prioritisation of incidents refer Section-C of RFP.
513	General		General	Current Statistics	Request Bank to share Current statistics like - Current SLA adherence, Current RTO/RPO, DR drill open points, Current Contract details with OEMs, documentation availability.	SLA refer section-c of RFP. RPO is 0 to 15 mins in general. RTO is 0 to 120 mins in general. The details other than as mentioned in RFP will be shared with the Successful Bidder.
514	Section 6		Canara Bank annexure - Page 29	If the failure of any component in any hardware/ network equipment / product occurs more than 3 times in 6 months, such hardware/ network equipment, the System Integrator to recommend replacement of the subject hardware/network device.	Request Bank to confirm the current patches deployed in entire infra landscape. As per RFP, if there are 3+ failures in 6 months, it needs to be replaced. Request Bank to provide a history of such failures	No such failure.
515	Page 106, Canara Bank Annexure		Annexure-16, Table J	Core Banking Support	What is the level of documentation maintained within the Bank to support the Applications	As per industry standards.

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516	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Pls provide complete Inventory Details (location-wise) of existing IT infrastructure with make, model, serial number, date of purchase, Warranty /AMC status with OEM. Kindly provide details for all types of devices for all locations that will be covered as part of the scope.	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
517	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	**9.1.** The Bidder should provide services related to warranty, maintenance, and support of all the software, application, and hardware inventories for the entire contract period at all locations of Canara Bank (DC / DR / NDR / RO/ HO / CO).	The Details of Existing systems are not available in the RFP annexures. We request Bank to facilitate/provide design and architecture documents viz Overall Solution Architecture, Technical Architecture, Deployment Architecture, Storage Architecture, Storage Sizing and Capacity details, SIEM EPS statistics, Network Architecture, Security Architecture and detailed Infrastructure BoM depicting component wise details with serial number of the device and make /model, current utilization, EOS details etc. We request that these details are provided to bidders/SPs in order to ensure a level playing field for all participating bidders.	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
518	Page 7 of Annexure 2 - 3.3 - Licensing		Annexure 2 - Scope of Work	The Bidder must maintain data regarding entitlement for software upgrades, enhancements, refresh, replacements, and maintenance of in-scope applications, interfaces, and complete infrastructure.	Please share the refresh frequency currently done on the existing set of infrastructure	Replacements / refresh happens as per bank's requirements.
519	Annexure 24		In scope applications		Annexure 24 : We would be needing additional below details :- 1. Type of Application and Version (Apache/Tomcat/Websphere/Java/.Net/Siebel/Oracle/WebSphere MQ) 2. No. of JVM /.NET CLR Instances 3. JVM/CLR Version 4. JVM/CLR Bit 5. RAM Memory 6. Core count (only for databases) 7. Location 8. Physical/ Virtualized/ Cloud Name 9. OS and Version of CBS_Apps 10. RAM memory for Hardware/VM's	Please refer Annexure-23, 24 and corrigendum for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
520	Annexure 24		In-scope applications		Application wise real user details required :- 1. Avg number of User Sessions per month 2. Number of User Actions (page views) per month	The details other than as mentioned in RFP will be shared with the Successful Bidder.
521	Annexure 24		In-scope applications		1. Application architectural flow diagram 2. PAAS based or public cloud based application details and architecture	The details other than as mentioned in RFP will be shared with the Successful Bidder.
522	Annexure 24		In-scope applications		How do you measure user experience today ? Does business know about an issue only after a customer complains ?	Bank is presently using various native / custom tools.

523	General	Generic Queries		Instances	1) We assume that the CBS instances across the Oracle Flexcube, Digital experience (OBX), Overseas Banking, Treasury - please confirm 2) Internet Banking - do you have different instances for retail and corporate or only one instance? 3) Core banking - do you have different instances for domestic and foreign branches?	1. Refer Annexure-2 Clause 2.3 of RFP. 2. Different instances for retail and corporate internet banking. 3. Instances for domestic and foreign branches are different.
524	Document " Scope of Work" , Page 46	Scope of Work	Section 10.8.16.13.	ETL Development, maintenance, and support of extraction related scripts systems up to data warehouse staging layer should be handled.	Please share the details of the existing Data Warehouse 1) Technology for DW and ETL 2) Number and details of the ETL jobs 3) Number of downstream systems for CBS	1) Technology for DW and ETL Oracle Technologies(DB, PLSQL SCRIPTS & Automations ;Data pump,OFSAA,OBIEE but not limited to listed tools), SAS, Python& Shell scripting. 2) Number and details of the ETL jobs 180+ jobs related to the data warehouse staging layer 3) Number of downstream systems for CBS: Not applicable
525	Scope of Work - 10.2.5. Server Management Guidelines at DC, DR and NDR - Pg: 21	Scope of Work			Please confirm the number of batch jobs run on a daily/weekly/monthly basis, % of batch jobs failures and also provide the tools, technology/skill requirements	The details other than as mentioned in RFP will be shared with the Successful Bidder.
526	Scope of Work / 10.1 Service Desk (Level 1) / Pg:14	Scope of Work	10.1		Please share the last 12 months ticket dump, which are being handled by the service desk.	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
527	Scope of Work / 10.1 Service Desk (Level 1) / Pg:14	Scope of Work	10.1		If possible please share the breakup of incoming tickets between Voice, Email, Chat and Web.	Approx. 11 lakh tickets for last one year, mainly through Web.
528	Scope of Work / 10.4. SOW for HO/CO Resident Engineer- PAN India	Scope of Work			What are the SIs providing the network support for branch and ATMs?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
529	Scope of Work / 10.2. IT Infrastructure Operations & Support / 10.2.9. Database Administration / Pg:24-33	Scope of Work			How many db's have Golden gate configuration ?	The details other than as mentioned in RFP will be shared with the Successful Bidder.

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530	Scope of Work / 10.2. IT Infrastructure Operations & Support / 10.2.9. Database Administration / Pg:24-33	Scope of Work			How many db's or schema's are being refreshed or cloned per month ?	15-20 Databases per month across all environments as on date.
531	Scope of Work / 10.2. IT Infrastructure Operations & Support / 10.2.9. Database Administration / Pg:24-33	Scope of Work			How many db's have more than 2 nodes RAC configuration ?	NO databases are having more than 2 RAC as on date.
532	Page 37	Scope of Work	Annexure 2 - Section 10, 10.3.1.11	All network security devices logs (Access Logs, Audit Logs & Syslog) and other network devices Log (Syslog) management, capturing and forwarding / shipping to FTP Server / Syslog Server from device point of view with the tools provided by the Bank.	Please help us understand how these logs are stored, does the bank have a sys log management in place. Please note security alerts/events can be raised by SIEM, where as Operational RCA can be performed on the device logs as part of Sys log management.	In current state, all the required logs are forwared to SIEM servers. It is bidder's responsibility to integrate logs of banks infrastructure are forwared to SIEM/Syslog servers. Bidder needs to perform log analysis in case of any incident. Bidder to comply with the RFP terms and conditions.
533	NA	Annexure	Annexure 25 - Capacity Mgmt - 11	The proposed solution should have the ability to integrate with other solutions but not limited to NTP, AD server, DNS server, SIEM, Incident Management, Syslog server, SMTP, POP3 and the corresponding logs has to be generated and stored as per bank's requirement.	Scope of integration with NTP, AD server, DNS server, SIEM, Incident Management, Syslog server ?	Proposed solution should have capabilities as mentioned in RFP.
534	NA	Annexure	Annexure 25-ITSM, 1	The Solution should have a process driven workflow which will incorporate actions (but not limited to) routing of request, setup of service desk, SLA management, electronic request approvals by actionable e-mail, SMS alerts.	Will bank already has clearly defined catalogue items and workflows will be provided at the time of implementation or Do we need to discuss with corresponding team and need to make workflow after discussion?	Yes, the successful bidder needs to have discussions with respective stakeholders and prepare the workflow.
535	NA	Annexure	Annexure 25-ITSM, 16	The solution should be able to integrate with Bank's existing tools, infrastructure wherever required.	Need the details of existing solution list and integration scope Tools API detail and Integration mecanism, currently it is endless scope with unknown way of integration	Refer Annexure 23 for the existing inventory details. The offered tool must support all the industries best practices / open standard methods for integration. The details other than as mentioned in RFP will be shared with the Successful Bidder.

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536	NA	Annexure	Annexure 25-ITSM, 21	For integrations with other EMS/NMS tools, various options for integration should be provided by the ITSM solution (but not limited to)- APIs, web services, SDKs.	Need the details of existing solution list and integration scope	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
537	NA	Generic Queries	Genric - Sizing	Total application need to be integrated and their Scope & API of integration	Number of Applications needs to be integrated and scope?	Query not clear.
538	Annexure-25 Sheet 4 : Patch Management	Annexure	43	The proposed solution should provide configuration comparison reports and change log for configurations.	Need inputs on which parameters of configurations of what systems (like OS, app) are required.	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
539	Annexure-25 Sheet 4 : Patch Management	Annexure	48	The proposed solution should have the ability to integrate with other solutions but not limited to NTP, AD server, DNS server, SIEM, Incident Management, Syslog server, SMTP, POP3 and the corresponding logs has to be generated and stored as per bank's requirement.	Need inputs on AD, SIEM integration requirements.	Proposed solution should have the capabilities as mentioned in RFP.
540	Annexure-25 Sheet 4 : Patch Management	Annexure	49	The proposed solution should able to integrate with any ITSM Solution on Rest API.	Need clairty ITSM integration requirements.	Proposed solution should have the capabilities as mentioned in RFP.
541	Section B Page#17	Third Party Co-ordination Services	10.Third Party Co-ordination Services	10.1. Coordinate with the 3rd party service providers or OEM which affects the Core Infrastructure, Network operations, and In-scope Applications and Interfaces for support services.	It is assumed that bank will share all 3rd parties / OEMs point of contacts for coordination purpose. Need confirmation	The details other than as mentioned in RFP will be shared with the Successful Bidder.
542	Page 22/ 139	SLA & Penalties	3.22	1.1. Bidder must ensure that AMC and ATS will start immediately after the completion of warranty phase of Hardware/software devices during the entire contract period.	Current h/w and s/w warranty / subscription details required.	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
543	RFP 5.2; Page	Introduction	Network Operations	Monitoring of Network link & network devices across all branch/office locations of Canara Bank including Datacenter (DC), Disaster Recovery (DR) and Near DR locations are taken care by the existing SI. In case of any hardware/link failure and/or SLA breach, current SI logs the incident with the respective OEM/SP; follow up and close to the satisfaction of the Bank.	Existing Link details with Location wise split required.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
544		Introduction			What is the current redundancy of links for each site.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
545		Introduction			What is the current SLA agreed with Service providers.	The details other than as mentioned in RFP will be shared with the Successful Bidder.

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546	RFP 5.3 page 57	Annexure	Annexure 23	Existing Hardware Inventory	Need the Network Inventory details to work on the OEM /Model specific solution.	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
547	RFP 5.3 page 57	Acceptance of Offer			Current ticket Volume of Network tickets required for last 3 months	Not available.
548	Page 7	Scope of Work	Annexure 2 - Section 3, 3.4	The Bidder should perform periodic audits to measure license compliance against the number of software licenses being used out of total licenses procured & should be consistent with the terms and conditions of License agreements.	Is this managed manual. Or it requires to be handled by Asset Management? If so, software licensing details for only DC, DR and NDR or includes desktops as well? Is the exising asset mgmt covers this licensing information where ITSM can gather or it needs additional modules as part of the current bid	Bank is using Brainotix for discovery of assets. Details of assets will be shared with the succesful Bidder. It for DC, DR and NDR requirement only.
549	Page 9	Scope of Work	Annexure 2 - Section 5, 5.6.4	The approach document should be circulated well in advance to all the relevant stakeholders. A database of all change requests should be maintained	Need the detailes of expected change Requests per day	The Bank issued approximately 300 change requests for the year 2020 and 2021 respectively.
550	Page 37	Scope of Work	Annexure 2 - Section 10, 10.3.1.11	All network security devices logs (Access Logs, Audit Logs & Syslog) and other network devices Log (Syslog) management, capturing and forwarding / shipping to FTP Server / Syslog Server from device point of view with the tools provided by the Bank.	Please help us understand how these logs are stored, does the bank have a sys log management in place. Please note security alerts/events can be raised by SIEM, where as Operational RCA can be performed on the device logs as part of Sys log management.	In current state, all the required logs are forwared to SIEM servers. It is bidder's responsibility to integrate logs of banks infrastructure are forwared to SIEM/Syslog servers. Bidder needs to perform log analysis in case of any incident. Bidder to comply with the RFP terms and conditions.
551	NA	Annexure	Annexure 25 - Capacity Mgmt - 11	The proposed solution should have the ability to integrate with other solutions but not limited to NTP, AD server, DNS server, SIEM, Incident Management, Syslog server, SMTP, POP3 and the corresponding logs has to be generated and stored as per bank's requirement.	Scope of integration with NTP, AD server, DNS server, SIEM, Incident Management, Syslog server ?	Banks infrastructure are forwared to SIEM/Syslog servers. Bidder needs to perform log analysis in case of any incident.
552	Scope of Work	Scope of work	10	The Bidder should provide L2 and L3 support for all in-scope Allied applications, interfaces, CBS applications, and new tools for all Canara Bank offices and Branches domestic and overseas 24x7x365.	For 16 applications in scope , please provide monthly volume of tickets (L1,L2, L3) and SR by priority	Bidder to comply with the RFP terms and conditions.
553	10.2.5.28 (Pg 18)	Scope of work		Server Management Guidelines	Does Bank use any Vulnerability Management technology to scan for any security exposures in its digital environment ? Please provide technology details.	Bidder to comply with the RFP terms and conditions.
554	10.2.5.64 (Pg 18)	Scope of work		Server Management Guidelines	What technology is being used for governance of authentication / authorizations / ownership of various digital assets ? Please provide technology details	Various tools like AD, PIM, ITAM are in place for the said governance.
555	10.2.5.89 to 93 (Pg 21)	Scope of work		Server Management Guidelines	Which technology platforms are being used to perform these governance (+ reporting) activities at current juncture ?	Various tools like AD, PIM, ITAM are in place for the said governance. Bidder may use additional technologies if required to fulfill the RFP scope.

556	10.2.9.6 (Pg 32)	Scope of work		Database Access Management	Which Technology is being used for DAM ? It's assumed that all databases have already been onboarded to the DAM platform	Oracle DAM is currently used by the Bank.
557	ATC Section B. Introduction Page # 17	Introduction	Third Party Co-ordination Services		What is the average monthly ticket volumes that needs to be managed by the Service Desk.	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
558	Annexure 23	Annexures	Existing Hardware Inventory		Bidder needs clarity from bank on the quantum or percentage of spares stocked on-site from respective OEMs to support the SLAs	Bidder to comply with the RFP terms and conditions.
559	"Annexure_25_Tooling_Specifications Patch Management	Annexures	The proposed solution should be able to provide vulnerability based patching disclosed by CVE (Common Vulnerabilities and Exposures).		Bidder requests to confirm the VA tool used by the bank ?Further what is the frequency of the VA in a year?	Proposed solution should have the capabilities as mentioned in RFP. Refer Clause-16 Section C for details.
560	"Annexure_25_Tooling_Specifications Patch Management	Annexures	The proposed solution should be able to scan the server security configuration & comply with the checklists/baseline/benchmarks provided by CIS (Center for Internet Security), Payment Card Industry Data Security Standard (PCI DSS), RBI, NIST and should be able to push the non-comply baseline of respective infra component.		Bidder requests bank to confirm if currently the bank has configured PCI DSS security controls and performs the security checks ?	Proposed solution should have the capabilities as mentioned in RFP.
561	OFSS	Scope of work	Core Banking Applications		Can Canara Bank provide a list of all modules licensed across all indicated CBS systems?	Refer Annexure-2 Clause 2.3 for module details.
562	OFSS	Scope of work	Additional L2 Support		Does Source Version Control Repository of all Application Systems exists currently at Canara Bank?	Source code ownership lies with the respective OEMs.
563	SOW	Scope of Work			Biometric authentication What solution has been implemented here?	Bank is presently using biometric solution from Integra Micro.
564	SOW	Scope of Work	3.9		Provide the list of audit operations.	Audits will be as per regulatory / business requirements of Bank.
565	32	Scope of Work	3.8.4	3.8.4.The Bidder should carry out the DR drill quarterly once or as and when required by the Bank or as per Banks policy to test the readiness and effectiveness of business continuity plan as proposed. During DR drill, other Data Centre locations must be in sync, the same should be a part of the backup solution. Bidder should take the responsibility for all observations during the DR drill and should rectify within the stipulated time.	Kindly enaborate as and when required to test? Does BCP document contains the frequency apart from quarterly once mentioned in 3.8.4?	Bidder to comply with the RFP terms and conditions.
566	41	SLA	6.6	CBS and associated Hardware/ Software in DC, DR, NDR uptime 99.9%	Is application and infrastructure are HA enabled in the current setup? Can you provide more detail how CBS setup currently?	Yes. The details other than as mentioned in RFP will be shared with the Successful Bidder.
567	17	Scope of Work	10.3	Logging call and tickets, co-ordination, and follow-up with the service providers, OEM and vendors	Can you please provide the last 12 months Incidents and Service Requests Data with clear breakup of P1/P2/P3 Incidents	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
568	1669720786/ Page 19	Scope of Work	10.2.5.59 10.2.5.60 10.2.5.61.	Monitor, maintain accounts, maintain IDs and their designated privileges based on the agreed security policy.	Please provide details of the PIM/PAM solution being used?	The details other than as mentioned in RFP will be shared with the Successful Bidder.

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569	16697207 86/ Page 22	Scope of Work	10.2.5.123.	Responsible to perform recovery plan drills (Mock Drill) or actual recovery plan execution at the time of disaster.	Is there any DC-DR Sync solution in use?	Sanovi DRM is being used currently for critical applications.
570	Annexure 2/ Pg 43	Scope of Work	10.7	ESB Monitoring and Management Support	What is the existing size of the middleware infrastructure 1) How many env ex: dev/uat/prod ? 2) How many Qmgrs & IIB nodes per environment 3) How many interfaces of IIB and MQ instances	Revised Annexure 23 will be shared with Bidder who has signed th NDA The details other than as mentioned in RFP will be shared with the Successful Bidder.
571	Annexure 2	Scope of Work	2.1 In-scope Allied Applications	Application Support	Are there any tickets handled outside of the ticket tracking tool? If Yes, please provide the volume and efforts	No.
572	Page 7	Scope of Work	Annexure 2 - Section 3, 3.4	The Bidder should perform periodic audits to measure license compliance against the number of software licenses being used out of total licenses procured & should be consistent with the terms and conditions of License agreements.	Is this managed manual. Or it requires to be handled by Asset Management? If so, software licensing details for only DC, DR and NDR or includes desktops as well? Is the existing asset mgmt covers this licensing information where ITSM can gather or it needs additional modules as part of the current bid	Bank is using Brainotix for discovery of assets. Details of assets will be shared with the succesful Bidder. It for DC, DR and NDR requirement only.
573	Page 35	Scope of Work	Annexure 2 - Section 10, 10.2.13.4	Bidder should notify the affected end users before undertaking any data management actions	Impact analysis and notification is possible based on the mapping created by Bank as to Asset Owners, Users, Service Association. Is the matrix already created and in use or is the expectation such a Matrix need to created by SI	The details other than as mentioned in RFP will be shared with the Successful Bidder.
574	NA	Annexure	Annexure 25-ITSM, 19(Config Management)	The proposed solution should integrate with SIEM solution.	need the details of SIEM solution, SCOPE of SIEM integration	Proposed solution should have the capabilities as mentioned in RFP.
575	Annex 2, SoW - 2.1, 2.3 - Page 1-5 of 52	Scope of Work	2.1, 2.3 - Page 1-5 of 52	2.1. In-scope Allied Applications. Table A and B 2.3. Core Banking Applications	Table A and B, covers 13 applications. From a scope of SAMS perspective, are there other applications that also needs to be covered? If yes, can the Bank share details of applications, underlying infra, Operating Systems and the programming language? For the current list of allied and CBS applications, please share the underlying infra and Operating System details	1. Refer corrigendum. 2. Refer Annexure-23 for existing infra details.
576	New Tools Recommendation	RFP			Do you have a PAM (Privileged Access management) tool or is this something we can propose?	Yes, the details will be shared with sucessful bidder.
577	NA	RFP	NA	NA	Please share Ticket Dump for security tools (Firewall & Anti Virus)	The details other than as mentioned in RFP will be shared with the Successful Bidder.
578	Annexure 2/ Pg 5	Scope of Work	List of Interfaces		Assuming 367 IIB APIs/services will be in-scope for migration along with required MQ objects? Please confirm the interface count with complexity breakup.	Bidder to comply with the RFP terms and conditions.
579	3. Licensing, Page 7	Scope of Work	3.1	3.1. The Bidder is responsible for taking ownership of existing license inventories post expiry of licenses from the existing Vendor/SI/OEM.	Request bank to provide existing licenses inventories support contract ID's details	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.

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580	10.1. Service Desk (Level 1) Page 15	Scope of Work	10.1.4	10.1.4. The Bidder should provide L1 support for all in-scope Allied applications, interfaces, CBS applications, Middleware (ESB), Infrastructure, Network operations and new tools for all Canara Bank offices and Branches domestic and overseas 24x7x365.	1)Does bank has latest updated SOP (standard operating procedures) available for all the in scope allied apps, CBS Apps , middleware , infrastructure , Network ? 2)Kindly share for which all support elements there is no SOP's 3) We request bank to ensure existing vendor updates SOP for all scope of work line items before exiting from the contract.	The details other than as mention in the RFP will be shared with the successful bidder . Bidder to comply RFP terms and conditions
581	2.8, Page 2		Canara Bank - Service Level Agreement (SLA) Clause 2.8.2	The Bidder must have a suitable strategy for recovery of data and application in case of a disaster, with necessary procedures, within RPO and RTO as defined in the Bank's BCP document. The Bidder must adhere to the latest BCP framework of the Bank. In, case of disaster the DR site should be up and operational with minimal manual intervention.	Please share the details of RTO and RPO as defined in the Bank's BCP document. Also provide the details on RTO and RPO achieved in the last 4 quarterly drills.	RPO is 0 to 15 mins in general. RTO is 0 to 120 mins in general. The details other than as mentioned in RFP will be shared with the Successful Bidder.
582	Page 106, Canara Bank Annexure		Annexure-16, Table J	Core Banking Support	Can Canara Bank provide a detailed Ticket dump for incidents, Service Requests, Problems, etc. For the L2 and L3 activities in scope for the Oracle Applications	Approx. 11 Lakhs tickets were raised during past one year. For CBS, L2 and L3 tickets in past one year were 50000 and 12000 approximately
583	General			Allied Applications	please share Tech Stack for each allied application along with current purchase orders/staffing	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
584	Annexure 24		In-scope applications		For Synthetic Monitoring , below details are required application wise :- 1. No. of URLs 2. No. of Locations 3. Frequency of Testing	Bidder to comply with the RFP terms and conditions.
585	Annexure - 23 Existing Hardware Inventory				Please provide the number of compute and storage nodes supporting by production and non-production databases	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
586	Section H Annexure 1 Eligibility Criteria for Bidders Sl. No. 7 / Page no 76 of 139	Annexure	The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Infrastructure/Network (Branch/Office or Bank) in at least 1 SCB/NBFC/SFB/Global Banks having minimum of 1500 branches in the last 7 years.	The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Infrastructure/Network (Branch/Office or Bank) in at least 1 SCB/NBFC/SFB/Global Banks having minimum of 1500 branches in the last 7 years.	Please clarify, if this condition applies for SAMS and other Tools also as a Partner OEM, i.e. the proposed SAMS tool should have been managing minimum 1 core and 2 allied applications and On-premises Infrastructure in atleast 1 Bannk with minimum 1500 branches in the last 7 Years.	This is applicable only for the Lead bidder and Bidder partner. Not applicable for OEMs of New Tools.
587	Annexure-25 26 Technical Requirements--> Sheet 1: ITSM	Annexure	IT Service Management Solution	16. The solution should be able to integrate with Bank's existing tools, infrastructure wherever required.	Requesting Bank authorities to kindly share the existing list of tools with which ITSM integration needs to be done so that we can consider the same in our solution and also confirm if these products supports REST API based integration.	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.

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588	Annexure-25 26 Technical Requirements--> Sheet 1: ITSM	Annexure	Incident and Event Management Requirement	28. Ability to differentiate between an incident and a service request.	Requesting authorities to provide clarity on this requirement. Is the expectation to integrate with any third party tools and identify the ticket type?	Proposed solution should have the capabilities as mentioned in RFP.
589	Annexure-25 26 Technical Requirements--> Sheet 1: ITSM	Annexure	Change and Request Management	17. The ability to send approval requests several times and to store multiple instances of approvals. The ability to reset approval status, resend approval requests and history logged of approval requests.	Requesting authorities to clarify this requirement. Is the expectation is to send approval reminders to same person several times and once the request is approved/rejected it can be reset and share the approval request again to another user ?	Yes, understanding is right
590	Annexure-25 26 Technical Requirements--> Sheet 1: ITSM	Annexure	Change and Request Management	22. Ability to use different process flows according to urgency.	Requesting authorities to share some more details and use cases for this requirement so that we can design our solution accordingly.	Proposed solution should have the capabilities as mentioned in RFP. The details other than as mentioned in RFP will be shared with the Successful Bidder.
591	Annexure-25 26 Technical Requirements--> Sheet 1: ITSM	Annexure	Change and Request Management	24. Ability to restrict desired deployment dates during RFC submission based on minimum lead times.	Requesting authorities to clarify this requirement. Is the expectation is to reschdule the change windows?	Bidder to comply with the RFP terms and conditions.
592	Annexure-25 26 Technical Requirements--> Sheet 1: ITSM	Annexure	Problem Management Requirements	13. The ability of differentiating between problems and known errors.	Requesting authorities to provide clarity on this requirement. Is the expectation to integrate with any third party tools and identify the ticket type?	Proposed solution should have the capabilities as mentioned in RFP.
593	Annexure-25 26 Technical Requirements--> Sheet 1: ITSM	Annexure	Knowledge Management	4. Ability to create a knowledge article via a fill-in-the-blank template.	Requesting authorities to share some more details and use case for this requirement	Proposed solution should have the capabilities as mentioned in RFP.
594	Annexure-25 26 Technical Requirements--> Sheet 1: ITSM	Annexure	Configuration Management	3. Monitor the environments under scope to identify : 1. changes in software installations and business services/applications. 2. removal of software/applications. 3. unauthorized software installations as compared to an existing software white-list. 4. changes to databases. 5. Privilege assignment, modification and deletion, with respect to active directory, database, business services/application, networking equipment, firewall devices, web servers & applications, IP telephony systems and infrastructure devices/equipment. **6. Changes in firewall rule-base and configurations.** **7. Configuration & routing table changes in networking devices.**	Is the expectation to track the changes across network devices (e.g. router, switches, firewalls, etc..). Requesting authorities to clarify.	Bidder to comply with the RFP terms and conditions.

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595	Annexure-25 26 Technical Requirements--> Sheet 4: Patch Management	Annexure	Patch Management	16. The Proposed solution should able to integrate the servers which are not in Active Directory (AD) also if it is in Agent less environment.	Requesting authorities to kindly explain if the requirement include patching of servers without installing agent on them?	Proposed solution should have the capabilities as mentioned in RFP.
596	Annexure-25 26 Technical Requirements--> Sheet 4: Patch Management	Annexure	Patch Management	19. The Proposed Solution must support SNMP V3, WMI, SSH, Network Time Protocol, LDAP.	Requesting Authorities to let us know if the network devices patching is also in scope?	Proposed solution should have the capabilities as mentioned in RFP.
597	Annexure-25 26 Technical Requirements--> Sheet 4: Patch Management	Annexure	Patch Management	42. The proposed solution should provide features but not limited to software installation & clean uninstallation, software blacklisting & whitelisting	Is the expectation is to restrict the end users from installaing the blacklisting softwares or providing the reports of the system which have blacklisted software installed on them?	Bidder to comply with the RFP terms and conditions.
598	Sheet: Baseline	Annexure	CBS Baselines	VIOS	By looking at the Baselines sheet, customer is having around 79 VOIS OS servers. Please confirm, if these VOIS OS servers support SNMP protocol and do we have the MIBs for the parameters which need to be monitored.	Proposed solution should have the capabilities as mentioned in RFP.
599	Sheet: Baseline	Annexure	CBS Baselines	Photon	By looking at the Baselines sheet, customer is having around 10 Photon OS servers. Please confirm if these Photon OS servers support SNMP protocol and do we have the MIBs for the parameters which need to be monitored	Proposed solution should have the capabilities as mentioned in RFP.
600	Annex 2, SoW - 2.4.2 - Page 6 of 52	Scope of Work	2.4.2 - Page 6 of 52	The Bidder should provide perpetual licenses for all software, hardware components proposed in the above solutions in the name of Canara Bank. The hardware required for these tools must be on capex model and on the name of Canara Bank. The bidder shall provide required license, hardware/appliance, software, training, and other services for implementing, managing and maintenance of proposed solution. The Bidder should conduct the implementation of the said solution including but not limited to design, installation, and integration with other applications and infrastructure as per Bank's existing network architecture and based on Bank's requirements. The new tools should be scalable in order to meet the Bank's future requirements.	Perpetual licensing is outdated by most of the major software OEM's. Current standard for Licenses are based on annual subscription model - as per the industry standards in India and across the globe. Therefore, we request the Bank to consider the annual subscription based licensing across the contract term.	Refer corrigendum

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601	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	1	The proposed solution must have capability to do tracking and recording of application uptime and downtime as part of monitoring. It should monitor all the bank's infrastructure across all sites (DC, DR and NDR). The proposed solution should support high availability at DC & DR it must be in sync.	Is DC and DR running in active-active or active-passive?	DC & DR running in active-passive
602	Annex 2, SoW - 10.2, Page 16 of 52	Scope of Work	10.2,Page 16 of 52		Does Bank require High Availability for all proposed applications?	Refer corrigendum
603	Technical specification of new tool v1 IPAM S No 10 (Viii)	Annexure		IP address scanning within the group	Request you to please clarify, does group means as a subnet?	It is a subnet or group of subnets which is termed as a customized group. Example if we have grouped set of subnets in a Region, we should be able to scan entire region based on customized grouping
604	Technical specification of new tool v1 IPAM S No 13	Annexure		The solution should support reserving IP address blocks zone wise/ link wise/ component wise and the IP allotment should be picked automatically from the reserved segment based on the user request. For example HO/CO segment with /24, ATM segment /29, WAN IP segment /30.	As IPAM maitains IP address in Structured manner, Adminstrator can request by search for the prefereed best available IP address or Subnet. Is the understanding right? Or else please provide more details.	Yes , understanding is right
605	Technical specification of new tool v1 IPAM S No 18	Annexure		The solution should be able to scan all the services running on IP enabled devices.	As this is primary function of NMS to monitor application and services which is not within the scope of IPAM. We would request to remove this clause.	Refer corrigendum
606	Technical specification of new tool v1 IPAM S No 20	Annexure		The solution should provide facility to map Physical IP address with NAT IP address (Private to Private and Public to Private).	Request you to please give more clarity whether bank wants to have Custom field to map Public to Private IP?	Yes, understanding is right
607	Technical specification of new tool v1 IPAM S No 25	Annexure		The solution should support allotment of classful and classless IP address blocks for different zones	Kindly confirm does this mean VLSM?	Yes, understanding is right
608	Technical specification of new tool v1 IPAM S No 32	Annexure		The solution should be capable to define address space authority boundaries per group.	Could you please confirm if the expectation is using Custom fields to map Public IP to ISP in IPAM to maintain public IP address on same IPAM tool.	It is to map public IP address with the ISP name either automatically from an external feed or by manual process
609	Technical specification of new tool v1 IPAM S NO 36	Annexure		The solution should have an option for adding/modifying/deleting IP Addresses of directly/indirectly connected network where it can't discover the IP through other methods like Partner's network.	As the reserved segment which is not reachable as per this clause, custom field can be used to add this details to respective Subnet & IP address manually. Hope understanding is fine.	Yes , understanding is right
610	Technical specification of new tool v1 IPAM S No 46	Annexure		The solution should provide the ability for multiple integration points including SNMP, XML, ODBC, syslog, delimited data imports/export, Command Line Interface, published APIs.	IPAM has its own database so we request you to please amend the clause and include integration points include SNMP, Syslog & API. As rest are not much relevant to IPAM	Refer corrigendum

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611	Technical specification of new tool v1 IPAM S No 47	Annexure		The solution should have the ability to integrate with other solutions like NTP, AD server, DNS server, NCCM,NMS, TACACS+, RADIUS, SIEM, Incident Management, PIM, Syslog server, SMTP, POP3, etc., and the corresponding logs has to be generated and stored as per bank's requirement.	As TACACS is not very much used in enterprise network & primary used in service provider for routers, we would request to remove TACACS from this clause.	Proposed solution should have the capabilities as mentioned in RFP.
612	Technical specification of new tool v1 IPAM S No 48	Annexure		The admin should be able to create local users and integrate with other solutions like Active directory, RADIUS, TACACS for user creation.	As TACACS is not very much used in enterprise network & primary used in service provider for routers, we would request tp remove TACACS from this clause.	Refer corrigendum
613	Technical specification of new tool v1 IPAM S No 61	Annexure		The solution should support dynamic initiated reporting to query current IP address state, based on user provided requirements.	Does this mean to create the custom report based on any Attribute over IPAM defined to be generated dyamically or can be scheduled ?	Yes , understanding is right
614	Technical specification of new tool v1 IPAM S No 66	Annexure		The Solution should display port / IP usage history	Request you to please clarify whether IP / Port usage doesn't mean the bandwidth consumption. It is related to history of discovered IP and respective port	Yes , understanding is right
615	Technical specification of new tool v1 IPAM S No 70	Annexure		The solution should highlight location and status changes of IP address in devices and interfaces.	Would request to remove this clause, as this clause is primary function of NMS & NMS inventory management tool would already be maingtaing & giving this function.	Proposed solution should have the capabilities as mentioned in RFP.
616	General	Generic Queries	Ticket Volumetrics	Support	Ticket volumetrics Please provide the ticket dump for the last 1 year with a split of ; Application wise tickets .eg: CBS - ? Tickets, Treasury - ? Tickets, Mobile banking - ? Etc	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
617	General	Generic Queries	Ticket Volumetrics	Support	Please provide Level wise break up - L1, L2, L3, L3 handled by OEM Vs L3, Service request handled by SI	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
618	General	Generic Queries	Ticket Volumetrics	Support	Please provide Break up based on the Priority / severity - S1, S2, S3 etc	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
619	Scope of Work, Section 5, Page 8	Scope of Work	Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools	Change Request	CR REquirements 1) Is the CR requirement included in the min resource numbers provided in Annexure 16? 2) Is the requirement of 16000 MDs for CBS and 12000 MDs for Allied apps for 5 years? What is the split of the SI Vs OEM? 3) What is the monthly CR volume in the allied and core banking applications? What is the split of the MDs application wise eg: Mobile apps-?; EBS - ?	1) No 2) 16000 mandays for CBS and 12000 mandays for allied application for 7 years. SI can decide the split of mandays. 3) The Bank issued approximately 300 change requests for the year 2020 and 2021 respectively.
620	Scope of Work, Section 5, Page 8	Scope of Work	Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools	Change Request	CR REquirements 1) Does the CR capacity include infrastructure? And all design, built test (UT, SIT, UAT), Deploy? 2) Howis the Infra increase corresponding to the CRs - managed currently? Does the bank procure the HW or is it under SI scope?	1) Yes. 2) Hardware will be procured by the Bank as and when required.

621	Scope of Work, Section 5, Page 8	Scope of Work	Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools	Change Request	1) What is the current Operating model for CRs management currently between SI, Bank and OEMs. How does the bank issue CR to the SI? Is there a change control board? Is it on a monthly basis? Please provide details	1) Change requests are issued to the SI through a Purchase Order on the basis of business requirements.
622	Scope of Work, Section 5, Page 8	Scope of Work	Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools	Change Request	CR REquirements Are the backlog CRs included in the MDs that are asked (16000 for CBS and 12000 for allied apps)? Please provide the list of the backlogs for us to estimate the effort	Backlog change requests are not considered for the mandays mentioned in RFP.
623	Scope of Work, Section 5, Page 8	Scope of Work		Change Request	How are CRs managed in the current set up? Are there separate resources / team dedicted for CRs or is it taken up along with the support activiites based on demand?	The Bank and the Bidder mutually agree for the change requests to be issued as per the requirement. Bidder should factor additional resources as per the mandays agreed in change request.
624	General	Generic Queries	SI Vs OEM RACI		Request you to please share the current RACI / scope of the SI and OEM for us to split the reqources between the OEM and SI	RACI is bidder responsibility. Refer Annexure-16 for resource details.
625	General	Generic Queries	CDP / GDPR	Customer Data Protection	Considering that the SI would be exposed to customer mobile, account numbers, card number etc, whats the CDP / GDPR mechanism that is currently in place for the existing SI vendor? Our assumtpions that the bank will be ready to sign the CDP / GDPR realted regulatory compliances with the SI partner - please confirm	Bidder should support for CDP / GDPR compliance as per the bank / regulatory requirements.
626		Generic Queries			Our understanding on the ATS / AMC requirements in in three sections - please confirm / provide us the details 1) New - ATS / AMC for new tools 2) Tenacy - For renewals post transition for already running applications 3) Any increase in the HW incrementally as a part additional applications or size	1) Yes 2) Renewals of AMC and ATS has to be done by bidder 3) For any new HW, the Bidder will be responsible to manage ATS/AMC post warranty period
627		Annexure	Annexure 23 & 24		Annexure 23 and 24 details out the hardware and infra for applications which are not a part of the application scope. Our understanding is that the "RFP infra scope" is for infrastructure underlying 12 allied applications, 4 oracle CBS system, 5 new tools and 380 (367+13) interfaces. Please confirm the infra scope Can we understand the relationship between annexure 23 and 24?	The Successful Bidder will be responsible to manage complete infrastructure for the Bank DC, DR and NDR as detailed in RFP.
628	Scope of Work, Page 10	Scope of Work	5.6.16.	Major and Minor Enhancement	How is the major and minor enhancement defined currently?	The Bidder is expected to propose framework for managing the Change requests in terms of RFP.
629	Scope of work, Page 13	Scope of Work	8. ATS for In-scope Allied Applications, Interfaces, CBS Applications and New Tools	In the event of installation of the new version, the Bidder must ensure that the version contains the entire Bank specific customizations carried out in the current version with minimum effort from the Bank.	We understand that changes related to version upgrade of the allied applications and CBS will be part of a change request / projects	Bidder to comply with the RFP terms and conditions.

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630	Scope of work, Page 8	Scope of Work	Section 4 Implementation, Point 4.5	Considering the dynamic environment any functional/system changes during implementation of replaced applications, whether regulatory or market driven, should be implemented by Bidder free of cost in a time-bound manner as specified by the Bank. Also, Bidder should ensure that there is no regulatory violation and should meet market expectation.	We understand that any changes related to regulatory & market requirements will be serviced from the customization bucket as per the BoQ. Pls confirm	Refer corrigendum
631	Scope of work, Page 9	Scope of Work	Section 5.6.12	The Bidder should provide all regulatory/statutory customizations for the in scope allied applications, interfaces, CBS applications, Middleware (ESB), hardware, and new tools during the contract period without any additional cost	We understand that any changes related to regulatory & statutory requirements will be serviced from the customization bucket as per the BoQ. Pls confirm	Refer corrigendum
632	Document " Scope of Work" , Page 46	Scope of Work	Section 10.8.16.8	The Bidder should perform data cleaning and data enriching.	1) Please share the details of Data cleaning & enriching tool available with Canara bank that can be reused by the SI. 2) Also please share the latest data quality report	Refer corrigendum
633	Document " Scope of Work" , Page 46	Scope of Work	Section 10.8.16.3	The Bidder should plan & execute performance testing, stress testing and Benchmark activity at least once in a year.	1) Please share details of performance testing tool, test automation tool available with Canara Bank that can be reused by the SI 2) Please share the past benchmarking report available with Canara Bank.	Successful bidder has to perform the requesite testings.
634	Scope of work, page 44	Scope of Work	Section 10.8.14	The Bidder should provide coordination services related to Biometric Login Solution of the Bank.	Please clarify the scope with respect to the biometric solution.	Bank is presently using biometric solution from Integra Micro.
635	SLA, Page 7	SLA & Penalties	SLA 13 - Renewal of Licenses/ Subscriptions/ Fees /AMC/ATS/ Support contracts as applicable, during the period of Contract	5% of the annual payout for	Please share the complete capping clause	Refer corrigendum
636		Generic Queries			If the API's failed due to downstream applications not in scope failure, the rectification of the same would be carried out the respective Bank team. Please confirm. For eg: Demat realted or exchance rate related - which is completely out of RFP purview	Bidder to ensure co-ordination for downstream & upstream applications and complete ownership of the in-scope applications, interfaces and new tools.
637	RFP Document,20	SLA & Penalties	3.2		We assume that System down time causing service disruptions/outages of the inscope application caused due to dependency of downstream applications that aren't part of the scope is not considered for penalties or non adherance to SLA - Please confirm	SLA to be applicable as per the RFP terms and conditions. Bidder to ensure co-ordination for downstream & upstream applications and complete ownership of the in-scope applications, interfaces and new tools.
638	RFP document, 20	SLA & Penalties	3.3		"Denial of services" should be defined instead of Any Denial of service treated as System downtime. Please confirm	Refer corrigendum
639	RFP Document, 21	SLA & Penalties	3.8.4 3.8.6.3		We understand that the Downstream applications that are not in scope causing DR drill observations will not be rectified by the bidder. Please confirm	Bidder to comply with the RFP terms and conditions.

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640	Scope of Work - 10.2.9. Database Administration - Pg: 25	Scope of Work			Please confirm the number of DB instance count for the 26 Critical Database which are currently managed by Oracle ACS Resources, 50 Production database, 28 UAT database. Please include any other database instance details which are included as part of the scope for DBA.	Refer corrigendum
641	RFP Document Annexure - 16 Resource Requirements - Pg: 104	Annexure			We noticed additional Database skill/professional level certified resource requirements under Resource Requirements document/section. Please confirm if MSSQL / MySQL / Sybase / DB2 / MongoDB / etc. are part of Canara bank's existing environment. If yes, please share the volumetric data for these databases (number of databases, instance count, version details, etc.)	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
642	RFP Document Annexure - 16 Resource Requirements - Pg: 112-114	Annexure			Please confirm the number of middleware instances in use today. Please provide the details by each technology i.e. IBM WebSphere, Apache Tomcat, Jboss, WebLogic, Rabbit MQ, Nginx,etc.	Revised Annexure 23 will be shared with Bidder who has signed th NDA
643	RFP Document / C. Deliverables, Service Level Agreements (SLAs) & Penalties / 1. Project Timeline / Pg:19	SLA & Penalties			Please confirm if existing tools would be temporarily available for supplier until the new tools gets implemented by 8th month of contract.	Yes , the available exisiting tool (Patch management) will be available for 8th month of contract.
644	Scope of Work / 10.1 Service Desk (Level 1) / Pg:14	Scope of Work	10.1		Please advise if there are any language support requirements at the service desk. If yes, please share the percentage split of tickets between languages.	The Bidder to support English and/or Hindi language at the Service Desk.
645	Scope of Work / 10.1 Service Desk (Level 1) / Pg:15	Scope of Work	10.1.4		"The Bidder should provide L1 support for all in-scope Allied applications, interfaces, CBS applications, Middleware (ESB), Infrastructure, Network operations and new tools for all Canara Bank offices and Branches domestic and overseas 24x7x365" - From the above statement it is not very clear how end user issues for desktop / laptop / local device support is handled. Is support for end user devices handled by the same service desk, or is it managed by another desk.	Presently the service desk is distributed.
646	Scope of Work / 10.1 Service Desk (Level 1) / Pg:15	Scope of Work	10.1.4		If end user device issues are handled by this servic desk, then please share the ticket flow model between service desk and desk side support teams. Can you please clarify on the roles and responsibilities for the service desk team for supporting desktop, laptop, and associated peripherals.	End user device (desktop, laptop and associated peripherals) support is not in scope of service desk. However, logging of tickets will be done in ITSM.
647	Scope of Work / 10.1 Service Desk (Level 1) / Pg:15	Scope of Work	10.1.4		We assume that the branch activities such as end user computing (desktop, printers, servers, VAN, switched, routers) and network support for the branch is out of the scope of this RFP. Please confirm	Branch network support is part of this RFP. However end user device support is not in scope.
648	Scope of Work / 10.1 Service Desk (Level 1) / Pg:15	Scope of Work			Does the Service Desk currently support "Warm Transfer" for unsupported issues?	No, it currently does not support Warm Transfer"

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649	Scope of Work / 10.4. SOW for HO/CO Resident Engineer- PAN India / Pg.38	Scope of Work		HO / CO Resident Engineer	Please advise the support hours for the Resident engineers.	Refer corrigendum
650	Scope of Work / 10.4. SOW for HO/CO Resident Engineer- PAN India / Pg.38	Scope of Work		HO / CO Resident Engineer	Please advise the number of branches managed by each resident engineers	Approximately 500 branches are being managed currently
651	Scope of Work / 10.4. SOW for HO/CO Resident Engineer- PAN India / Pg.38	Scope of Work		HO / CO Resident Engineer	Can we assume that hands and feet support at Branches and ATM's is not in scope of the RFP.	Branch network support is part of this RFP. However end user device support is not in scope.
652	Scope of Work / 9. Warranty & AMC/ATS Support / Pg:13	Scope of Work			Can you please share the number of vendors / partners who need to be managed, as part of the RFP scope.	Bidder to refer Scope of work and Annexures for details
653	Scope of Work / 9. Warranty & AMC/ATS Support / Pg:13	Scope of Work			Is Asset Management in scope of this RFP. If yes, please share details of tool used for Hardware asset management.	Yes , Asset management is part of this RFP. Bank is currently using solution from Brainotix
654	Scope of Work / 9. Warranty & AMC/ATS Support / Pg:13	Scope of Work			If Hardware asset management is in scope of this RFP, please share volume details of equipment for which we need to do asset management.	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
655	Scope of Work / 9. Warranty & AMC/ATS Support / Pg:13	Scope of Work			is Software Asset management in scope. If yes please advise the tool used for the same. Please also share the list of publishers, that need to be handled as part of Software asset management.	Yes, Software Asset management isalso part of this RFP. Bank is currently using solution from Brainotix
656		Scope of Work	6,7		How are testing defects been tracked ? Tracebility across REQ-TEST CASES-DEFECTS? Test Automation ?	Presently Testing is not automated
657	Scope of Work / 2.4 New Tools / Page 5	Scope of Work			What tool is currently used for IP Address Management? This will help us designing migration and transition effort.	Bidder has to consider this as greenfield deployment .
658	Scope of Work / 10.3.2. Network Security Management / Pg: 37	Scope of Work	10.3.2.5	As part of security products Management, Bidder should maintain Network objects definitions, review, modify access control /filter rules, security policy optimization, Services/Users/Hosts/IP filter rules in firewall, IPS and WAF.	while this requirement mentions WAF, annexure 23 does not include any WAF in the inventory. Please clarify on the devices covered under scope	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.

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659	Scope of Work / 10.4. SOW for HO/CO Resident Engineer- PAN India / Pg.38	Scope of Work	10.4.1	Monitor the branch/offices/ATM network links & devices proactively with tools like NNM and other proactive network monitoring tools as provided by Bank. Prepare daily branches/offices isolation/downtime report, weekly and monthly link down reports as per template provided by Bidder or Bank.	Please provide the detailed inventory of the branch and ATM network devices. This is required for monitoring and support efforts. Can we assume the support contract for all these devices are out of scope of this RFP?	Branch network support is part of this RFP. However end user device support is not in scope.
660	Scope of Work / 10.4. SOW for HO/CO Resident Engineer- PAN India / Pg.38	Scope of Work	10.4.1		Please confirm if the branch LAN/WLAN and WAN are in-scope?	Branch network support is part of this RFP. However end user device support is not in scope.
661		Scope of Work			Are the network monitoring tools integrated with the present ITSM tool for auto ticketing. If not, which team is responsible for alert monitoring and ticket creation?	Bidder has to consider ITSM solution as greenfield deployment .
662	Scope of Work / 10.3. Network Management Services Support	Scope of Work			For Multi-function Devices covering switching, routing / firewall, is there a segregation of responsibilities for managing the network functions and security functions?	Please refer Annexure-16 for minimum resource requirements.
663	Scope of Work / 10.3. Network Management Services Support	Scope of Work			What is the boundary of responsibility between SI and service providers for WAN support?	Branch network support is part of this RFP. SI to coordinate with ISPs for link management.
664	Scope of Work	Scope of Work	Annexure 2 - Table C, New tools		How Event management is performed currently? Do we have any event management tool? Please share current rules and policy applied for customizations currently?	Bidder should consider this as greenfield deployment.
665	Scope of Work	Scope of Work	Annexure 2 - Table C, New tools		How the hardware is currently getting monitored? What all parameters are currenly monitored and what is the method of integration?	Currently hardware is monitored through native / custom tools. Please refer Annexure-23 for tool details.
666	Scope of Work	Scope of Work	Annexure 2 - Table C, New tools		We see refrence of NMS, Everest and NNM mentioned as Network monitoring tool. Please provide what is current network monitoring tool in use? What all netowrk elements are currently monitored.	Please refer Annexure-23 for tool details.
667		Annexure	Annexure 25- Capacity Management		1. What is the current Capacity Management tool or reporting tool used by Bank 2. Scope of integration with NTP, AD server, DNS server, SIEM, Incident Management, Syslog server ? What is the Retention policy / duation for metrics and logs? 3. All solutions in new tools has to support high availability in DC and high availability in DR or DC with high availability and DR standalone? Anything needs to be considered NDR?	1. Bidder to consider this as Green field Deployment. 2. Proposed solution should have capabilities as mentioned in RFP. Bidder to comply with the RFP terms and conditions. 3.Refer corrigendum.

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668		Scope of Work	Scope of Work / 2.4.New Tools / Pg: 6		For Patching Management Solution, Is client looking for a consolidated tool for Patching across different server Operating systems or open for a different tool for each OS flavor (Windows, Linux, Unix)?	Proposed solution should have the capabilities as mentioned in RFP.
669		Scope of Work	Scope of Work / 2.4.New Tools / Pg: 6		Is the patching solution also expected to extend for Patching End User Devices?	Enduser device patching is out of scope.
670	Section C / Page 24	SLA & Penalties	4. SLA and Penalty for Applications, Infrastructure & Network operations / Sl. No. 7 Planned Activities	Penalties : If the successful Bidder carries out any activities without Banks written approval the same will be treated as unplanned downtime and corresponding penalties as per Uptime clauses will be levied	Please clarify with an example which uptime SLA will apply (there are 4 categories) and how the penalties as per uptime clausee will be levied.	SLA will be applicable as per the priorities defined in the RFP.
671	Section C / Page 26	SLA & Penalties	Priority of Incidents	Priority definitions	There are only 3 priorities defined in the table. Typical market standard is 4 priorities and Priority 3 aligns to Priority 3 when compared to standards. Does this mean that there is no SLA for Priority 4 and hence no definition has been provided ? OR all incidents are categorised into three priorities only ?	SLA will be applicable as per the priorities defined in the RFP.
672	Section C / Page 28	SLA & Penalties	SLA for Uptime (mts means Minutes)	Percentage Uptime Calculation	The uptime calculation should typically exclude any planned downtime. However, there is no mention of this in the formula for calculation and Contracted minutes of a month = Number of days in that month * 24*60..Please clarify as elsewhere the following is mentioned "3.1. The "Scheduled Business Operation Hours" for a given time frame are calculated after deducting the planned downtime."	The uptime is calculated by excluding any planned downtime on a monthly basis
673	Section C	Generic Queries	NA	Incident Response Time SLAs	Is automated incident response mechanism acceptable ?	Automated incident response mechanism acceptable only for P3 incidents on case-to-case basis with prior approval from the Bank.
674	Section 8- Payment Schedule	Payment Schedule	8.1 Payment Schedules	**For Hardware of new tools-** After completion of warranty period and after deducting applicable penalties and Liquidated damages. OR On submission of a Bank guarantee for equivalent to 10% of the remaining payment.	When are we required to furnish the Bank Guarantee? Is it upon delivery of the Hardware or post Successful commissioning and installation?	Before claiming the Warranty Payment
675		Payment Schedule	8.1 Payment Schedules	**OEM Sofware/Tools License-** After successful completion of 3 months from the date of production sign-off and after deducting applicable penalties and Liquidated damages. OR On submission of a Bank guarantee for equivalent to 10% of the remaining payment.	When are we required to furnish the Bank Guarantee? Is it upon successful Go live?	Before claiming the Warranty Payment
676	Section 12- Order Cancellation/termination of Contract	Order Cancellation/ Termination of Contract	12.3	Termnation for Convenience	It unclear as to what all can we recover upon Client's termination for Convenience. RFP only talks about 180 days Notice for Termination for convenience	Bidder to comply with the RFP terms and conditions.

677	Disclaimer at P.4/139	Disclaimer	Disclaimer	Bank expects that Bidder may conduct its independent investigation to arrive at conclusion.	While we are ok with such expectation from Bank, however, we wish to clarify Bank that Bidder can do investigation only basis RFP documents and Bank's further clarification. So, in such scenario, if any material information reveals during contracting phase, then Parties must mutually agree to address such situation including cost impact, if any.	Bidder to comply with the RFP terms and conditions.
678	Termination at P.60-61 & P.63/139	Order Cancellation/ Termination of Contract	12 also clause 6 of General Terms at P.63 for Risk Purchase	Bank expects termination for default by serving notice and invoke Risk Purchase rights	While we are in principle agree to the clause, we expect following issues to be addressed under clause: 1. Termination for default must be only for material breach situations. 2. Bank in all cases furnish advance notice of 30 days to rectify the error as notified before termination. 3. Risk Purchase provision should be deleted. 4. Bidder should also have a right of termination for material breach by Bank.	Bidder to comply with the RFP terms and conditions.
679	Responsibilities of Selected Bidder at P.62/139	General Conditions	3.4 of General Terms	The selected Bidder is expected to bring and implement any technology required or as per the directive of Government of India, RBI, NPCI or any other regulatory body in a time bound manner without any additional cost to the Bank.	We request Bank to make it at mutually agreed cost, as at the stage of bidding it is not possible to assess cost impact of any future changes due to such grounds.	Refer corrigendum
680	IRR T P.63-64/139	General Conditions	10.1 & 10.2 of General Terms	Banks expects from Bidder to give IP infringement warranty & indemnity with respect to third-party hardware & software as well.	We wish to clarify that Bidder will supply all third-party products on resale basis and Bank will sign EULA & EUMA with OEMs, where all these rights will be ensured by OEMs. Hence, we request deletion of these requirements from Bidder, as bidder is not a product owner. Detailed rationale in this regard has been provided at the end of list alongwith Bidder's Sales Agreement template for Bank's review and suggestion, if any. Also, we expect that Bank should not impose an additional penalty in this case prescribed under 10.2. Further, we request you to add the following disclaimer language in warranty section to avoid any implied warranty for services: "THE PRECEDING ARE THE ONLY EXPRESS WARRANTIES CONCERNING THE SERVICES, ANY DELIVERABLES OR MATERIALS, OR THIS AGREEMENT, AND ARE MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, CONDITIONS AND REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, INFORMATIONAL CONTENT, SYSTEMS INTEGRATION, NON-INFRINGEMENT, INTERFERENCE WITH ENJOYMENT OR OTHERWISE." There is no provision on protection of Bidder background IPR, if any used for rendering services with prior written	Bidder to comply with the RFP terms and conditions.

681	Confidential / NDA at P.64/139	General Conditions	11 of General Terms	Bank expects indemnity for confidentiality obligation, and is one sided provision	We request Bank to: 1. Make this obligation mutual, as Bidder will also share its confidential information with Bank; and 2. Delete indemnity provision, as this is not required for protecting parties right for contractual commitments. 3. Further, we request following modifications as suggested below: "Nothing in this Agreement will prohibit or limit either party's use of information (i) previously known to it without an obligation not to disclose such information, (ii) independently developed by or for it without use of information, (iii) acquired by it from a third party which was not, to the receiver's knowledge, under an obligation not to disclose such information, or (iv) which is or becomes publicly available through no breach of this Agreement; or (v) is required to be disclosed under orders of Court of competent jurisdiction or to fulfil legal or regulatory requirements. In addition, we need clarity regarding personal data - it's our assumption that Service Provider will have no access to Personal Data as such we do not require access for providing services under this project. In case access of personal data would require for rendering services then Bank musk have security system in place to mask personal data before sharing it with Service Provider or share anonymized data only. In the event, if it is not possible to render services without	Bidder to comply with the RFP terms and conditions.
682	Indemnity at P.64 65/139	General Conditions	12 of General Terms	Indemnity expectation of Bank under Cla Under clause 12.2.2 Bank referred some liability cap provision use 12.1.1 & 12.1.2 is very onerous; and	Bidder request to: 1. Delete clause 12.1.1 & 12.1.2. As explained above, indemnity right is not required for protecting parties right for contractual commitments, it is already protected under law. 2. There is reference of Liability cap provision to make indemnity under clause 12.2.2 is unlimited, whereas there is no Limitation of Liability provision under RFP. Hence, we request to include following Limitation of Liability Provision: "In no event will either party be liable for any: (A) consequential, incidental, indirect, special or punitive damage, loss or expenses or business interruption, lost business, lost profits or lost savings, or (B) loss or claim arising out of or in connection with Client's implementation of any conclusions or recommendations made by bidder based on, resulting from, arising out of, or otherwise related to this Agreement. Except for breach under clause 12.2.2, In no event will either party's aggregate liability arising out of or in connection with this agreement or any breach hereof (whether under a theory of contract, tort (including negligence), warranty or otherwise) exceed the Total Contract Price." In addition, we request Bank to include carve out provisions for the reason Bidder should not be made responsible for no fault of bidder:	Bidder to comply with the RFP terms and conditions.
683	Responsibility of Bidder at P.66/139	General Conditions	14.6 of General Terms	Bank expects from Bidder to comply with RBI Master guidelines on outsourcing.	We request Bank to share such guidelines for review, inputs and also to inform Bidder what will be applicable to Bidder under this project, as such Bidder is not a law firm/tax consultants/accounting agency to understand the regulations and comply it accordingly.	Regulatory guidelines are available in public domain, Bidder to comply with the RFP terms and conditions.

684	Right to Audit at P.68-69/139	General Conditions	21 of General Terms	Audit Right	While we agree in principle about the requirement of audit during term of contract, we request Bank to include the additional provision:	Requirement is not clear as regards to additional provision
685	Merger & Acquisitions at P.72/139	General Conditions	28.4 of General Terms	Entire Clause 28.4	While we are ok in principle with the requirements under this clause, we request Bank in such case, without any caveat, Bank mutually negotiate with Bidder to carry out work in relation to post merger integration and other additional scope. As such, if merger will happen, it is bound to increase the scope of services. Pls delete clause 28.4 to avoid ambiguity.	Bidder to comply with the RFP terms and conditions.
686	Security & Bank's Info Security policy at P.72-73	General Conditions	29 & 30 of General Terms	Entire clause alongwith Bank's Info Security Policy	We request Bank to share such policy for our review and mutually agree upon compliance requirements to appropriately manage the same. In addition, while two parties must mutually discuss and review, we wish to clarify that Bidder should not be responsible for security breaches due to existing system vulnerabilities and thus must include below disclaimer to avoid any ambiguity: "Except with respect to vulnerabilities caused by Accenture's breach of its obligations under the Agreement, Bank is responsible to remediate any vulnerabilities in Bank Data or Bank systems at Bank's cost. Bank may engage Accenture to perform such remediation on Bank's behalf pursuant to Contract. For clarity, such remediation activities pursuant to a Contract are not considered "Services" under any other SOW. In the event Bank fails to remediate a security vulnerability in Bank Data or Bank systems, Accenture will not be liable for the consequences resulting from such security vulnerability, including a data security breach, except to the extent such security vulnerability resulted from Accenture's breach of its obligations under the Agreement."	The details will be shared with the successful Bidder. Bidder to comply with the RFP terms and conditions.
687	New Clause	General Conditions	31 of General Terms	Applicable Law	We request Bank to include below clause to have clear understanding between Bank and Bidder on Applicable Laws: "Bidder shall comply with all applicable laws and regulations that are applicable to Bidder's organisation and as a provider of services under this Contract.	Bidder to comply with the RFP terms and conditions.
688	GeM GTC	General Conditions	GTC applicability on RFP	RFP floated through GeM portal and bidder will also have to comply with GeM GTC terms	We request Bank to make only RFP terms applicable for the current service requirements under bid, as GeM GTC is consist of mix terms, mostly administrative and other general terms squarely applicable for product supply or services. Service requirements under this bid is mix of third-party product supply alongwith AMC & ATC, managed services, and also system integration services. In such case, it would be relevant to govern contract by only RFP terms, to be mutually negotiated & agreed between parties to avoid complexity. We would like to highlight that Buyer under GeM GTC allowed to supersede ATC (RFP terms), if Buyer is of the view that RFP terms would be more relevant for the service requirements.	Wherever similar clauses are there in RFP and GeM GTC, RFP Terms Prevails, Bidder to comply with the RFP terms and conditions.

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689	Pre-Contract Integrity Pact - Fall Clause at P.6/6	General Conditions	8	Bank expects from bidder to give very onerous price fall commitment.	We request Bank to delete FALL CLAUSE from Integrity Pact, since it will not be practically feasible for Bidder to comply with this requirement for the following reason: 1. This is not a requirement from CVC to include it under Integrity Pact. 2. This is open and competitive tendering process, and Bank will select the lowest price bidder after whole process, which in any case will meet the objective of Bank on the commercial interest point. 3. In case, if this must have provision then we suggest including below modified clause to limit the applicability of provision during term of contract and only to govt/PSE entities for similar systems/services: "The BIDDER / SELLER / CONTRACTOR /SERVICE PROVIDER undertakes that during the term of Contract it will not supply /is not supplying similar product/systems /services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department and if it is found at any stage that during the term of Contract similar product/systems /services was supplied by the BIDDER / SELLER /CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost	Bidder to comply with the RFP terms and conditions.
690	General	General Conditions	Request forsigning resale terms as mentioned		Resale Terms: - - All Goods including any hardware, software or 3rd party material required for successful completion of the project will be provided to the BANK on a resale basis. Bidder and BANK shall execute a resale agreement in the form and format provided with Bidder's proposal. - All terms and conditions corresponding to the Goods or hardware, software or 3rd party material (such as delivery, inspection, audit, performance, SLA, penalties, warranties, liabilities, solution uptime, functional guarantee etc.) in the RFP shall not apply to Bidder and shall be dealt under the relevant documentation (EULA, Licensing term) between the OEM and BANK. For the purpose of clarity, Bidder shall have no liability (including SLA, solution uptime, resolution time for 3rd party materials etc.) arising out of failure of any Goods or 3rd party material (including hardware/software). - Bidder liability under this RFP shall be limited to 100% of fee for Bidder's scope of work only. - Third Party Products: With respect to procurement of licenses/hardware or any other third-party products/software from the OEMs, we propose to have a reselling model in place such that we resell such licenses to BANK based on the attached terms and conditions of resale. (The detailed copy of the attachment below is elaborated in the text given below) - With respect to third party software or material to be	Bidder to comply with the RFP terms and conditions.
691	Scope of Work / 2.4.4 Table C: New Tools Details / Page 6	Scope of Work	Sl No. 3		Does the bank have any preferred vendor for IPAM solution?	Bidder to comply with the RFP terms and conditions.

692	Annexure 23 / Tab:"Tools Information"	Annexure			Will bidder be required to take over the support for tools such as Everest NMS, NCCM, Algosec firewall analyzer and ClearPass TACACS Server	No, for day to day operation these tool needs to be used by SI. Bidder to comply with the RFP terms and conditions.
693	Page 8	Scope of Work	Annexure 2 - Section 5, 5.2	A total of 12,000 Man days equivalent of change requests for in-scope Allied applications, interfaces, hardware, and new tools shall be provided by the Bidder as per BOM and will be considered as part of TCO analysis of the Bidder's response. The Bank shall pay the same unit rate on pro-rata basis for any additional man days during the contract period.	In this total 12K man days, what is the expected reserved mandays requirement for New Tools?	12K man days are applicable for in-scope Allied applications, interfaces, hardware, and new tools. Man days will be utilized for change requests as per the business requirement. Bidder to comply with the RFP terms and conditions.
694	Page 20	Scope of Work	Annexure 2 - Section 10, 10.2.5.84	Formulate adequate retention policies of security event logs, based on the Bank's guidelines. Also manage the log rotation of the event & application logs	What is the rention period for the logs?	Bidder to comply with the RFP terms and conditions.
695	Page 38	Scope of Work	Annexure 2 - Section 10, 10.3.2.3	Firewalls - Monitoring of CPU, Memory Utilization, TCP Connections, Interface utilization and Critical Logs	Firewall critical logs has to be processed and maintained in Log Mgmt?	Yes , successful bidder has to manage & maintain the logs as per the Bank's policy .
696	NA	Annexure	Annexure 25 - IPAM - 1	The Bidder should size highly scalable architecture including all necessary Hardware's, Software's, Database, Operating System on a platform that should scale efficiently handling minimum 10,00,000 IP Address both IPv4 & IPv6 together from day 1 of the implementation.	Is it the IPAM requirement for 1M IP Address Mgmt or 1.2 Million?	Bidder to comply with the RFP terms and conditions.
697	NA	Annexure	Annexure 25 - IPAM - 47	The solution should have the ability to integrate with other solutions (but not limited to) like NTP, AD server, DNS server, NCCM,NMS, TACACS+, RADIUS, SIEM, Incident Management, PIM, Syslog server, SMTP, POP3, and the corresponding logs has to be generated and stored as per bank's requirement.	Scope of integration with NTP, AD server, DNS server, NCCM,NMS, TACACS+, RADIUS, SIEM, Incident Management, PIM, Syslog server? Pls let us know does the SI have a consider a Sys log management as part of tool offering apart from the tools asked, if not pls elobrate the sys log management set up currently deployed at Bank1.	Refer corrigendum
698	NA	Annexure	Annexure 25-ITSM, 7	SLA for the ITSM tool needs to be provided by the SI as per the RFP. Bidder shall take the required support from ITSM OEM for abiding the scope of work.	Scope of work need to be clarified, what and all expected for SLA	Bidder to comply with the RFP terms and conditions.
699	NA	Annexure	Annexure 25-ITSM, 8 (Change and Request Management)	Ability to easily identify the affected Change Incidents (CIs) whenever a change is made to a particular CI.	Need more clarity CIs refer as Change Incident, typically it is Configuration Item (or some asset)	Refer corrigendum
700	NA	Annexure	Annexure 25-ITSM, 4 (Knowledge Management)	Ability to create a knowledge article via a fill-in-the-blank template.	Need clarification on what is fill-in-the-blank template	Proposed solution should have the capabilities as mentioned in RFP.

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701	NA	Annexure	Annexure 25-ITSM 4(Orchestrator)	Offline development - Support for development of offline workflows in the tool in local environment as per the target state requirement.	Is the Offline development refered as staging server with in Bank's DC? In case anything else please provide further detail.	Offline development here will refer that the tool runs seamlessly even with no internet connection without compromising the quality and so the user can access and store data without a web connection.
702	NA	Annexure	Annexure 25-ITSM 11(Orchestrator)	The proposed solution should have the roadmap and the facility of on boarding additional modules for additional use-cases and integrate with other OEM Solutions in the future if required by the bank.	Is it enough with REST API based integration for Future else update on Type of APIs or integration support required.	The offered tool must support all the industries best practices / open standard methods for integration. The details other than as mentioned in RFP will be shared with the Successful Bidder.
703	NA	Annexure	Annexure 25-ITSM, 6 (enterprise ticketing feature)	Solution to provide user feedback experience via SMS/WhatsApp/Email from end user on ticket closure.	Required SMTP Server, SMS gateway and Whatsapp business APIs has to be arranged by bidder or Bank will have its own and we need to integrate? There could be Policy/Compliance issue specially for Whatsapp	Proposed solution should have the capabilities as mentioned in RFP.
704	NA	Annexure	Annexure 25-ITSM, 8(enterprise ticketing feature)	Solution must provide knowledge base and should be integrated with the overall knowledge repository.	Integration tool/APIs detail and scope required	Proposed solution should have the capabilities as mentioned in RFP.
705	NA	Generic Queries	Genric - Sizing	How many Technician/Agents/Manager/Helpdesk/Engineers will access to Resolve/Approve/Manage the Tickets	Number of Technician/Agents/Manager/Helpdesk/Engineers will access to Resolve/Approve/Manage the Tickets	Refer corrigendum
706	NA	Generic Queries	Genric - Sizing	How Many Requesters/End Users will be accessing the tool at a time	Number of Concurrent Access to the ITSM System?	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
707	NA	Generic Queries	Genric - Sizing	Approx. or max Expected Incidents/Tickets Per Day	Number of incidents / tickets expected per day?	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
708	NA	Generic Queries	Genric - Sizing	Approx. or Max Events (from NMS/3rd Party Application) to ITSM /Per Day? No. of SIEM Events/Day to the ITSM	Number of Events from NMS, NCCM, SAMS, and other monitoring tools in place?	Bidder has to consider ITSM solution as greenfield deployment .
709	NA	Generic Queries	Genric - Sizing	No. Of Assets registration in the system (asset includes all Devices, components like interfaces/Ports of the device for auto ticketing)	Total number of IT and Non IT Assets required to be handled in ITSM CMDB for complete Life Cycle Management but not limited to, Incident, Request relation? AMC Tracking? EoL and EoS Management?	Please refer Annexure-23,24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
710	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	41	Should be able to monitor the SAN/NAS storage boxes and SAN switches/SAN Fabric.	Please specify make/model of SAN/NAS device	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.

711	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	1	The proposed solution must have capability to do tracking and recording of application uptime and downtime as part of monitoring. It should monitor all the bank's infrastructure across all sites (DC, DR and NDR). The proposed solution should support high availability at DC & DR it must be in sync.	Is DC and DR running in active-active or active-passive?	DC & DR running in active-passive
712	Annex 2, SoW - 10.2, Page 16 of 52	Scope of Work	10.2,Page 16 of 52		Does Bank require High Availability for all proposed applications?	Refer corrigendum
713	Section B Page#14	Introduction	5.3.Infrastructure management for DC, DR & NDR	Bank has variety of proprietary solutions but not limited to IBM Power, Oracle Server (Solaris based systems), HP Unix & other non-proprietary servers such as but not limited to HP / Dell/ IBM/ Cisco/ Huawei/ Hitachi/ Lenovo/ HCL Intel based servers in order to support applications mentioned under section 5.1. Kindly refer Annexure 23 for complete hardware inventory.	Annexure 23 (inventory details) required.	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
714	Page 6/52	Generic Queries	Table C: New Tool Details	generic query	Baseline for tools is required.Baseline to include details like, how many assets to be monitored and managed, types of assets involved etc.	Refer corrigendum
715	Page 27/139	SLA & Penalties	5. Priority of Incidents	SLA for ticket calculation	Is the calculation monthly, quarterly, half-yearly or yearly?	Bidder to comply with the RFP terms and conditions.
716	Page 27/139	SLA & Penalties	6	6. SLA for Uptime (mts means Minutes)	is LD and penalty same? Is penlaty capping of 20% of annual value applicable on LD too?	The term LD and Penatly shall mean the same for the RFP. Bidder to comply with the RFP terms and conditions.
717	Page 29/139	SLA & Penalties	6	If the failure of any component in any hardware/ network equipment / product occurs more than 3 times in 6 months, such hardware/ network equipment, the System Integrator to recommend replacement of the subject hardware/network device.	It is presumed cost of such replacements will be borne by customer on actuals?	Bidder to comply with the RFP terms and conditions.
718	Page 103/139	Annexure	Annexure 16	Annexure 16: Min resource requirement	Can partner L1/L2/L3 resources be factored for resource support?	Resource can be from lead bidder and bidder partner (partner confirming to bid eligibility criteria)
719	3.22, Page 22	SLA & Penalties	3.General SLA terms and Terminologies	Total penalty per year during the contract period shall not exceed more than 20% of the annual payout	We request bank to share the inventory along with Warranty details	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
720	G, Page 2	General Conditions		Commercial Template - AMC of Network, 4 Ports	Which type for appliances are considered in this category	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
721		Introduction			Link monitoring tool with defined parameters to be monitored in IBM Scope. Do the Monitoring tool to be proposed from the SI.	Link montoring tool available with Bank

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722		Introduction			Penalty against link failure from ISP shoud not be imposed	No penalty for link failure on SI
723	RFP 5.3 page 57	Acceptance of Offer		Port" refers to devices such as SFP and QSFP. "Router" refers to devices but not limited to Cisco, Juniper. "Firewall" refers to devices but not limited to Checkpoint, Fortigate. In order to evaluate AMC, Warranty of the existing hardware, Bidder needs to refer "Summary", "Core Network Devices" and "DC DR NDR hardware inventory" sheets of Annexure-23.	We assume Network Swithcing/Routing devices are limited to Cisco and Juniper, Firewall limited to Fortigate and Checkpoint.	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
724	RFP 5.3 page 57	Acceptance of Offer			Need details of current devices under Warranty/AMC support and end date. Else Serial numbers of devices required.	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
725	Page 8	Scope of Work	Annexure 2 - Section 5, 5.2	A total of 12,000 Man days equivalent of change requests for in-scope Allied applications, Interfaces, hardware, and new tools shall be provided by the Bidder as per BOM and will be considered as part of TCO analysis of the Bidder's response. The Bank shall pay the same unit rate on pro-rata basis for any additional man days during the contract period.	In this total 12K man days, what is the expected reserved mandays requirement for New Tools?	12K man days are applicable for in-scope Allied applications, Interfaces, hardware, and new tools. Man days will be utilized for change requests as per the business requirement. Bidder to comply with the RFP terms and conditions.
726	Page 20	Scope of Work	Annexure 2 - Section 10, 10.2.5.84	Formulate adequate retention policies of security event logs, based on the Bank's guidelines. Also manage the log rotation of the event & application logs	What is the rention period for the logs?	Bidder to comply with the RFP terms and conditions.
727	Page 38	Scope of Work	Annexure 2 - Section 10, 10.3.2.3	Firewalls - Monitoring of CPU, Memory Utilization, TCP Connections, Interface utilization and Critical Logs	Firewall critical logs has to be processed and maintained in Log Mgmt?	Yes , successful bidder has to manage & maintain the logs as per the Bank's policy .
728	Page 38	Scope of Work	Annexure 2 - Section 10, 10.4.1	Monitor the branch/offices/ATM network links & devices proactively with tools like NNM and other proactive network monitoring tools as provided by Bank. Prepare daily branches/offices isolation/downtime report, weekly and monthly link down reports as per template provided by Bidder or Bank	Will the bank provide the Sys log management set up or the SI has to include the same as part of the tools offerings.	Syslog implementation is not in scope of RFP.
729	NA	Annexure	Annexure 25 - IPAM - 1	The Bidder should size highly scalable architecture including all necessary Hardware's, Software's, Database, Operating System on a platform that should scale efficiently handling minimum 10,00,000 IP Address both IPv4 & IPv6 together from day 1 of the implementation.	Is it the IPAM requirement for 1M IP Address Mgmt or 1.2 Million?	Bidder to comply with the RFP terms and conditions.

730	NA	Annexure	Annexure 25 - IPAM - 47	The solution should have the ability to integrate with other solutions (but not limited to) like NTP, AD server, DNS server, NCCM,NMS, TACACS+, RADIUS, SIEM, Incident Management, PIM, Syslog server, SMTP, POP3, and the corresponding logs has to be generated and stored as per bank's requirement.	Scope of integration with NTP, AD server, DNS server, NCCM,NMS, TACACS+, RADIUS, SIEM, Incident Management, PIM, Syslog server? Pls let us know does the SI have a consider a Sys log management as part of tool offering apart from the tools asked, if not pls elobrate the sys log management set up currently deployed at Bankl.	Refer corrigendum
731	NA	Annexure	Annexure 25 - Capacity Mgmt - 14	The proposed solution must have capability to store and maintain historic data(as per RBI Data Retention Policy) and also able to generate analytic report based on the user requirement.	Retention policy / duation for metrics and logs?	Bidder to comply with the RFP terms and conditions.
732	NA	Annexure	Annexure 25 - Capacity Mgmt - 15	The proposed solution should support high availability at DC & DR.	Is it means all solutions in new tools has to support 1:1 (high availability) in DC and 1:1 (high availability) in DR or DC with high availability and DR standalone?	Refer corrigendum
733	NA	Generic Queries	Genric - Sizing	Requirement of DC, DR deployment for the New Tools	Is the solutions to cover DC with HA and DR as per the RFP understanding. Anything needs to be considered NDR?	Refer corrigendum
734	Page 35	Scope of Work	Annexure 2 - Section 10, 10.2.13.4	Bidder should notify the affected end users before undertaking any data management actions	Customer needs to provide the Asset and Owners, Users, Service Association for impact analysis and notfication.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
735	NA	Annexure	Annexure 25-ITSM, 1	The Solution should have a process driven workflow which will incorporate actions (but not limited to) routing of request, setup of service desk, SLA management, electronic request approvals by actionable e-mail, SMS alerts.	Will bank already has clearly defined catalogue items and workflows will be provided at the time of implementation or Do we need to discuss with corresponding team and need to make workflow after discussion?	Yes, the successful bidder needs to have discussions with respective stakeholders and prepare the workflow.
736	NA	Annexure	Annexure 25-ITSM, 7	SLA for the ITSM tool needs to be provided by the SI as per the RFP. Bidder shall take the required support from ITSM OEM for abiding the scope of work.	Scope of work need to be clarified, what and all expected for SLA	Bidder to comply with the RFP terms and conditions.
737	NA	Annexure	Annexure 25-ITSM, 11	The solution should be able to support hot topic or news flash window within the graphical user interface.	Need clarification whether announcement is enough for Internal Bank News or what kind of news flash is expected?	Proposed solution should have the capabilities as mentioned in RFP.
738	NA	Annexure	Annexure 25-ITSM, 21	For integrations with other EMS/NMS tools, various options for integration should be provided by the ITSM solution (but not limited to)- APIs, web services, SDKs.	Need the details of existing solution list and integration scope	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
739	NA	Annexure	Annexure 25-ITSM, 27	The support person can interact with the end users through chat in built and add those chat transcripts in the ticket.	External Chat window required and after chat Agent will search the ticket and Copy the chat? Or is it internal inbuilt Chat with in ticket window will work so no need to copy any thing, chat will be considered specific to ticket.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
740	NA	Annexure	Annexure 25-ITSM, 22(Incident and Event Management)	The solution should integrate the call tracking and ticketing. It should be able to track logged calls.	Need the details of call tracking and ticketing tool and integration scope	Bidder to comply with the RFP terms and conditions.

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741	NA	Annexure	Annexure 25-ITSM, 22(Incident and Event Management)	Ability to support highly flexible routing of incidents based on available resources located across multiple sites and other factors, such as time of day, tiered service values.	Is it like if ticket comes from some branch user, it has to be assigned 1st to branch IT engineer then to NOC?	Successful bidder needs to have discussions witth respective stakeholders and prepare the workflow.
742	NA	Annexure	Annexure 25-ITSM, 8 (Change and Request Management)	Ability to easily identify the affected Change Incidents (CIs) whenever a change is made to a particular CI.	Need more clarity CIs refer as Change Incident, typically it is Configuration Item (or some asset)	Refer corrigendum
743	NA	Annexure	Annexure 25-ITSM, 31(Problem Management)	The ability to link with third party knowledge bases.	Need the details of 3rd party knowledge base and possible integration mechanism	The proposed solution should have the capability to integrate with third party knowledge bases as per Bank's requirements.
744	NA	Annexure	Annexure 25-ITSM, 4 (Knowledge Management)	Ability to create a knowledge article via a fill-in-the-blank template.	Need clarification on what is fill-in-the-blank template	Proposed solution should have the capabilities as mentioned in RFP.
745	NA	Annexure	Annexure 25-ITSM 4(Orchestrator)	Offline development - Support for development of offline workflows in the tool in local environment as per the target state requirement.	Is the Offline development refered as staging server with in Bank's DC? In case anything else please provide further detail.	Offline development here will refer that the tool runs seamlessly even with no internet connection without compromising the quality and so the user can access and store data without a web connection.
746	NA	Annexure	Annexure 25-ITSM 11(Orchestrator)	The proposed solution should have the roadmap and the facility of on boarding additional modules for additional use-cases and integrate with other OEM Solutions in the future if required by the bank.	Is it enough with REST API based integration for Future else update on Type of APIs or integration support required.	The offered tool must support all the industries best practices / open standard methods for integration. The details other than as mentioned in RFP will be shared with the Successful Bidder.
747	NA	Annexure	Annexure 25-ITSM, 19(Config Management)	The proposed solution should integrate with SIEM solution.	need the details of SIEM solution, SCOPE of SIEM integration	At present Bank is having RSA SIEM solution. The details other than as mentioned in RFP will be shared with the Successful Bidder.
748	NA	Annexure	Annexure 25-ITSM, 6 (enterprise ticketing feature)	Solution to provide user feedback experience via SMS/WhatsApp/Email from end user on ticket closure.	Required SMTP Server, SMS gateway and Whatsapp business APIs has to be arranged by bidder or Bank will have its own and we need to integrate? There could be Policy/Compliance issue specially for Whatsapp	Proposed solution should have the capabilities as mentioned in RFP.
749	NA	Annexure	Annexure 25-ITSM, 8(enterprise ticketing feature)	Solution must provide knowledge base and should be integrated with the overall knowledge repository.	Integration tool/APIs detail and scope required	Proposed solution should have the capabilities as mentioned in RFP.
750	NA	Generic Queries	Genric - Sizing	How many Technician/Agents/Manager/Helpdesk/Engineers will access to Resolve/Approve/Manage the Tickets	Number of Technician/Agents/Manager/Helpdesk/Engineers will access to Resolve/Approve/Manage the Tickets	Refer corrigendum
751	NA	Generic Queries	Genric - Sizing	How Many Requesters/End Users will be accessing the tool at a time	Number of Concurrent Access to the ITSM System?	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
752	NA	Generic Queries	Genric - Sizing	Approx. or max Expected Incidents/Tickets Per Day	Number of Incidents / tickets expected per day?	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.

753	NA	Generic Queries	Genric - Sizing	Approx. or Max Events (from NMS/3rd Party Application) to ITSM /Per Day? No. of SIEM Events/Day to the ITSM	Number of Events from NMS, NCCM, SAMS, and other monitoring tools in place?	Bidder has to consider ITSM solution as greenfield deployment .
754	NA	Generic Queries	Genric - Sizing	No. Of Assets registration in the system (asset includes all Devices, components like interfaces/Ports of the device for auto ticketing)	Total number of IT and Non IT Assets required to be handled in ITSM CMDB for complete Life Cycle Management but not limited to, Incident, Request relation? AMC Tracking? EoL and EoS Management?	Details of assets will be shared with the succesful Bidder
755	NA	Generic Queries	Genric - Sizing	Total application need to be integrated and their Scope & API of integration	Number of Applications needs to be integrated and scope?	Query not clear.
756	NA	Generic Queries	Genric - Sizing	Is it required DC-HA and DR Stand by or Both HA or Only DC and DR as stand by	DC and DR deployment for new tools?	Refer corrigendum
757	B. Introduction page 16	Scope of Work	8. Scope of Work 8.1 Brief scope of work 8.1.9	The Bidder will be the single point of contact/reference to the Bank. The Bank will enter into agreement with the selected Bidder only. However, the Bidder as well as other Partners/OEMs must confirm to the Bank that they are willing to enter into arrangement with OEM for risk mitigation in meeting the deliverables, implementation and other service commitments as per the RFP, the Bidder makes to the Bank under the proposed contract. If requested by the Bank, the Bidders must share a copy of the back-to-back arrangement with OEM, with the Bank.	Bidder submits that where COTs are included in as part of the services the standard licencing terms will apply and the Bidder will facilitate the agreement between the Bank and the third-party provided.	Bidder to comply with the RFP terms and conditions.
758	C. Deliverables, Service Level Agreements (SLAs) & Penalties Page 22	SLA & Penalties	3.General SLA terms and Terminologies 3.16	3.16.Bidder needs to arrange to replace the existing Infrastructure and network device with equivalent or higher configuration in case: 3.16.1.End of Support declared by the respective OEM 3.16.2.Hardware is obsolete 3.16.3.Hardware failure/faulty/wear and tear (replacement by bidder, if supplied by the bidder)	It is the Bidder's understanding that where such replacement is necessary additional charges may apply. Please confirm.	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
759	C. Deliverables, Service Level Agreements (SLAs) & Penalties Page 45	SLA & Penalties	15. Defect Liability		The Bidder propose that terms of the escrow arrangement and the grounds for release of the source code of any software shall be governed by the terms of the license agreement entered between the Bank and the respective software vendor. The Bidder shall in it's capacity as a shall facilitate the discussion between the SW vendor and the Bank	Bidder to comply with the RFP terms and conditions.

760	C. Deliverables, Service Level Agreements (SLAs) & Penalties Page 46	Escrow	19.6 Escrow arrangement during Contract Period	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.	The Bidder seeks deletion of the clause 19.6	Bidder to comply with the RFP terms and conditions.
761	F.Ownership & Awarding of Contract Page 59	Pricing	Pricing 11.4	From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.	Any increase or decrease in excise/ customs resulting in increase or decrease in costs shall be passed on to the Bank.	Bidder to comply with the RFP terms and conditions.
762	F.Ownership & Awarding of Contract Page 60	Order Cancellation/ Termination of Contract	Order Cancellation/ Termination of Contract 12.1	The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 12.1.1.Delay in delivery of services in the specified period. 12.1.2.Serious discrepancies noted in the inspection. 12.1.3.Breaches in the terms and conditions of the Order.	We request that both parties be given the Right to Terminate. Additionally, if the Bank cancels a Purchase Order, this should be the Bank's sole remedy and not in addition to liquidated damages. Termination for cause should also only be for material breach of the contract after giving the Bidder a reasonable cure period of not less than 30 days. In event of such termination, the Bank should be required to pay for all products and services supplied by the Bidder up-till the date of termination. Bidder therefore seeks the following amendments: The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time, after providing the Bidder with a reasonable opportunity to remedy any breach or delay, by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 12.1.1.Material Delay in delivery of services in the specified period resulting in a material breach. 12.1.2.Serious discrepancies noted in the inspection resulting in a material breach. 12.1.3.Material Breaches in the terms and conditions of the Order.	Bidder to comply with the RFP terms and conditions.

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763	F. Ownership & Awarding of Contract Page 60	Order Cancellation/ Termination of Contract	Order Cancellation/ Termination of Contract 12.2	The Bank reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by the Bank on the following circumstances: 12.2.1.Non submission of acceptance of order within 7 days of order. 12.2.2.Excessive delay in execution of order placed by the Bank. 12.2.3.The selected Bidder commits a breach of any of the terms and conditions of the bid. 12.2.4.The Bidder goes into liquidation voluntarily or otherwise, 12.2.5.An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. 12.2.6.The progress made by the selected Bidder is found to be unsatisfactory. 12.2.7.If deductions on account of liquidated Damages exceeds more than the maximum cap as defined elsewhere in the RFP. 12.2.8.If found blacklisted by any Govt. Department / PSU / other Banks / CERT-	Termination for cause should also only be for material breach of the contract after giving the Bidder a reasonable cure period. In event of such termination, the Bank should be required to pay for all products and services supplied by the Bidder up-till the date of termination. Bidder therefore seeks the following amendments: The Bank reserves the right to cancel the contract placed on the selected Bidder, after providing the Bidder a reasonable cure period of not less than 30 days to remedy any breach or delay, and recover expenditure incurred by the Bank on the following circumstances: 12.2.1.Non submission of acceptance of order within 7 days of order resulting in a material breach. 12.2.2.Excessive delay in execution of order placed by the Bank resulting in a material breach. 12.2.3.The selected Bidder commits a material breach of any of the terms and conditions of the bid. 12.2.4.The Bidder goes into liquidation voluntarily or otherwise, 12.2.5.An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. 12.2.6.The progress made by the selected Bidder is found to be unsatisfactory. 12.2.7.If deductions on account of liquidated Damages exceeds more than the maximum cap as defined elsewhere in	Bidder to comply with the RFP terms and conditions.
764	F. Deliverables, Service Level Agreements (SLAs) & Penalties Page 60	Order Cancellation/ Termination of Contract	Order Cancellation/ Termination of Contract 12.4	In case the selected Bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected Bidder by giving 7 days prior notice to the Bidder.	Bidder requestst for deletion of the risk purchase clause. The Bank has the right to claim damages in case of termination of the contract.	Bidder to comply with the RFP terms and conditions.
765	F.Ownership & Awarding of Contract Page 61	Order Cancellation/ Termination of Contract	Order Cancellation/ Termination of Contract 12.5	After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the Bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Bidder requestst for deletion of the risk purchase clause. The Bank has the right to claim damages in case of termination of the contract.	Bidder to comply with the RFP terms and conditions.

766	F.Ownership & Awarding of Contract Page 61	Order Cancellation/ Termination of Contract	Order Cancellation/ Termination of Contract 12.6	The Bank reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and security deposit, if any, under this contract.	We request the removal of the right to set-off, as Bidder's position is that set-off should only be used as an administrative convenience. The Bank shall be entitled to set off against liquidated amounts or amounts relating to a claim that the Bidder does not dispute or have been formally adjudicated in favour of the Bank, any overdue payment of the Bidder, including the Default Interest applied to overdue payment.	Bidder to comply with the RFP terms and conditions.
767	F.Ownership & Awarding of Contract Page 61	Order Cancellation/ Termination of Contract	Order Cancellation/ Termination of Contract 12.7	In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the Bidder towards nonperformance/non compliance of the terms and conditions of the contract, to appropriate towards damages.	Bidder requests that termination / cancellation be the only remedy available to the Bank for material breach.	Bidder to comply with the RFP terms and conditions.
768	G. General Conditions Page 62	General Conditions	Responsibilities of the Selected Bidder 3.4	3.4. The selected Bidder is expected to bring and implement any technology required or as per the directive of Government of India, RBI, NPCI or any other regulatory body in a time bound manner without any additional cost to the Bank.	Any impact on the cost of services shall be mutually agreed through change control mechanism	Refer corrigendum
769	G. General Conditions Page 63	General Conditions	Inspection of Records 5	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected Bidder shall extend all cooperation in this regard.	Bidder seeks deletion of this clause as this is sufficiently covered under the Audit provisions contained in the General Conditions. Further, - Audits shall be conducted only to verify if Bidder is performing services in accordance with the service levels. - A third party auditor may be appointed only with the mutual consent of the parties on a non-contingent basis after he has executed a confidentiality agreement with the Bidder. - The audit shall be conducted solely at Customer's cost and expense. - Bidder is not obligated to share any information relating to Bidder's costs, Bidder proprietary data, confidential information of Bidder's other customers and internal audit reports of the Bidder. - Such audit shall be conducted (a) upon thirty days prior written notice to Bidder; (b) no more than once each calendar year; (c) only in relation to the previous twelve months' activities; (d) during normal business hours; and (e) to the extent it does not interfere with Bidder's ability to perform the Services in accordance with the Agreement.	Bidder to comply with the RFP terms and conditions.

770	G. General Conditions Page 63	General Conditions	Negligence 6	In connection with the work or contravenes the provisions of General Terms, if the selected Bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected Bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected Bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected Bidder.	We request deletion of this clause. This is sufficiently covered under termination for material breach.	Bidder to comply with the RFP terms and conditions.
771	G. General Conditions Page 63	General Conditions	Assignment 7.1	The selected Bidder shall not assign to anyone, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent.	We request that the clause be amended as follows to be made mutual: Neither Party The selected Bidder shall assign to anyone, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's other Party's prior written consent.	Bidder to comply with the RFP terms and conditions.
772	G. General Conditions Page 63 .	General Conditions	9. Guarantees	The Bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the Bidder should guarantee that the software supplied to the Bank includes all patches and updates and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.	Bidder requests that the term guarantee is replaced with warrants.	Bidder to comply with the RFP terms and conditions.

773	G. General Conditions Page 63	General Conditions	10.1 Intellectual Property Rights	Bidder warrants that the inputs provided shall not infringe upon any third-party intellectual property rights, including copyrights, patents, and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The Bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third-party intellectual property rights, if any. The Bidder must ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as Bidder.	Bidder seeks deletion of this clause. Bidder offers to indemnify the Bank from third party infringement claims of copyright and patent, but does not offer a warranty to this effect.	Bidder to comply with the RFP terms and conditions.
774	G. General Conditions Page 64	General Conditions	11.1 Confidentiality and Non-Disclosure	The selected Bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. The selected Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The selected Bidder shall furnish an undertaking as given in Annexures - 17.	Bidder cannot offer an indemnity for breach of confidentiality obligations. We suggest that the clause be amended as follows: The selected Bidder shall take all necessary reasonable precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. The selected Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The selected Bidder shall furnish an undertaking as given in Annexures - 17.	Bidder to comply with the RFP terms and conditions.

775	G. General Conditions Page 64-65	General Conditions	12.1 Indemnity	The Bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 12.1.1.The breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Bidder. 12.1.2.Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the Bidder.	Bidder seeks deletion of this clause. Bidder cannot indemnify the Bank from breach of the terms of this RFP, and Bidder does not offer an indemnity for contravention of applicable laws.	Bidder to comply with the RFP terms and conditions.
776	G. General Conditions Page 65	General Conditions	12.2 Indemnity	12.2.The Bidder shall indemnify, protect, and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights or such other statutory infringements in respect of Solution/Service supplied by them.	Bidder seeks to amend clause 12.2 as follows: 12.2.The Bidder shall indemnify, protect, and save the Bank against all actual and direct claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from the third party infringement of any law pertaining to patent, trademarks, copyrights or such other statutory infringements in respect of Solution/Service supplied by them, by paying all amounts finally awarded by a court against the Bank or included in a settlement approved by Bidder, provided that Bank promptly (i) notifies Bidder in writing of the claim, (ii) supplies information requested by Bidder, and (iii) allows Bidder to control, and reasonably cooperates in, the Defense and settlement, including mitigation efforts.	Bidder to comply with the RFP terms and conditions.
777	G. General Conditions Page 65	General Conditions	12.2.2. Indemnity	12.2.2.The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.	Bidder seeks to amend the clause as follows: The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights of patent and copyright or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death. and in these cases the liability will be unlimited.	Bidder to comply with the RFP terms and conditions.

778	G. General Conditions Page 65	General Conditions	12.3 Indemnity	12.3.The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.	Bidder seeks to amend the clause to the effect that the Bank be liable for death of bodily injuries caused by the Bank as such claims cannot be limited by law: The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.	Bidder to comply with the RFP terms and conditions.
779	Additional clause proposed	General Conditions	Limitation of Liability	Bidder's entire liability for all claims related to the Agreement will not exceed the amount of any actual direct damages incurred by Client up to the amounts paid (if recurring charges, up to 12 months' charges apply) for the product or service that is the subject of the claim, regardless of the basis of the claim. The Bidder will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, or anticipated savings.	Bidder's entire liability for all claims related to the Agreement will not exceed the amount of any actual direct damages incurred by Client up to the amounts paid (if recurring charges, up to 12 months' charges apply) for the product or service that is the subject of the claim, regardless of the basis of the claim. The Bidder will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, or anticipated savings.	Bidder to comply with the RFP terms and conditions.
780	G. General Conditions Page 66	General Conditions	14.5 Responsibility of the Bidder	The Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfil its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution/service proposed by the Bidder. The Bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described	The scope of services and the requirements of the solution should be clearly defined, so that the Bidder is able to offer s proposal that meets all the express requirements. Bidder seeks the following amendment: The Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfil its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents confirms that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution/service proposed by the Bidder. The Bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to the Bank. The Bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the	Bidder to comply with the RFP terms and conditions.

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781	G. General Conditions Page 68	General Conditions	21. Right to Audit 21.1	The selected Bidder has to get itself annually audited by internal/ external empanelled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank /such auditors in the areas of products (IT hardware/software) and services provided to the Bank and the selected Bidder is required to submit such certification by such Auditors to the Bank. The selected Bidder and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the selected Bidder. The selected Bidder shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.	Bidder shall not obligated to share any information relating to Bidder's costs, Bidder proprietary data, confidential information of Bidder's other customers and internal audit reports of the Bidder.	Bidder to comply with the RFP terms and conditions.
782	G. General Conditions Page 72	General Terms and Conditions	28 Mergers and Acquisitions	If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction and change of ownership this RFP/Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bank and the Bidder/OEM under this RFP	If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction and change of ownership this RFP/Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bank and the Bidder/OEM under this RFP provided that: (i) the new entity / resultant entity accepts such assignment or delegation and assumes such obligations in writing; (ii) the Bank remains fully liable for and is not relieved from the performance of its obligations under this RFP/Contract; (iii) the Bank and Bidder provide the other with written notice, together with a copy of the signed assignment, delegation, and assumption agreement, within three business days of such assignment, delegation or both; (iv) the assignee has the same financial wherewithal as the Bank; and (v) the assignee is not a competitor of the Bidder.	Bidder to comply with the RFP terms and conditions.

783	H. Annexures Page 87 Annexure-3 Bid Covering Letter	Annexures	Fifth paragraph	We agree to abide by this offer till 180 days from the date of Commercial Bid opening and for such further period as mutually agreed between the Bank and selected Bidder and agreed to in writing by the selected Bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However, if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD; without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.	Bidder requests that the EDM only be forfeit where withdrawal is without cause. We agree to abide by this offer till 180 days from the date of Commercial Bid opening and for such further period as mutually agreed between the Bank and selected Bidder and agreed to in writing by the selected Bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However, if we withdraw our offer without cause, within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.	Bidder to comply with the RFP terms and conditions.
784	H. Annexures Page 88 Annexure-3 Bid Covering Letter	Annexures	Tenth paragraph	We also confirm that, we will not subcontract part or complete assignment to any other agency or individual.	Bidder requests that there be no restriction on the Bidder's ability to sub-contract to pre-approved subcontractors. We also confirm that, we will not subcontract part or complete assignment to any other agency or individual, unless such agency or individual is an affiliate of the Bidder or has been included in a pre-approved list of subcontractors.	Bidder to comply with the RFP terms and conditions.
785	H. Annexures Page 128 Annexure-17 Non-Disclosure Agreement	Annexures		WHEREAS, the Bidder understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and	Bidder requests the following amendment to enable certainty between the parties with regard to what constitutes confidential information: WHEREAS, the Bidder understands that the information regarding the Bank's IT Infrastructure which is clearly recognisable by a reasonable person with no specialised knowledge of the Bank's industry and is shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and	Bidder to comply with the RFP terms and conditions.

786	H. Annexures Page 128 Annexure-17 Non-Disclosure Agreement	Annexures		NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization to do so.	Bidder requests the following amendments as confidentiality undertakings should not limit the Bidder's ability to conduct business: NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's property/ confidential information. The Bidder will take reasonable steps to not publish or disclose to others, nor, use in any services, unless such confidential information is de-identified, that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization to do so. The receipt of confidential information under by the Bidder does not preclude the Bidder from: 1.Developing, manufacturing, marketing or providing products or services which may be competitive with products or services of Discloser, or entering into any business relationship with any other party; or 2.Assigning its employees in any way it may choose.	Bidder to comply with the RFP terms and conditions.
787	H. Annexures Page 128 Annexure-17 Non-Disclosure Agreement	Annexures		The Bidder shall not, without the BANKs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.	The Bidder requests that disclosures are permitted to its personnel and advisors and therefore we request the following inclusions: The Bidder shall not, without the BANKs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath or to its financial and legal advisors. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.	Bidder to comply with the RFP terms and conditions.

788	H. Annexures Page 128 Annexure-17 Non-Disclosure Agreement	Annexures		New clause	Bidder requests that the following exclusions be made from what constitutes confidential information be added. New clause to be added: Confidential information does not include: 1.Information already in the Bidder's possession without an obligation of confidentiality; or 2.Information developed independently; or 3.Information obtained from a source other than the BANK without the obligation of confidentiality; or 4.Information publicly available when received, or subsequently becomes publicly available through no fault of the Bidder; or 5.Information disclosed by the BANK to another without the obligation of confidentiality;	Bidder to comply with the RFP terms and conditions.
789	H. Annexures Page 128 Annexure-17 Non-Disclosure Agreement	Annexures		New clause	Bidder request that the term of confidentiality be limited to 5 years as indefinite confidentiality period is overly onerous. New clause to be added: Confidential information disclosed under this agreement will be subject to this agreement for five years following the initial date of disclosure unless a longer confidentiality period is required by local law without the possibility of contractual waiver or limitation.	Bidder to comply with the RFP terms and conditions.
790	H. Annexures Page 143 Annexure-29 Bid Security Declaration	Annexures		We declare that if we withdraw or modify our bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, we note that we will be suspended for the period of two years from being eligible to submit bids for contracts with Canara Bank.	Bidder requests the following amendment: We declare that if we withdraw without cause or modify our bid during the period of validity, or if we are awarded the contract and we fail to sign the contract without cause, or to submit a performance security before the deadline defined in the RFP, we note that we will be suspended for the period of two years from being eligible to submit bids for contracts with Canara Bank.	Bidder to comply with the RFP terms and conditions.
791	B. Introduction page 15	Introduction		6.1 In a tender either the Indian Agent on behalf of the Principal/OEM/OSM/OSO or Principal/OEM/OSM/OSO itself can bid but both cannot bid simultaneously for the same solution/software in the same tender. If both the agent and OEM submits the bid, Bank reserves the right to disqualify OEM/both.	Does this clause restirct an OEM from submitting a direct bid (through the services arm of the OEM organization) and also simultaneously share quotes for the OEM products with other third party system integrators who are bidding for this tender? Bidder seeks clarity on the operation of this clause.	Refer coorigendum
792	H. Annexure -10	Annexures		Undertaking from OEM	In the event of an OEM directly submitting the bid, will this declaration be required? Please confirm.	MAF doesnot apply in case of direct participation of OEM

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793	H. Annexure 19	Annexures		Manufacturer's Authorization Form	In the event of an OEM directly submitting the bid, will this declaration be required? Also, any guarantee/warrranty in relation to COTS products offered by the Bidder shall be governed exclusively by the standard end user licensing terms and not the RFP terms (the applicable terms in case of IBM Products shall be IBM Passport Advantage Agreement). The RFP terms can be made applicable only in re customized solutions that are developed for the Bank. Please confirm.	MAF doesnot apply in case of direct participation of OEM, Bidder to comply with the RFP terms and conditions.
794	Table B: Allied Application Support	Annexures	Canara AMS RFP 2023 - Annexure 16	Please note that all 9 Resources for above table shall be from the respective OEM.	The table has figure of 15 resources. The text below the table says 9 resources. Please clarify if you are looking forward to 9 resources or 15.	Refer corrigendum
795	10.2.4 (pg16)	Scope of work		IT Infra Operations & Support	Would Vendor - AMC costs be considered as part of scope for Infra-Support ?	Refer Annexure 9 - BoM
796	10.2.5.12 (Pg 17)	Scope of work	Scope of work	IT Infra Operations & Support	How does the Bank expect vendor to maintain audit trail & logging for infrastructure in-scope for management ? Does Bank have any related technology for this task ?	Tools are available with bank. SI to integrate infrastructure with those tools. Bidder to comply with the RFP terms and conditions.
797	10.2.5.77 (Pg 20)	Scope of work		Server Management Guidelines	Please mention the frequency of vulnerability scans & Pen-testing operations	As per standard practice the VA will be conducted once in three months & PT once a year .However the frequency of audit is at Bank's disposal.
798	2.4 (Pg 5)	Scope of work		New Tools	For the new infrastructure being provisioned for "New Tools", does the bank expect the vendor to provision security infrastructure for protection of "New Tools" ? Or would the Bank augment its existing security controls (SIEM/Anti-Virus etc) to protect the "New Tools" ? Please confirm	The bank will use existing security tool for protecting new tool. And also the offered tools must comply to the cyber security requirements & should be error free. Bidder to comply with the RFP terms and conditions.
799	8.1.8 (Pg 16)	Scope of work		Scope of Work	Is there any existing ITSM system in use ? If yes, what are the details ? How many users have access to the system to support various ITIL procesess (including Incident, Problem, Service Request, Change, Release, etc). If no, still need details of number of users who are expected to use ITSM system from Canara bank team	Refer corrigendum
800	10 (Pg 55)	Technical Evaluation		Technical Evaluation	Reference Check - Is Bank ok to consider a customer reference from financial sector who is outside India ?	Please refer to eligibility creteria

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801	Section 5 Page 7 Table C: New Tool Details	Scope of work		The scope solution should be able to perform capacity trend analysis, capacity modelling, capture capacity usage for the last 12 months, capture the report usage on monthly basis and consolidate yearly to show the trend. Provide forecasting based on historic trends and planned Bank's initiatives and insight into business needs, existing capacity, gaps and offer an impact assessment. Capacity management is a critical objective of IT Function and Bidder is required to proactively assess any capacity constraint based on past trend (peak usage), business activities (current as well as future) and address the issues effectively.	What are the existing capacity management tools, if any?	Bidder to consider this as Green field Deployment
802	Section 5 Page 7 Table C: New Tool Details	Scope of work		The scope solution should be able to perform capacity trend analysis, capacity modelling, capture capacity usage for the last 12 months, capture the report usage on monthly basis and consolidate yearly to show the trend. Provide forecasting based on historic trends and planned Bank's initiatives and insight into business needs, existing capacity, gaps and offer an impact assessment. Capacity management is a critical objective of IT Function and Bidder is required to proactively assess any capacity constraint based on past trend (peak usage), business activities (current as well as future) and address the issues effectively.	Is the Bank looking to manage capacity on containerized workloads as well?	Proposed solution should have the capabilities as mentioned in RFP.
803	Capacity Management Sheet-5 Id 2	Annexures		The solution should facilitate the monitoring of Continuous Improvement performance and utilization levels against Bank defined thresholds.	What threshold rules have been implemented currently?	Bidder to consider this as Green field Deployment
804	Pg 60/Section 11	Pricing		11.4.From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank	Once the contract is awarded and signed, any changes brought in by the government on duties / GST, will be reflected in the invoice going forward / upcoming invoices. Need clarification on what is meant by "cost of the systems"	Bidder to comply with the RFP terms and conditions.
805	Pg 47/Section 17	RFP	Sub section 17.3	The above guidelines are applicable to all existing DC/DR/NDR/UAT Oracle SQL or any other databases.	DR drills are applicable only to DC, DR. No NDR & UAT. Pls Clarify	Bidder to comply with the RFP terms and conditions.

806	Pg 72/Section 29	RFP	Mergers and Acquisitions		For this RFP L2/L3 Managed Services, the scope is for existing Bank, Branches and its scope and accordingly the comercials are agreed upon. Any merger / acquisition / consolidation, Change Control will be initiated for additional scope and commercials	Bidders responsibility as per the scope of the RFP
807	Interity Pact	RFP		Cl. 8 Fall clause	The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would he refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.Bidder seeks deletion of this fall clause as each deal is unique and we cannot compare the prices of two deals. Also, RFP follows the process of price discovery.	Bidder to comply with the RFP terms and conditions.
808	Payment schedule & Pg 34,35	Payment terms			For all OEM Software payment terms , we request you to consider "100% payment within 30 days from the date of invoice."	The payment will be made by the Bank as per the Payment terms and schedules defined under the RFP
809	Payment schedule for Support and AMC of OEM Software & Pg 34	Payment terms			For all OEM Software Support and AMC which is delievered by OEM as part of product , we request you to consider payment terms of 100% advance before every year S&S commencement.	The payment will be made by the Bank as per the Payment terms and schedules defined under the RFP
810	MAF & Pg 125	Annexures			We reuqest below format on MAF from OEM to be accepted : " To, END CUSTOMER NAME AND ADDRESS Tender# - TENDER DETAILS Dear Sir, We, OEM , do hereby confirm that BP NAME with registered address at BP ADDRESS is entitled to resell OEM Products, specified below, in their response to the above reference Tender/ RFP/ Proposal. When resold by that BP NAME, the OEM Products are subject to OEMs applicable standard end user software licensing terms and conditions. OEM Products -	Bidder to comply with the RFP terms and conditions.

811	3.3.The Bidder also has to submit a certificate/ Letter from OEM that the proposed services any other related software offered by the Bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles & page number 57	Project Ownership			We would request you to accept email from OEM instead of Certifictae / Letter	Bidder to comply with the RFP terms and conditions.
812	In the event of changes in plans of the Bank, Bank reserves the right to alter the quantities for implementing and managing the services as per the scope of work by adding/deleting/ substituting the devices/locations from the one specified in the tender at the same rate arrived on the same terms and conditions of this RFP.	Right to Alter Qunatities			We assume this is not applicable for the software supplied by Software OEM.	Bidder to comply with the RFP terms and conditions.
813	ATC Section A. Bid Schedule & Abbreviations Page # 2	Security Deposit/Performanc e Bank Guarantee	Earnest Money Deposit (Refundable) of Rs.25 Crores		When will the EMD of successful bidder and unsuccessful bidder be returned to bidder ? What is validity of the EMD ? What is the claim period of the EMD?	Within 30 days of receipt of acceptable claim

814	ATC Section A. Bid Schedule & Abbreviations Page # 2 Section F. Ownership & Awarding of Contract Page # 58	Security Deposit/Performance Bank Guarantee	Performance Bank Guarantee/Bid Security at 3% of the total order value. Security Deposit/Performance Bank Guarantee should be valid for Total Contract Period from the date of acceptance of order and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity.		Bidder requests that the Security Deposit/Performance Bank Guarantee be provided on annual basis for such year value instead of One single Guarantee for Total Contract Period.	Bidder to comply with the RFP terms and conditions.
815	ATC Section B. Introduction Page # 14	RFP	The Bank proposes to select System Integrator for Core Banking Solution, Allied Applications, Infrastructure and Network operations for the Bank for a period of 5 years and an optional period of 2 years (if contracted) as per the Terms and Conditions and Scope of Work described in this document.		Bidder requests that the optional years be contracted based on mutual agreement between successful bidder and Bank on prices and terms.	Bidder to comply with the RFP terms and conditions.
816	ATC Section B. Introduction Page # 14	About RFP	The Bank proposes to select System Integrator for Core Banking Solution, Allied Applications, Infrastructure and Network operations for the Bank for a period of 5 years and an optional period of 2 years (if contracted) as per the Terms and Conditions and Scope of Work described in this document.		Bidder understanding that the transition period is outside the contract period of 5 + 2 years. Please confirm.	Refer corrigendum
817	ATC Section B. Introduction Page # 14	Introduction	Bank at its own discretion may or may not include Core Banking Application (Customization charges, ATS and Support) mentioned in the line-item number of BOM Table-B (Serial number 2), Tables-E and J while issuing the purchase order		Can you please clarify that the "Customization cost for 12000 Man days for Allied Applications, Interfaces & Tools defined in Annexure-9 B1" is not applicable as part of the optional scope	Yes, your understanding is correct. 12000 man days is not optional item. Bidder to comply with the RFP terms and conditions.
818	ATC Section B. Introduction Page # 14	Introduction	There are approximately 14 applications and 367 APIs which are being managed by the current System Integrator and/or by the third-party vendors.		As per the RFP and scope for Application Management, there are 4 Core Banking applications and 12 Allied applications (Oracle FLEXCUBE Core Banking Retail & Corporate, OBDX, Universal Banking System, OBTR)). Please confirm	Bidder to refer Annexure 2 Scope of Work. Bidder to comply with the RFP terms and conditions.
819	ATC Section B. Introduction Page # 15	Introduction	Facility management (defined as the tools and services that support the functionality, safety, and sustainability of infrastructure) is under the scope of existing SI.		What functions / scope will be included as part of facility management as part of the RFP scope	Bidder to refer Annexure 2 Scope of Work and other relevant clauses of the RFP. Bidder to comply with the RFP terms and conditions.
820	ATC Section B. Introduction Page # 15	Introduction	In a tender either the Indian Agent on behalf of the Principal/OEM/OSM/OSO or Principal/OEM/OSM/OSO itself can bid but both cannot bid simultaneously for the same solution/software in the same tender. If both the agent and OEM submits the bid, Bank reserves the right to disqualify OEM/both		Can bidder partner with an entity who is an OEM and whether the same OEM can provide quotes to multiple bidders in this RFP as a OEM	Refer corrigendum

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821	ATC Section B. Introduction Page # 15	Introduction	In a tender either the Indian Agent on behalf of the Principal/OEM/OSM/OSO or Principal/OEM/OSM/OSO itself can bid but both cannot bid simultaneously for the same solution/software in the same tender. If both the agent and OEM submits the bid, Bank reserves the right to disqualify OEM/both		Can the CBS vendor work as a Partner with number of Bidders. Please mention the RFP section & sub section where this is mentioned	Refer corrigendum
822	ATC Section B. Introduction Page # 17	Introduction	Third Party Co-ordination Services		Bidder would like to understand is there is any the third party co-ordination required for out of scope of the RFP. If yes, please clarity what are out of scope areas where third party coordination will be required	SI is responsible for managing and monitoring core infrastructure and network, hence responsible for ensuring bank's in-scope (as per RFP) and out-of-scope applications are working seamlessly. Bidder has to co-ordinate with respective SI/OEM/Vendors for the same. Bidder to comply with the RFP terms and conditions.
823	ATC Section B. Introduction Page # 17.	Introduction	Provide Root Cause Analysis (RCA) document whenever required. In case of involvement of multiple stakeholders, Selected Bidder to ensure co-ordination and active participation in providing the RCA.		We assume that RCA penalty will be not be applicable if the services are not in scope of the Bidder. However, Bidder will coordinate for the RCA reports. Kindly confirm	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
824	ATC Section B. Introduction Page # 17	Introduction	AMC, ATS, License and Warranty Support Tracking.		Bidder assume that "AMC, ATS, License and Warranty Support Tracking" will be done for in scope applications and infrastructure. Kindly confirm	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
825	ATC Section B. Introduction Page # 17	Introduction	Tracking of assets sent for repair.		Bidder assume that this is for the in scope applications and infrastructure. Kindly confirm	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
826	3. General SLA terms and Terminologies/ Page 22	General SLA terms and Terminologies	Section 14 Customization and Change Request		Should be the as per the baselined Change Management process and approach, mutually discussed and formalized with the product teams and bank, with SI. This classification will be Minor and Major.	The Bidder is expected to propose framework for managing the Change requests in terms of RFP.
827	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 19	Deliverables, Service Level Agreements (SLAs) & Penalties	Project Initiation, Detailed Project Plan Submission and sign off - Within 7 Days		Can Bank consider to have the contract also signed along with the PO to facilitate project initiation within 7 days of acceptance of PO. Please confirm.	Bidder to comply with the RFP terms and conditions.

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828	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 21, 41 Section G. General Conditions Page # 63, 68	Deliverables, Service Level Agreements (SLAs) & Penalties	The audit of the IT systems by the Banks or an independent third-party will be held on a periodic basis (annual, semi-annual, quarterly or ad-hoc). VAPT and Other Audits Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected Bidder shall extend all cooperation in this regard. The selected Bidder has to get itself annually audited by internal/ external empanelled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank /such auditors in the areas of products (IT hardware/software) and services provided to the Bank and the selected Bidder is required to submit such certification by such Auditors to the Bank. The selected Bidder and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the selected Bidder. The selected		Bidder understands that the internal cost records of Bidder will not be under the purview of such audit. Please confirm.	Bidder to comply with the RFP terms and conditions.
829	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 22	Deliverables, Service Level Agreements (SLAs) & Penalties	3.17. It is Bidder's responsibility to inform the Bank about EOS, EOL and all other associated licenses for Infrastructure and Network at least 1 year prior to the end date. Failure to which the devices shall be procured and implemented at the Bidders own cost.		Bidder assumes that bidder will provide recommendation and support for identification of refresh requirements. However, infrastructure refresh costs need not be priced at this point of time. It will be handled at the time of refresh as per the product / BOQ at that point of through RFC. Kindly confirm.	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
830	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 22	Deliverables, Service Level Agreements (SLAs) & Penalties	3.21. The Bidder should perform periodic audits every month to measure license compliance against the number of software licenses being used out of total licenses procured & are consistent with the terms and conditions of License agreement.		Bidder assumes that this is for the in-scope applications and infrastructure. Kindly confirm	Yes for in-scope applications and complete infrastructure of the bank. Bidder to comply with the RFP terms and conditions.
831	C. Deliverables, Service Level Agreements (SLAs) & Penalties Page #22	Deliverables, Service Level Agreements (SLAs) & Penalties	General SLA terms and Terminologies		Bidder assumes that the Bank will not penalise the selected Bidder for any existing AMC's which is not owned by the bidder and which does not have the required back to back to maintain the required SLA's.	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
832	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 22 - 33	Deliverables, Service Level Agreements (SLAs) & Penalties	EMD		In what circumstances, EMD can be invoked by the Bank	Please refer to RFP Terms, Bidder to comply with the RFP terms and conditions.

833	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 23	Deliverables, Service Level Agreements (SLAs) & Penalties	Transition		Bidder requests clarity on what is the Transition payout being referred here ? The commercial schedule in Annexure 9 does not include Transition payout.	Refer corrigendum
834	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 24 - 26	Deliverables, Service Level Agreements (SLAs) & Penalties	Report generation/Delivery Exit Management Plan Root Cause Analysis Renewal of Licenses/ Subscriptions/ Fees /AMC/ATS/ Support contracts as applicable, during the period of Contract Delay/Failure/ Non-compliance to regulatory guidelines or as per Banks requirement on DR Drill activity Delay/Failure/ Non-compliance to regulatory guidelines or as per Banks requirement on VAPT or any other audit		Bidder understands that annual payout excludes Section A & B of the Commercial Bill of Materials in Annexure 9. Please confirm.	Bidder to comply with the RFP terms and conditions.
835	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 27	Deliverables, Service Level Agreements (SLAs) & Penalties	SLA and Penalty for Applications, Infrastructure & Network operations SLA for Uptime		The bidder clarifies that once the RCA is complete and if the services are down due to any third party disruptions or unauthorized third party access, the bidder will not be penalised.	RCA should be accetable by the Bank. Applicable penalty will be levied on respective party. Bidder to comply with the RFP terms and conditions.
836	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 28	Deliverables, Service Level Agreements (SLAs) & Penalties	Total penalty per year during the contract period shall not exceed more than 20% of the annual payout.		Bidder understands that annual payout excludes Section A & B of the Commercial Bill of Materials in Annexure 9. Please confirm.	Bidder to comply with the RFP terms and conditions.
837	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 28	Deliverables, Service Level Agreements (SLAs) & Penalties	Mean Time to Respond (Physical Infrastructure and Network) Not more than 1 hour in DC, DR and NDR. Not more than 2 hours in other locations within 60 KM from Regional Offices Not more than 3 hours in locations where the distance exceeds 60 KM from Regional Offices Mean Time to Rectify/Repair (Physical Infrastructure and Network) Not more than 2 hours in DC/DRC. Not more than 4 hours in other locations within 60 KM from Regional Offices Not more than 6 hours in locations where the distance exceeds 60 KM from Regional Offices		Bidder assumes that Branch equipment's AMC and onsite support for Branches are out of scope of this RFP. Bidder will provide the necessary third party co-ordination for Branches. Please confirm	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.

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838	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 28	Deliverables, Service Level Agreements (SLAs) & Penalties	Mean Time to Respond (Physical Infrastructure and Network) Not more than 1 hour in DC, DR and NDR. Not more than 2 hours in other locations within 60 KM from Regional Offices Not more than 3 hours in locations where the distance exceeds 60 KM from Regional Offices Mean Time to Rectify/Repair (Physical Infrastructure and Network) Not more than 2 hours in DC/DRC. Not more than 4 hours in other locations within 60 KM from Regional Offices Not more than 6 hours in locations where the distance exceeds 60 KM from Regional Offices		Bidder assumes that Bidder will not be penalised if the Branch equipment's OEM's where Bank owns the AMC's with the OEM's, do not perform services in line to the desired SLA's. Kindly confirm	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
839	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 34	Deliverables, Service Level Agreements (SLAs) & Penalties	Bank will release the payment on completion of activity and on production of relevant documents/invoices as evidence, please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN 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. After receipt of payment, the Bidder should submit the proof of GST return filed against respective invoices on every quarter.		Bidder understands the completion of activity is applicable only to the scope of work corresponding to Section A & B of the Commercial Bill of Materials in Annexure 9. Please confirm.	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
840	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 34-36	Deliverables, Service Level Agreements (SLAs) & Penalties	Payment shall be released within 30 days from submission of relevant documents as per RFP terms. The payments shall be done by the Bank within thirty (30) days from the submission of invoice.		Bidder requests inclusion of late payment fees at 2% pa on outstanding amounts and suspension of service rights in the event of non payment by due date by Bank.	Bidder to comply with the RFP terms and conditions.
841	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 34	Deliverables, Service Level Agreements (SLAs) & Penalties	7.6. The Unit rate for all costs as per BOM will remain fixed for contract period (in each year).		Bidder requests the Bank to have the Unit Rate at a more granular level to make it viable for a fixed Unit Rate. For example, the Unit Rate is currently defined at a Switch level and there will be a core switch and leaf switch which has high variance in terms of costs. In addition, Unit rate varies by Make, Model, Type of the products. The ask is also for additional quantities where the Bidder does not have visibility in terms of Make, Model, Quantity etc . Please clarify	Refer corrigendum

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842	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 34	Deliverables, Service Level Agreements (SLAs) & Penalties	For Hardware of new tools (Server/Switches/Storage/any other hardware required for the tools) 10% of total cost of Hardware - After completion of warranty period and after deducting applicable penalties and Liquidated damages. OR On submission of a Bank guarantee for equivalent to 10% of the remaining payment.		Bidder requests clarity on the duration of the Bank Guarantee and invocation provision for Bank guarantee provision of 10% of remaining payment	Please refer to RFP Terms, Bidder to comply with the RFP terms and conditions.
843	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 34	Deliverables, Service Level Agreements (SLAs) & Penalties	Database, Operating System & Middle Ware License 100% payment of the licenses on successful delivery versus After successful installation of Operating System, Database and middleware and after applying required license.		Bidder wishes to highlight the contradiction between percentage of payment and condition/remarks. Bidder requests clarity.	Payment will be done on fulfilling the conditions as specified in RFP section -C table 8.1 row 4. Bidder to comply with the RFP terms and conditions.
844	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 35	Deliverables, Service Level Agreements (SLAs) & Penalties	Database, Operating System & Middle Ware License 100% payment of the licenses on successful delivery versus After successful installation of Operating System, Database and middleware and after applying required license.		Bidder requests the following terms : 100% within 30 days from date of deployment of license.	Bidder to comply with the RFP terms and conditions.
845	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 35	Deliverables, Service Level Agreements (SLAs) & Penalties	OEM Software/Tool Licenses 100% of Software/tool License cost After Successful Installation as per Scope of Work and Technical requirements and on UAT signoff from Bank Team (wherever applicable) along with invoices.		Bidder requests the following terms : 100% within 30 days from date of deployment of license.	Bidder to comply with the RFP terms and conditions.
846	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 35	Deliverables, Service Level Agreements (SLAs) & Penalties	UAT Sign Off Production Sign Off (Go-Live) and Submission of Project Documents, DFD, Manuals, BCP & SOP, Backup Procedures Report, Installation SOP. Acceptance		Bidder requests clarity on the duration of the Bank Guarantee and invocation provision for Bank guarantee provision of 10% of remaining payment	Please refer to RFP Terms, Bidder to comply with the RFP terms and conditions.
847	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 36	Deliverables, Service Level Agreements (SLAs) & Penalties	The Bank shall pay transition cost after completion of transition on the basis of actual resource deployed during transition phase. on successful completion of the activities on the stipulated timelines and providing the supporting documents as mentioned in section C.		Bidder wishes to highlight that the Annexure 9 does not contain schedule for Transition charges. Request for clarity.	Refer corrigendum

848	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 37	Deliverables, Service Level Agreements (SLAs) & Penalties	The payments shall be done by the Bank within thirty (30) days from the submission of invoice. The ATS charges shall be paid by the Bank annually in advance and AMC shall be paid by the Bank quarterly in arrears within thirty (30) days from the date of submission of invoice with adequate and correct / undisputed supporting documents and after deducting the applicable penalty. The Bank shall pay the payments related to Training quarterly in arrears within thirty (30) days from the date of submission of invoice with adequate and correct / undisputed supporting documents and after deducting the applicable penalty as per the applicability under Penalty Clauses. The Bank shall pay the payments related to the minimum resource count quarterly in arrears within thirty (30) days from the date of submission of invoices with adequate and correct/undisputed supporting documents and after deducting the applicable penalty as defined under the Penalty section.		Bidder requests inclusion of late payment fees at 2% pa on outstanding amounts and suspension of service rights in the event of non payment by due date by Bank.	Bidder to comply with the RFP terms and conditions.
849	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 37	Deliverables, Service Level Agreements (SLAs) & Penalties	The Bank shall pay the payments related to Training quarterly in arrears within thirty (30) days from the date of submission of invoice with adequate and correct / undisputed supporting documents and after deducting the applicable penalty as per the applicability under Penalty Clauses.		Bidder understands that Bank will pay quarterly in arrears for the number of hours training has been provided in the quarter. Request for confirmation	The Bidder is supposed to complete the total number of trainings mentioned in the RFP and to maintain the SLA. Penalties will be applicable as per the SLA defined. Bidder to comply with the RFP terms and conditions.
850	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 37	Deliverables, Service Level Agreements (SLAs) & Penalties	The Bank shall pay the payments related to the minimum resource count quarterly in arrears within thirty (30) days from the date of submission of invoices with adequate and correct/undisputed supporting documents and after deducting the applicable penalty as defined under the Penalty section.		Bidder wishes to highlight that the payment for Project Management resource is not mentioned in the RFP. Request for clarity.	Refer Table H of Annexure 9 - BoM.

851	ATC Section C. Deliverables, Service Level Agreements (SLAs) & Penalties Page # 38	Deliverables, Service Level Agreements (SLAs) & Penalties	1. Business Projections 10.1. The Bidder is expected to consider the growth projections mentioned in this section and shall plan the infrastructure & network to support the future applications as per the projections considered by the Bank. Bidder must suggest for upgrade/replace the network/security devices if the existing devices are unable to handle the capacity/load of the application traffic. 10.2. If the infrastructure and network are not adequate or not supporting the future applications, the same shall be treated as downtime and penalties shall be applicable as per the SLA defined. 10.3. The successful Bidder shall submit detailed requirement/proposal for upgradation of hardware, software and technology refresh strategy for DC and DR as per the growth anticipated by the Bank or elsewhere mentioned in this RFP. 10.4. The Bank has approximately 1.2 crores of Mobile Banking users, 12000 ATMs, 2 crore Net Banking users and 1.9 Crore UPI users and approximately 3 crores daily transactions volume. 10.5. The Banks domestic gross advances are growing at 17.66% Y-o-Y and domestic deposits at 7.77% Y-o-Y.		Bidders assumes that, if the business growth impacts the current baseline and if there is a need to increase the agreed minimum resource count and/or quantities (hardware, software, licences etc.), the Bank and the bidder shall mutually discuss and agree to the change through a a RFC. Kindly confirm.	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
852	Page 27 & Page 28	Deliverables, Service Level Agreements (SLAs) & Penalties	SLA for Ticket resolution & 6.6 If the Bidder fails to maintain the guaranteed Uptime during the contract period, the penalty for Uptime will be deducted as under		Seems some contradiction on the Percentages stated in the two sections	SLA will be applicable as per the priorities defined in the RFP. Bidder to comply with the RFP terms and conditions.
853	ATC Section D. Bid Details Page # 49	Bid Details	The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.		Bidder understands that the tax amounts to be mentioned are based on current rules and rates. Bank agrees to pay tax as per then-prevailing rule and rates. Kindly confirm	Please refer RFP Document, Bidder to comply with the RFP terms and conditions.
854	ATC Section F. Ownership & Awarding of Contract Page # 57	Ownership & Awarding of Contract	The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank.		We request the Bank to provide the offer validity period from the date of bid submission or a specific date that does not alter to ensure compliance in terms of validity of the offer	Bidder to comply with the RFP terms and conditions.
855	ATC Section F. Ownership & Awarding of Contract Page # 57	Ownership & Awarding of Contract	The proposal and all supporting documentation submitted by the Bidder shall become the property of the Bank. As the Bidder's proposal is central to the evaluation and selection process, it is important that, the Bidder carefully prepares the proposal as per the prescribed format only. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be filled in. The Appendices/Annexures to this RFP bid shall form integral part of the RFP bid.		The Bidder proposes that the Bank should treat all such documents as confidential information and the Bank should not disclose such confidential information to any other party or use such confidential information for any other purpose aprt from evaluation of the bid submitted by the bidder.	Please refer RFP Document, Bidder to comply with the RFP terms and conditions.

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856	ATC Section F. Ownership & Awarding of Contract Page # 57	Ownership & Awarding of Contract	4. Right to Alter Quantities In the event of changes in plans of the Bank, Bank reserves the right to alter the quantities for implementing and managing the services as per the scope of work by adding/deleting/substituting the devices/locations from the one specified in the tender at the same rate arrived on the same terms and conditions of this RFP.		Bidder understands that there will be needs for the Bank to alter quantities. If altering quantities changes the baselines and if there is a need to alter minimum resource counts or quantities (such as licences, software, hardware etc.) to maintain the service levels, the bidder and the Bank shall mutually discuss and agree for a change through a RFC. Please confirm.	Bidder to comply with the RFP terms and conditions.
857	ATC Section F. Ownership & Awarding of Contract Page # 58	Ownership & Awarding of Contract	The prices quoted in the tender response will be fixed for the period of the contract. The price should be exclusive of all taxes and levies which will be paid by the Bank at actual.		The pricing sheet has GST %. Our understanding is that the Bidder needs to fill in the base costs as well as the GST while submitting Annexure 9. Please confirm	Please refer BOM, Bidder to comply with the RFP terms and conditions.
858	ATC Section F. Ownership & Awarding of Contract Page # 57, 59	Ownership & Awarding of Contract	The prices quoted in the tender response will be fixed for the period of the contract. The price should be exclusive of all taxes and levies which will be paid by the Bank at actual. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the price validity period.		Bidder requests for a inflation protection cover clause/ vendor cost increase clause to enable to the Bidder to provide the required scope of services	Bidder to comply with the RFP terms and conditions.
859	ATC Section F. Ownership & Awarding of Contract Page # 57, 59	Ownership & Awarding of Contract	The prices quoted in the tender response will be fixed for the period of the contract. The price should be exclusive of all taxes and levies which will be paid by the Bank at actual. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the price validity period.		Bidder requests for a minimum wage protection cover clause to enable to the Bidder to provide the required scope of services	Bidder to comply with the RFP terms and conditions.
860	ATC Section F. Ownership & Awarding of Contract Page # 57, 59	Ownership & Awarding of Contract	The prices quoted in the tender response will be fixed for the period of the contract. The price should be exclusive of all taxes and levies which will be paid by the Bank at actual. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the price validity period.		Bidder requests for a forex protection clause cover clause to enable to the Bidder to provide the required scope of services	Bidder to comply with the RFP terms and conditions.
861	ATC Section F. Ownership & Awarding of Contract Page # 60	Ownership & Awarding of Contract	From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.		Bidder understands in the event of increase in cost for aforementioned reasons (if any changes are brought in the duties such as excise/customs by the Government resulting in reduction of the cost of the systems), Bank will bear the increase in such cost/price.	Bidder to comply with the RFP terms and conditions.
862	ATC Section F. Ownership & Awarding of Contract Page # 60	Ownership & Awarding of Contract	Bank shall serve the notice of termination to the Bidder at least 180 days' prior of its intention to terminate services without assigning any reasons.		Bidder requests right for termination for non payment and/or for any material breach	Bidder to comply with the RFP terms and conditions.

863	ATC Section F. Ownership & Awarding of Contract Page # 60	Ownership & Awarding of Contract	Order Cancellation/ Termination of Contract		Bidder understands that in the event of this clause being invoked, Bank will pay for the services rendered until date of termination, products supplied, in-transit, orders placed with vendors until date of termination, wind-down costs as applicable	Bidder to comply with the RFP terms and conditions.
864	ATC Section F. Ownership & Awarding of Contract Page # 60	Ownership & Awarding of Contract	The progress made by the selected Bidder is found to be unsatisfactory. Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank.		Bidder requests deletion / modification of this clause to make it objective / quantitative	Bidder to comply with the RFP terms and conditions.
865	ATC Section F. Ownership & Awarding of Contract Page # 60	Ownership & Awarding of Contract	Bank shall serve the notice of termination to the Bidder at least 180 days' prior of its intention to terminate services without assigning any reasons.		Bidder requests the Bank for at the minimum of 3 years lock in period prior having the option to terminate for convenience or the right to charge termination fee in the event of Termination.	Bidder to comply with the RFP terms and conditions.
866	ATC Section F. Ownership & Awarding of Contract Page # 60, 61	Ownership & Awarding of Contract	In case the selected Bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected Bidder by giving 7 days prior notice to the Bidder. After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the Bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.		Bidder requests that the liability of successful bidder is restricted only to incremental cost incurred by Bank and capped at 120% of original cost of the product, services or solution as applicable.	Bidder to comply with the RFP terms and conditions.

867	ATC Section F. Ownership & Awarding of Contract Page # 60	Ownership & Awarding of Contract	12.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 12.1.1. Delay in delivery of services in the specified period. 12.1.2. Serious discrepancies noted in the inspection. 12.1.3. Breaches in the terms and conditions of the Order. 12.2. The Bank reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by the Bank on the following circumstances: 12.2.1. Non submission of acceptance of order within 7 days of order. 12.2.2. Excessive delay in execution of order placed by the Bank. 12.2.3. The selected Bidder commits a breach of any of the terms and conditions of the bid. 12.2.4. The Bidder goes into liquidation voluntarily or otherwise, 12.2.5. An attachment is levied or continues to be		Bidder request Bank to provide a provision for remedial period prior to issue of termination notice	Bidder to comply with the RFP terms and conditions.
868	ATC Section F. Ownership & Awarding of Contract Page # 61	Ownership & Awarding of Contract	12.5. After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the Bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.		Bidder request Bank to provide a remedial period to set right services prior providing the notice of termination	Bidder to comply with the RFP terms and conditions.
869	ATC Section F. Ownership & Awarding of Contract Page # 61	Ownership & Awarding of Contract	The Bank reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and security deposit, if any, under this contract.		Bidder requests set off is restricted to the deliverables under this contract with the Bank	Bidder to comply with the RFP terms and conditions.
870	ATC Section F. Ownership & Awarding of Contract Page # 61	Ownership & Awarding of Contract	12.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the Bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.		Bidder request Bank to provide a remedial period to set right services prior invoking the PBG	Bidder to comply with the RFP terms and conditions.

871	ATC Section G. General Conditions Page # 64	General Conditions	Limitation of Liability		Bidder seeks to clarify that its entire liability for all claims related to the Agreement will not exceed the amount of any actual direct damages incurred by Bank up to the amounts paid (if recurring charges, up to 12 months' charges apply) for the Services that is the subject of the claim, regardless of the basis of the claim. Bidder seeks to clarify that it will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, or anticipated savings. These limitations apply collectively to the Bidder, its affiliates, contractors, and suppliers.	Bidder to comply with the RFP terms and conditions.
872	ATC Section G. General Conditions Page # 63	General Conditions	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected Bidder shall extend all cooperation in this regard. "21.1 The selected Bidder has to get itself annually audited by internal/ external empanelled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank /such auditors in the areas of products (IT hardware/software) and services provided to the Bank and the selected Bidder is required to submit such certification by such Auditors to the Bank. The selected Bidder and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the selected Bidder. The selected Bidder shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the		Bidder requests the Bank to consider limiting the frequency of audits/inspections to once in a year and with a 30 days' notice. However, in case more than one audit is required due to regulatory reasons such as directions from RBI, then the same shall be accommodated. Bidder seeks to clarify that the audit will be only in relation to services provided by the Bidder under this contract and shall exclude costing and price sensitive data	Bidder to comply with the RFP terms and conditions.
873	ATC Section G. General Conditions Page # 63	General Conditions	In connection with the work or contravenes the provisions of General Terms, if the selected Bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected Bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected Bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected Bidder.		The bidder proposes that the Bank may terminate the contract only if Bidder is not able to remediate the breach within the remedial period. Bidder requests that the liability of successful bidder is restricted only to incremental cost incurred by Bank and capped at 120% of original cost of the product, services or solution as applicable.	Bidder to comply with the RFP terms and conditions.

874	ATC Section G. General Conditions Page # 63	General Conditions	10.1. Bidder warrants that the inputs provided shall not infringe upon any third-party intellectual property rights, including copyrights, patents, and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The Bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third-party intellectual property rights, if any. The Bidder must ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as Bidder. 10.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, Bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the		Warranties on third party products shall be as provided by the respective third party/OEMs. The bidder submits that third party products will be sold under this Agreement on an as-is basis without warranties of any kind from the bidder. Indemnity provisions shall be as per Clause 12 Section G. General Conditions.	Bidder to comply with the RFP terms and conditions.
875	ATC Section G. General Conditions Page # 73	General Conditions	29.4.4. Bidder must employ network security architectural components (to include, at a minimum, firewalls, and network intrusion detection/prevention solutions) to adequately protect all systems.		Bidder will inform the Bank if any addition Security Management devices needs to installed and if the Bidder needs to employ any additional network security components, the same will addressed through a RFC	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
876	Integrity Pact Page # 6	Selection of Bidder	Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. The Monitors shall on receipt of any complaint arising out of tendering process jointly examine such complaint, look into the records while conducting the investigation and submit their joint recommendations and views to the Management and Chief Executive of the BUYER. The MONITORS may also send their report directly to the CVO and the commission, in case of suspicion of serious irregularities.		Bidder understands that the internal cost records of Bidder will not be under the purview of such audit. Please confirm.	Bidder to comply with the RFP terms and conditions.
877	ATC Section H. Annexures - Annexure 1 Page # 75	Annexures	Bidder has to submit copies of annual report (audited Balance Sheet and profit & loss account) for the relevant period AND Bidder must produce a certificate from the Company's Chartered Accountant with UDIN to this effect.		Bidder being a spinned off entity, our annual report assessment is in progress by the CA and we will share it once the assessment is completed. Meanwhile, we shall produce the certificate from the Company's Chartered Accountant with UDIN to this effect. please oblige.	Refer corrigendum
878	ATC Section H. Annexures - Annexure 1 Page # 76	Annexures	The Bidder should be CMMI level 5 certified - Bidder needs to submit a copy of the relevant valid certificate.		Bidder requests Bank to provide a relaxation of this criteria since we are a spun off entity and have initiated the process for obtaining the certification. The bidder is ISO 27001 certified.	Refer corrigendum

879	Annexure-2 Scope of Work Page # 1	Scope of work	The Bidder should provide perpetual licenses for all software, hardware components proposed in the above solutions in the name of Canara Bank. The hardware required for these tools must be on capex model and on the name of Canara Bank		Will Bank be willing to look at Perpetual / subscription (or) is the Bank only looking at perpetual licenses for all tools	Refer corrigendum
880	Annexure-2 Scope of Work Page # 1	Scope of work	2. In-scope Allied Applications, Interfaces, Core Banking Solution Applications and New Tools		Bidder would require the below information ITSM: Total number of Users, Concurrent Users, Agents, Assets for each module: Incident: Service Request Management: Change: Problem Management: Configuration Management Orchestrator (Use cases) Release Management: Knowledge Management Asset Management Capacity Management: Total number of Agents SAMS: Total number of Applications beyond Core Banking and the 12 Allied Applications Infrastructure Databases and Middleware Total number of Agents	Refer corrigendum Revised Annexure 23 will be shared with Bidder who has signed th NDA
881	Annexure-2 Scope of Work Page # 1	Scope of work	The Bidder is responsible for taking ownership of existing license inventories post expiry of licenses from the existing Vendor/SI/OEM		Bidder needs to clarification whether ATS should be provisioned for the inventory specified in Annexure 23 - Tool Information tab - please confirm	Revised Annexure 23 will be shared with Bidder who has signed th NDA
882	Annexure-2 Scope of Work Page # 7	Scope of work	The Bidder should perform periodic audits to measure license compliance against the number of software licenses being used out of total licenses procured & should be consistent with the terms and conditions of License agreements.		The bidder understands that the license compliance is for the current scope of applications, infrstructure, tools. Please confirm	Yes for all in-scope applications and complete infrastructure of the bank and tools. Bidder to comply with the RFP terms and conditions.
883	Annexure-2 Scope of Work Page # 8	Scope of work	Considering the dynamic environment any functional/system changes during implementation of replaced applications, whether regulatory or market driven, should be implemented by Bidder free of cost in a time-bound manner as specified by the Bank. Also, Bidder should ensure that there is no regulatory violation and should meet market expectation.		Any new regulatory changes that needs new functionality will be handled through the customization effort. Please confirm	Refer corrigendum
884	Annexure-2 Scope of Work Page # 11	Scope of work	8.1. The Bidder should perform ATS of all in-scope Allied applications, Interfaces, CBS applications and new tools as per the table below: Table D & E		Bidder requested to clarify that the ATS is limited to the allied applications, CBS applications, interfaces and new tools or does the bidder need to include the ATS for the tools detailed in annexure 23 tools Tab.	Refer corrigendum

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885	Annexure 2 - Table C, New tools - 1 Page 6	Scope of work	Scope involves the provisioning and management of ITSM Solution, based on the Bank's requirement as stated below: Incident management, Release management, Service Requests, Change management, IT asset management, Configuration Management and Problem Management.		Bidder requests to clarify that the IT Asset Management is limited to the assets deployed in DC /DR/NDR. Pl. confirm	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
886	Annexure 2 - Table C, New tools - 1 Page 6	Scope of work	Scope involves the provisioning and management of ITSM Solution, based on the Bank's requirement as stated below: Incident management, Release management, Service Requests, Change management, IT asset management, Configuration Management and Problem Management.		Bidder likes to clarify that the ITSM tool access is to the following users - a) Branch Managers and/or employees b) L0 Agents c) Bank IT users / Management d) Bidder's Service desk / L1 Agents e) Bidder's On-Site Resources (L2 & L3) - Application and Infrastructure f) Bank's other 3rd Party OEM Vendors within the Bank Network Bidder requests bank to provide the # of named users for each of the above category except (d) & (e)	Refer corrigendum
887	Annexure 2 - Section 10, 10.3.1.11 Page 37	Scope of work	All network security devices logs (Access Logs, Audit Logs & Syslog) and other network devices Log (Syslog) management, capturing and forwarding / shipping to FTP Server / Syslog Server from device point of view with the tools provided by the Bank.		Bidder requests bank to clarify currently how these logs are stored, does the bank have a sys log management deployed currently? Bidder assumes the deployed instance of syslog will be used by the bidder to provide these services. Pl. confirm	In current state, all the required logs are forwared to SIEM servers. It is bidder's responsibility to integrate logs of
888	Annexure 2 - Section 3, 3.4 Page 7	Scope of work	The Bidder should perform periodic audits to measure license compliance against the number of software licenses being used out of total licenses procured & should be consistent with the terms and conditions of License agreements.		Bidder requests to clarify on how the bank is currently managing the license compliance. Bidder also assumes that the software licensing compliance is for only assets deployed in DC, DR and NDR . Pl. confirm.	Banks infrastructure are forwared to SIEM/Syslog servers. Bidder needs to perform log analysis in case of any incident.
889	ATC Section H. Annexures - Annexure 3 Page # 83	Annexures	We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.		The Bidder would like to clarify that based on the responses to the pre-bid queries, the Bidder should be permitted to submit deviations to the RFP and both Bank and successful Bidder should have the ability to negotiate the final contract.	Bidder to comply with the RFP terms and conditions.
890	ATC Section H. Annexures - Annexure 6 Page # 89	Annexures	There are approximately 14 applications and 367 APIs which are being managed by the current System Integrator or by the third-party vendors.		There are 12 Allied Application and 4 Core Banking applications. Request Updation of the letter in line to the scope	Bidder to refer Annexre-2 SOW and other relevant clauses of RFP for details.

891	ATC Section H. Annexures - Annexure 6 Page # 89	Annexures	Monitoring of Network link & network devices across all branch/office locations of Canara Bank including Datacenter (DC), Disaster Recovery (DR) and Near DR locations are taken care by the existing SI. In case of any hardware/link failure and/or SLA breach, current SI logs the incident with the respective OEM/SP, follow up and close to the satisfaction of the Bank.		The branch information is not available in Annexure 23. Can you please provide us the details of the Branch equipment's that are inside the scope	Branch network support is part of this RFP. However end user device support is not in scope.
892	ATC Section H. Annexures - Annexure 6 Page # 89	Annexures	Customer Base, Branches, Projected Growth a) Canara Bank serves over 10.4 crore customers through a network of 9,732 domestic branches and 12,201 ATMs/Recycler and has approximately 86,000+ employees spread across all Indian states and Union Territories. b) The Bank has 3 overseas branches, viz., London (UK), New York (USA) and Dubai International Financial Centre - DIFC (UAE). c) The Bidder is expected to consider the growth projections mentioned in this document and shall support the applications and infrastructure accordingly. d) The Bank has approximately 1.2 crores of Mobile Banking users, 12000 ATMs, 2 crore Net Banking users and approximately 3 crores daily transactions volume. e) The Banks domestic gross advances are growing at 17.66% Y-o-Y and domestic deposits at 7.77% Y-o-Y.		Bidders assumes that, if the business growth impacts the current baseline and if there is a need to increase the agreed minimum resource count or quantities (hardware, software, licences etc.), the Bank and the bidder shall mutually discuss and agree any change through a RFC. Kindly confirm.	Will be mutually discussed and agreed with successful bidder as and when required.
893	ATC Section H. Annexures - Annexure 8 Page # 92	Annexures	Annexure-8 Checklist of Bid Submission		Few of the documents which needs to be submitted does not appear in the checklist. Kindly review and confirm the complete list of documents in the checklist and also the order in which the entire bid submission should be prepared and submitted	Refer corrigendum
894	Annexure-9 Commercial Bill of Material Page # 49	BOM	Commercial Bill of Material		Bidder requests the Bank to provide the Commercial.pdf in an excel format along with formula's and examples so that Bidder can accurate fill in the right information	Bidder to comply with the RFP terms and conditions.
895	Annexure-9 Commercial Bill of Material Page # 49	BOM	Commercial Bill of Material		Can you please let us know where the transition charges needs to be included	Refer corrigendum
896	Annexure-9 Commercial Bill of Material Page # 49	BOM	Commercial Bill of Material		Should we fill in Unit Rate for one quantity and for each line item, can you please provide what is the measure for the Unit Rate	Please refer Annexure-9 BOM and other relevant clauses of RFP.
897	Commercial Annexure 9 Bill of Materials Section B Page # 1	BOM	Customization Charges		Bidder requests Bank to have multiple line items for Customization charges/ allied applications/ tools/ hardware. This will add more clarity in terms of unit rates during project execution	16000 mandays for CBS and 12000 mandays for allied application for 7 years. SI can decide the split of mandays. Bidder to comply with the RFP terms and conditions.

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898	Commercial Annexure 9 Bill of Materials Section F Page # 2	BOM	AMC for Infrastructure		Bidder requests the Bank to have the Unit Rate at a more granular level to make it viable for a fixed Unit Rate. For example, the Unit Rate is currently defined at a Switch level and there will be a core switch and leaf switch which has high variance in terms of costs. In addition, Unit rate varies by Make, Model, Type of the products. The ask is also for additional quantities where the Bidder does not have visibility in terms of Make, Model, Quantity etc . Please clarify	Refer corrigendum
899	Commercial Annexure 9 Bill of Materials Section F & G Page # 2	BOM	AMC for Infrastructure/AMC for Network		Bidder requests modification in the table to allow Bidder to update the exact number of units for each item to bring clarity in terms of the baselines considered.	Refer Corrigendum. BOM & RFP. Bidder to comply with the RFP terms and conditions.
900	ATC Section H. Annexures - Annexure 12 Page # 97	Annexures	Performance Bank Guarantee		Bidder request the Bank to provide prior notice and a remedial period before invoking the PBG .	Bidder to comply with the RFP terms and conditions.
901	ATC Section H. Annexures - Annexure 12 Page # 97	Annexures	We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs_____ (Rupees_____) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs_____ (Rupees_____) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.		Bidder wishes to highlight the contradiction between the percentage of Bank Guarantee mentioned in Section A.1.7 and Annexure 12. Request for clarity.	Refer corrigendum
902	Annexure 23 Asset Inventory	Annexures	Asset Inventory		Does the scope include Sanovi integration for all in scope applications.	As per Bank's requirements.
903	Annexure 23 Asset Inventory	Annexures	Asset Inventory		There are devices which are currently being managed by the Incumbent vendor. These devices are not a part of the Annexure 23. Bidder requests the bank to clarify if the baselines provided in Annexure 23 are final? Pl. confirm?	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.

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904	Annexure 24 ; Page 131	Annexures	The Bidder is expected to own the responsibility to support the in-scope application and other application environment built on the hardware inventory as per Annexure-23. Apart from this, for the applications which are not in scope the Bidder is expected to co-ordinate with respective stakeholders/vendors.		Bidder needs a clarification on the 'scope of work' for applications other than in-scope mentioned in the Annexure 24. Bidder assumes that the scope is limited to the hardware infrastructure services only. Please confirm.	Please refer Annexure-2 SOW for details.
905	Annexure 24 ; Page 131	Annexures	The Bidder is expected to own the responsibility to support the in-scope application and other application environment built on the hardware inventory as per Annexure-23. Apart from this, for the applications which are not in scope the Bidder is expected to co-ordinate with respective stakeholders/vendors.		Bidder needs an understanding of the 'scope of work' for applications not in-scope but are mentioned in the Annexure 24 list. Please clarify & confirm .	Please refer Annexure-2 SOW for details.
906	Annexure 25 _Tooling_Specification ITSM; S.No 2	Annexures	The Solution should have a process driven workflow which will incorporate actions (but not limited to) routing of request, setup of service desk, SLA management, electronic request approvals by actionable e-mail, SMS alerts.		Bidder assumes that bank will define the catalogue items, required workflows during the Planning & Implementation phase of the Project. Pl. confirm	Yes, the successful bidder needs to have discussions with respective stakeholders and prepare the workflows, catalogue items. Bidder to comply with the RFP terms and conditions.
907	Annexure 25 _Tooling_Specification ITSM SNo 8	Annexures	Ability to easily identify the affected Change Incidents (CIs) whenever a change is made to a particular CI.		Bidder requests to clarify the understand that 'CI' in ITSM context is referred to as 'Configuration Items' and not 'Change Incidents'. Pl. confirm if our understanding is correct. If yes, request you to make changes accordingly	Refer corrigendum
908	Annexure 25 _Tooling_Specification ITSM SNo 17	Annexures	The ability to send approval requests several times and to store multiple instances of approvals. The ability to reset approval status, resend approval requests and history logged of approval requests.		Bidder requests clarity on this requirement. As a standard, approval can be referred back or resent to previous approver or requester until all approvals are obtained. Is this what is meant hereby this spec? Pl. clarify?	Yes, understanding is right. Bidder to comply with the RFP terms and conditions.
909	Annexure 25 _Tooling_Specification ITSM SNo 27	Annexures	Discovery capabilities for service dependencies highlighting potential impact if a service is added, modified or deleted.		Bidder likes to clarify that the Discovery Engine will discover CI's however service relationship grouping need to be manually mapped .Please confirm if this is the requirement	Proposed solution should have the capabilities as mentioned in RFP.
910	Annexure 25-ITSM, 4(knowledge Management) SNo 4	Annexures	Ability to create a knowledge article via a fill-in-the-blank template.		Bidder requests bank to clarify on what it means - "fill-in-the blank template"	Proposed solution should have the capabilities as mentioned in RFP.
911	Annexure 25 _Tooling_Specification ITSM SNo 17	Annexures	The tool must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets.		Bidder needs clarity on the expectation as this requirement is to be met by a mix of NCM solution and CMDB Auto Mapping of CIs through a discovery tool .Pl. clarify?	Proposed solution should have the capabilities as mentioned in RFP.
912	Annexure 25 _Tooling_Specification ITSM	Annexures	The configuration level backup for the endpoints & active infrastructure components to be stored on required infrastructure.		Bidder clarifies to bank that the existing NCCM tool must be doing this function for Network endpoints already. This is also not a direct functionality of an ITSM tool. Therefore, requests bank to remove this spec as this is not the functionality of the ITSM tool. Pl. confirm	Bidder to comply with the RFP terms and conditions.

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913	Annexure 25 _Tooling_Specific ation ITSM	Annexures	Monitor the environments under scope to identify : 4. changes to databases. 5. Privilege assignment, modification and deletion, with respect to active directory, database, business services/application, networking equipment, firewall devices, web servers & applications, IP telephony systems and infrastructure devices/equipment. 6. Changes in firewall rule-base and configurations. 7. Configuration & routing table changes in networking devices.		Bidder likes to clarify that these specifications are related to the existing NCM/NCCM/Algosec and other tools. Not directly the ITSM functionality. Therefore, request bank to delete these points from ITSM scope. Pl. confirm	Bidder to comply with the RFP terms and conditions.
914	Annexure 25 _Tooling_Specific ation ITSM	Annexures	Ability to perform software license management including automated notification of license expiration and noncompliance and reporting, tracking and auditing.		Bidder likes to state that the mentioned points in technical specification are related to Software asset management and compliance. Bidder requests bank to confirm whether Bank is using any existing Asset management solution. If the requirement here is to integrate with the same; if yes please share the SAM application name and that it supports REST APIs	Yes, Software Asset management isalso part of this RFP. Bank is currently using solution from Brainotix. SAMS tool to be considered as green field deployment. Bidder to comply with the RFP terms and conditions.
915	Annexure 25 _Tooling_Specific ation ITSM	Annexures	Bulk import of licensing data - save time with simultaneous uploading of multiple licensing records.		Bidder likes to state that the mentioned points in technical specification are related to Software asset management and compliance. Bidder requests bank to confirm whether Bank is using any existing Asset management solution. If the requirement here is to integrate with the same; if yes please share the SAM application name and that it supports REST APIs	Yes, Software Asset management isalso part of this RFP. Bank is currently using solution from Brainotix. SAMS tool to be considered as green field deployment. Bidder to comply with the RFP terms and conditions.
916	Annexure 25 _Tooling_Specific ation ITSM	Annexures	Solution should be able to communicate with multiple sources, internal incident resolution repository, internet for knowledge search.		Bidder requests the bank to clarify if there is a existing knowledge repository to be integrated or if a KM module is the requirement within the ITSM tool	Proposed solution should have the capabilities as mentioned in RFP.
917	Annexure 25 _Tooling_Specific ation ITSM	Annexures	The proposed solution should have the ability to graphically design process workflows such as automatically triggering a discovery scan, through an ITSM request, or automating a package deployment or patch analysis job, through a self-service request in ITSM solution		Bidder requests clarity on the below - • Existing Development environment or the versioning systems available and will be extended for the tools. • Are the in-scope OFSS modules & 12-Allied applications have to be integrated into the available orchestration use cases? • Ticket dump for the last 6 months for the identification of Orchestration opportunities (Should include SR/IM/CRs etc) • Any identified complicated organization tasks through orchestration with an example • Please share number of use cases for orchestration which are required to be considered during implementation	Proposed solution should have the capabilities as mentioned in RFP.
918	Annexure 25-ITSM 4 (Orchestrator)	Annexures	Offline development - Support for development of offline workflows in the tool in local environment as per the target state requirement.		Bidder needs requisite clarity on the Offline development referred. Is this a staging server ? Bank will provide the Development/UAT/SIT/Pre-Production environment for the orchestration purposes? Pl. clarify	Offline development here will refer that the tool runs seamlessly even with no internet connection without compromising the quality and so the user can access and store data without a web connection.
919	Annexure 25 _Tooling_Specific ation ITSM	Annexures	Ability to be automatically notified when the status of a change associated with a release changes status.		Bidders seeks to clarify from bank which is the persona expected to be notified here? Is it Requestor of CR? Analyst of CR? Requestor of Release etc.	Yes, relavant requestor/owner needs to be notified

920	Annexure 25 _Tooling_Specific ation ITSM	Annexures	Ability to automatically approve releases when all approvals are returned approved, and communicate with appropriate parties regarding the approval.		Bidder seeks to clarify what is expected from "Ability to automatically approve releases when all approvals are returned approved". What is expected from returned approvals?	The RFP clause states that once all the approvals from respected stakeholders are in place the relase should automatically get triggered.
921	Annexure 25 _Tooling_Specific ation ITSM	Annexures	Ability to configure an acceptable date range for approval for each release.		Bidder seeks to clarify what is expected from date range here, Pl. clarify?	Date range means mentioning a start date and end date for a approval.
922	Annexure 25 _Tooling_Specific ation ITSM	Annexures	Ability to manually kick off approval process or override approval workflow.		Bidder seeks to clarify if this requirement is for creation of custom workflow for release management, however currently release management has a standard inbuild workflow. Please share details of expectation from the shared requirement.	The standard inbuild workflow present in the tool should be capable to manually kick off approval process or over ride approval workflow. The tool should be able to design unique workflow if required.
923	Annexure 25 _Tooling_Specific ation ITSM	Annexures	Ability to define Release Windows (show conflicts that impact when Releases can be scheduled).		Bidder requests to clarify if this feature can be leveraged here to achieve the requirement as Change Record is linked to Release records.	Yes, the feature can be leveraged here to achieve the requirement.
924	Annexure 25-ITSM, 6 (enterprise ticketing feature)	Annexures	Solution to provide user feedback experience via SMS/WhatsApp/Email from end user on ticket closure.		Bidder assumes that the existing SMTP Server, SMS gateway and Whatsapp business APIs will be provided access to integrate the bidders ITSM components to the provide this solution Pl. confirm	Yes, existing SMTP Server and SMS gateway will be provided access to integrate the bidders ITSM components.
925	Annexure_25_Too ling_Specification s IPAM tab	Annexures	IP address scanning within the group		Bidder Requests to clarify what is the definition of a group. Does it means a subnet? Pl. confirm	It is a subnet or group of subnets which is termed as a customized group. Example if we have grouped set of subnets in a Region, we should be able to scan entire region based on customized grouping
926	Annexure_25_Too ling_Specification s IPAM tab ;	Annexures	The solution should support reserving IP address blocks zone wise/ link wise/ component wise and the IP allotment should be picked automatically from the reserved segment based on the user request. For example HO/CO segment with /24, ATM segment /29, WAN IP segment /30.		As IPAM maintains IP address in Structured manner, Administrator can request by search for the preferred best available IP address or Subnet. Is the understanding right? Or else please provide more details.	Yes , understanding is right
927	"Annexure_25_To oling_Specificatio ns IPAM tab ; S No 18	Annexures	The solution should be able to scan all the services running on IP enabled devices.		Bidder like to clarify that scanning of services running on a IP device is a function of NMS. So our understanding is that this should be amended to 'the bidder solution should scan all IP addresses on all IP enabled devices'. Pl. confirm	Refer corrigendum
928	"Annexure_25_To oling_Specificatio ns IPAM tab ; S No 20	Annexures	The solution should provide facility to map Physical IP address with NAT IP address (Private to Private and Public to Private).		Bidder requests Bank to clarity whether bank wants to have Custom field to map Public to Private IP & vice-versa? Pl. confirm	Yes, understanding is right. Bidder to comply with the RFP terms and conditions.
929	"Annexure_25_To oling_Specificatio ns IPAM tab ; S No 25	Annexures	The solution should support allotment of classful and classless IP address blocks for different zones		Bidder requests Bank to confirm if this means to support VLSM?	Yes, understanding is right. Bidder to comply with the RFP terms and conditions.
930	Annexure_25_Too ling_Specification s IPAM tab ; S No 32	Annexures	The solution should be capable to define address space authority boundaries per group.		Bidder requests the Bank to confirm if the expectation is using Custom fields to map Public IP to ISP in IPAM to maintain public IP address on same IPAM tool? Pl. confirm	It is to map public IP address with the ISP name either automatically from an external feed or by manual process

931	"Annexure_25_Tooling_Specifications IPAM tab ; S No 36	Annexures	The solution should have an option for adding/modifying/deleting IP Addresses of directly/indirectly connected network where it can't discover the IP through other methods like Partner's network.		Bidder requests to clarify the following - As the reserved segment will not be reachable, bidder should configure a custom field that can be used to add this details to respective Subnet & IP address manually. Please confirm if this understanding is right?	Yes, understanding is right. Bidder to comply with the RFP terms and conditions.
932	"Annexure_25_Tooling_Specifications IPAM tab ; S No 40	Annexures	The solutions should provide Unified multi-technology, multi-vendor device discovering capabilities like Cisco, HP, Aruba, Checkpoint, Juniper, Citrix, Huawei, Forcepoint, Fortinet, Lavelle, Array networks, Riverbed, Radware, etc.		Bidder requests bank to confirm if the ask is for the solution to support standard MIB as defined in RFC to probe and pull any information.PL. confirm	Bidder to comply with the RFP terms and conditions.
933	"Annexure_25_Tooling_Specifications IPAM tab ; S No 46	Annexures	The solution should provide the ability for multiple integration points including SNMP, XML, ODBC, syslog, delimited data imports/export, Command Line Interface, published APIs.		Bidder's IPAM has its own database.Hence, XML, ODBC, CLI,delimit data import/export are not relevant and hence request bank to remove. The relevant integration points should just include SNMP, Syslog & API. PL. clarify & confirm	Refer corrigendum
934	"Annexure_25_Tooling_Specifications IPAM tab ; S No 47	Annexures	The solution should have the ability to integrate with other solutions like NTP, AD server, DNS server, NCCM,NMS, TACACS+, RADIUS, SIEM, Incident Management, PIM, Syslog server, SMTP, POP3, etc., and the corresponding logs has to be generated and stored as per bank's requirement.		Bidder requests the TACACS to be removed as it is primarily used in routers and not directly relevant to an IPAM functionality	Refer corrigendum
935	"Annexure_25_Tooling_Specifications IPAM tab ; S No 48	Annexures	The admin should be able to create local users and integrate with other solutions like Active directory, RADIUS, TACACS for user creation.		Bidder requests the TACACS to be removed as it is primarily used in routers and not directly relevant to an IPAM functionality	Refer corrigendum
936	"Annexure_25_Tooling_Specifications IPAM tab ; S No 52	Annexures	The solution should support addition, deletion and modification of a user account. The account password, operation limit and operation privilege can be set and modified. The operation limit specifies the lifetime of a user account. The operation privilege specifies the scope of command groups that can be executed by the user.		Bidder requests to clarify if this is regarding Operation limit for local users created in the solution. PL. confirm	Bidder to comply with the RFP terms and conditions.
937	"Annexure_25_Tooling_Specifications IPAM tab ; S No 61	Annexures	The solution should support dynamic initiated reporting to query current IP address state, based on user provided requirements.		Bidder likes to confirm if this functionality is to create the custom report based on any Attribute over IPAM defined to be generated dynamically or can be scheduled ? PL. confirm	Yes, understanding is right. Bidder to comply with the RFP terms and conditions.
938	"Annexure_25_Tooling_Specifications IPAM tab ; S No 66	Annexures	The Solution should display port / IP usage history		Bidder likes to confirm if this just related to history and not consumption?	Yes, understanding is right. Bidder to comply with the RFP terms and conditions.
939	"Annexure_25_Tooling_Specifications IPAM tab ; S No 70	Annexures	The solution should highlight location and status changes of IP address in devices and interfaces.		Bidder likes to state that this specification is primary function of NMS & NMS inventory management tool and therefore already deployed and providing this function. Hence, request confirm and if yes, request to remove this specification. If not, please elaborate on how bank intends to see this functionality deployed?	Proposed solution should have the capabilities as mentioned in RFP.

940	Annexure-25 26 Technical Requirements--> Sheet 3: SAMS	Annexures	53. The proposed solution must have capability to provide code level performance and bottlenecks resulting in slowness in application performance.		Bidder requests confirmation on the following - The proposed solution must have the capability to provide the observability of the application performance and slowness and generate alert in case user is facing any issue while accessing the application. Pl. confirm	Proposed solution should have the capabilities as mentioned in RFP.
941	"Annexure_25_Tooling_Specifications Patch Management	Annexures	Solution must enable automation to deploy correct patches to the correct endpoints.		Bidder requests bank to confirm the in-scope endpoints are only servers deployed in DC/DR and NDR and not Desktop Laptops spread across the bank locations. Pl. confirm	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
942	Annexure 23 Existing Hardware Inventory	Annexures	Total Juniper Network devices are 27 SNs - Routers, Switches		Bidder verified from OEM that of the 27 SN's listed in the Annexure, there are 8 SN's which are not under any active support due to non-renewal. OEM confirms that they will be able to renew these devices with a Software-only Support contract and not against a HW based SLA contract. Bidder requests bank to confirm for all such devices bank will refresh on priority	Refer clauses related to Hardware AMC/ATS of RFP.
943	Annexure 23 Existing Hardware Inventory	Annexures	FG-900Ds Fortigate Firewalls at BKC location with S.Nos FG900D3916800742 FG900D3917800546 AMC expiry is given as 26/12/2023		Bidder requests reconfirmation of the AMC expiry date. AS per OEM it expires in Dec 2022. Pl. confirm the correct AMC expiry date. Bidder further likes to confirm if the bank is going to renew the AMCs for all the hardware which have an expiry date before August 2023. If so,Pl. confirm ,	AMC end date for mentioned device is 26/12/2023 & not 2022. AMC renewal will be as per Bank's discreation and accordingly. Bidder to comply with the RFP terms and conditions.
944	Annexure-25 Technical Requirements	Annexures	The Proposed Solution must have capability to configure actions based rules for set of pre-defined alarms/alerts enabling automation of set tasks e.g initiating a script.		Bidder requests clarity on how the automation should be done. Should the solution have an in-built worklow and Orchestrator engine trigger remediation workflows on the target system? Pl. confirm	Successful bidder needs to have discussions with respective stakeholders and prepare the workflow.
945	Annexure-25 Technical Requirements	Annexures	Should provide the flexibility to monitor applications deployed both internally (incl. virtualized environments and /or private cloud) and externally (public cloud using IaaS or PaaS support for future need).		Bidder requests bank to confirm if the bank is looking to monitor the applications like web services deployed in DC and wants a the capability to also support SaaS based APPLICATIONS also in future?	Proposed solution should have the capabilities as mentioned in RFP.
946	OFSS	Scope of work	Core Banking Applications		Are there only 3 installations of CBS Applications for overseas branches - New York, Dubai & London?	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
947	OFSS	Scope of work	User Acceptance Testing		How many UAT and non-UAT environments needs to be supported?	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
948	OFSS	Scope of work	User Acceptance Testing		and support all EOD / BOD operations in all UAT environment as per ..... (sentence is incomplete)	Refer corrigendum
949	OFSS	Scope of work	Additional L2 Support		The Bidder should perform Data Cleansing and Data enriching - for which data is the Bank referring too?	Refer corrigendum
950	OFSS	Scope of work	Additional L2 Support		Bank to clarify the scope of data warehousing activities.	Refer Annexure-2 SOW and other relevant clauses of RFP for details.
951	OFSS	Scope of work	Additional L2 Support		Are there any existing utilities that are available with the Bank to check and validate as specified by the Bank?	Refer Annexure-2 SOW and other relevant clauses of RFP for details. Bidder to comply with the RFP terms and conditions.
952	OFSS	Scope of work	Additional L2 Support		Are there any existing Automation Testing tools configured which can be taken over?	Successful bidder has to perform the requesite testings.
953	OFSS	Scope of work	Additional L2 Support		Bidder requests the bank to provide more information and clarity on this.	Refer Annexure-2 SOW and other relevant clauses of RFP for details.

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954	OFSS	Scope of work	Implementation		Need more clarification on Bidder should have/build the capacity to implement applications if Bank decides to replace in-scope applications?	Refer corrigendum
955	Document Management System (DMS) (Ospyn)	Scope of work	Scope of Work - Annexure 2		For all the DMS processes, what is the SOP and the associated SLA ? Is that part of the configuration within the DMS application? And if 'YES' - then the SLA monitoring and compliance reporting can be done within the application ?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
956	Document Management System (DMS) (Ospyn)	Scope of work	Scope of Work - Annexure 2		Change Management Request process - is this for all the applications in use and maintenance at Canara Bank as per the RFP applications in-scope ?	Query not clear.
957	Tab Banking	Scope of work	Scope of Work - Annexure 2		Is this custom codeset and application extension to support various TAB form factors of the Canara DIYA application?	Separate code extension (SDK) available for Mobile/Tab. It is with the repesective OEM. Source code does not lie with the Bank. Bidder to comply with the RFP terms and conditions.
958	OFSS FCC FCR	Scope of work	Scope of Work - Annexure 2		Is the ATM integration through MQ middleware ? Or are there direct integrations through other messaging modes ?	Refer Annexure-2 SOW and other relevant clauses of RFP for details.
959	Resource Requirements	Resource Requirements	Annexure 16		The qualification of "Application Development Certification" being mandated, some of the OEM's don't have a certification process to train, test and certify resources. Is this a general expectation for experienced resources to be deployed per OEM application ? If "NO" then can Canara Bank please share the details of the specific expected certifications?	Application Development Certification or any other equivalent certification. Bidder to comply with the RFP terms and conditions.
960	Resource Requirements	Resource Requirements	Minimum Resources (L2 & L3) is 15 Footnote - Please note that all 9 resources for above table shall be from the respective OEM		Bidder requests to clarify if the mismatch in the Min. resources mentioned in the table and the footnote. Bidder assumes bank is requesting for 15 Resources (L2 & L3) from respective OEMs for Mobile Banking, UPI and IMPS. Pl. confirm	Refer corrigendum
961	Defect Liability	Defect Liability	Defect Liability Tracking		Is there an already agreed upon defect reporting, tracking and closure process between Canara Bank and all its application, allied application OEM's in place? Can Canara Bank please share those details ?	Bidder to comply with the RFP terms and conditions.
962	Section 19 Page # 46	Escrow Arrangement	The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the selected bidder or 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.	Specific to OFSS CBS scope, the escrow is an arrangement directly between Bank & Oracle Escrow agent. There is no tripartite agreement. Any commercials are between Bank & Escrow agent.	Specific to OFSS CBS scope, the escrow is an arrangement directly between Bank & Oracle Escrow agent. There is no tripartite agreement. Any commercials are between Bank & Escrow agent.	Query not clear.
963	Section 11 Page # 60	GST	11.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank	Once the contract is awarded and signed, any changes brought in by the government on duties / GST, will be reflected in the invoice going forward / upcoming invoices. Need clarification on what is meant by "cost of the systems"	Once the contract is awarded and signed, any changes brought in by the government on duties / GST, will be reflected in the invoice going forward / upcoming invoices. Need clarification on what is meant by "cost of the systems"	Bidder to comply with the RFP terms and conditions.

964	Section 12 Page # 61	Order Cancellatio/Termination of Contract	12.5. After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the Bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	This is a Fixed Price engagement for an agreed scope. The contract is non cancellable. Concerns on performance will be discussed as part of governance and OFSS will address the same as per the signed off scope & contract terms. This clause is not acceptable to OFSS	This is a Fixed Price engagement for an agreed scope. The contract is non cancellable. Concerns on performance will be discussed as part of governance and OFSS will address the same as per the signed off scope & contract terms. This clause is not acceptable to OFSS	Bidder to comply with the RFP terms and conditions.
965	Section 7 Page # 63	RFP	Assignment	OFSS is not assigning the contracted services. However if the bank undergoes merger, amalgamation, take-over, consolidation, reconstruction, change of ownership - then the Assignment clauses as per Oracle FLEXCUBE & Oracle Banking Digital module licensing Terms and Conditions with Canara Bank will govern the continuation of the scoped in services.	OFSS is not assigning the contracted services. However if the bank undergoes merger, amalgamation, take-over, consolidation, reconstruction, change of ownership - then the Assignment clauses as per Oracle FLEXCUBE & Oracle Banking Digital module licensing Terms and Conditions with Canara Bank will govern the continuation of the scoped in services.	Bidder to comply with the RFP terms and conditions.
966	All Pages	Generic Query	"Resolution of Issues"	When an incident occurs, immediate priority will be to restore the impacted business services / functionality. Post restoration depending on the criticality & severity, RCA will be performed. Hence it needs to be rephrased as "Restoration" throughout the RFP document	When an incident occurs, immediate priority will be to restore the impacted business services / functionality. Post restoration depending on the criticality & severity, RCA will be performed. Hence it needs to be rephrased as "Restoration" throughout the RFP document	Bidder to comply with the RFP terms and conditions.

967	Section 5 Page # 26	SLA and Penalty	Priority of Incidents	From CBS perspective, below proposed Severity definition Severity Level Severity Level Assignment Definition Level 1 Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics: • All the crucial function is not available • System hangs indefinitely, causing unacceptable or indefinite delays for resources or response Level 2 You experience a severe loss of Service. Important features are unavailable. Acceptable workaround may be available; however, operations can continue in a restricted fashion.	From CBS perspective, below proposed Severity definition Severity Level Severity Level Assignment Definition Level 1 Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics: • All the crucial function is not available • System hangs indefinitely, causing unacceptable or indefinite delays for resources or response Level 2 You experience a severe loss of Service. Important features are unavailable. Acceptable workaround may be available; however, operations can continue in a restricted fashion. Level 3 You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality Level 4 You request information, an enhancement, or documentation clarification regarding Your software but there is no impact on the operation of the software. You experience	SLA will be applicable as per the priorities defined in the RFP.
968	Section 10 Page # 63	Intellectual Property Rights	IPR	All IP remains with OFSS	All IP remains with OFSS	Query not clear.
969	Section 29 Page # 72	Mergers and Acquisitions	Mergers and Acquisitions	For this RFP CBS L2/L3 Managed Services, the scope is for existing Bank, Branches and its scope and accordingly the commercials are agreed upon. Any merger / acquisition / consolidation, Change Control will be initiated for additional scope and commercials	For this RFP CBS L2/L3 Managed Services, the scope is for existing Bank, Branches and its scope and accordingly the commercials are agreed upon. Any merger / acquisition / consolidation, Change Control will be initiated for additional scope and commercials	Bidder to comply with the RFP terms and conditions.
970	1. Bid Schedule Page #2	Bid Schedule	8. Last Date and Time for Submission of Bids	8. Last Date and Time for Submission of Bids - 4th January 2023, 3:00 PM	Considering the complication of solution involved, Bidder requests minimum 4 weeks' time from date of publishing of pre-bid queries' response inorder to provide for sufficient time to put together the solution.	Bidder to comply with the RFP terms and conditions.
971	Annexure 2 SOW 10.1.1 .Service Desk- Page no 14	Scope of work	Service Desk	The Bidder should set up Level 1 (L1) Service desk at the Banks' premises to provide support 24X7X365.	Does bidder expected to support EUS user support through Service desk or limited to in scope DC/DR /NDR infrastructure & Apps?	The Bidder should perform End user (Branch user) support.
972	General SLA terms and Terminologies 3.21 : Page no 21	General SLA terms and terminologies	General SLA terms and Terminologies 3.21	The Bidder should perform periodic audits every month to measure license compliance against the number of software licenses being used out of total licenses procured & are consistent with the terms and conditions of License agreement.	Bidder seeks clarity does bank use any SW / tools to track the SW licenses expiry and compliance	Bank is using Brainotix for discovery of assets. The details other than as mention in the RFP will be shared with the successful bidder. Bidder to comply with the RFP terms and conditions.

973	10.4.3. SOW CO/HO Resident engineer - Page No 38	Scope of work	SOW CO/HO Resident engineer	Maintain VLAN details of branches/offices/ATMs locations and troubleshoot the WAN/LAN issues reported.	Please clarify does bidder expected to support branch devices through Onsite support /On call support ?	Branch network support is part of this RFP. However end user device support is not in scope. Onsite / On call support will be based on case to case basis
974	3.3 Part B - Commercial Proposal Page #54	Commercial Proposal	Technical Evaluation	1. Managing CBS in minimum 1 SCB/ SFB/ NBFC/ Global Banks (Max marks 10): Oracle Flexcube - 10 or Finacle - 9 or TCS BaNCS - 9 or Other CBS Applications - 3	Bidder requests no differential in points for any of the major CBS applications. Managing CBS in minimum 1 SCB/ SFB/ NBFC/ Global Banks in the last 10 years (Max marks 10): Oracle Flexcube or Finacle or TCS BaNCS - 10 Other CBS Applications - 3	Bidder to comply with the RFP terms and conditions.
975	3.3 Part B - Commercial Proposal Page #54	Commercial Proposal	Technical Evaluation	2. Managing below applications in minimum 1 SCB/ SFB/ NBFC/ Global Banks (Max marks 10) a. MB - 2 b. IB - 2 c. UPI - 2 d. Treasury - 2 e. Any 3 allied apps apart from the above 4 - 2	Bidder requests no differential in points for any of the allied applications. Managing below applications in minimum 1 SCB/ SFB/ NBFC/ Global Banks (Max marks 10) MB/ IB/ UPI/ Treasury/ any other allied app - 2 each	Bidder to comply with the RFP terms and conditions.
976	3.3 Part B - Commercial Proposal Page #54	Commercial Proposal	Technical Evaluation	3. Managing CBS Infrastructure and Core Network in SCB/SFB/NBFC/Global Banks (Max 5 marks) a. Above 10 years in service - 5 b. Between 5 to 10 years in service - 3 c. Less than 5 years in service - 1	Bidder requests no differential in points for any of the allied applications. Managing below applications in minimum 1 SCB/ SFB/ NBFC/ Global Banks (Max marks 10) MB/ IB/ UPI/ Treasury/ any other allied app - 2 each	Bidder to comply with the RFP terms and conditions.
977	3.3 Part B - Commercial Proposal Page #54	Commercial Proposal	Technical Evaluation	4. Managing Infrastructure for SCB/ SFB/ NBFC/ Global Banks (Max marks 10) End-to-end Infrastructure management for minimum 1 SCB/ SFB/ NBFC/ Global Banks - 10 Managing only CBS Infrastructure for minimum 1 SCB/ SFB/ NBFC/ Global Banks - 8 Managing only allied applications (minimum 5) Infrastructure for 2 SCB/ SFB/ NBFC/ Global Banks - 5	Bidder requests change as below since relevant experience sought should not be restricted to banking industry alone: Managing Infrastructure for PSU/ State Government/ Central Government (Max marks 10) 3 Customers - 10 2 Customers - 8 1 Customer - 1	Bidder to comply with the RFP terms and conditions.
978	F. Ownership & Awarding of Contract Page #58	Ownership & Awarding of Contract	1. Bid Validity Period	The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid.	Bidder requests that the bid validity period be reduced to 60 days considering the volatility in pricing owing to currency fluctuation.	Bidder to comply with the RFP terms and conditions.
979	H. Annexures Page #81	Annexures	Annexure-1 Eligibility Criteria for Bidders	7. The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Infrastructure/ Network (Branch/ Office or Bank) in at least 1 SCB/ NBFC/ SFB/ Global Banks having minimum of 1500 branches in the last 7 years.	Bidder requests change as below since relevant experience sought should not be restricted to banking industry alone: The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications in at least 1 SCB/ NBFC/ SFB/ Global Banks having minimum of 1500 branches in the last 10 years and experience of managing On-premises Infrastructure/ Network for PSU/ State Government/ Central Government entity with minimum 1,500 branches in the last 10 years.	Bidder to comply with the RFP terms and conditions

980	H. Annexures Page #81	Annexures	Annexure-1 Eligibility Criteria for Bidders	8. The Bidder should have back lining Agreement with Bidder partner and OEM, which is mandatory for all the applications, Infrastructure and Network operations proposed / taken handover in the RFP.	Bidder requests deletion of this clause since one of the mentioned OEM's could be a potential bidder in this tender and might intentionally not issue MAF to all other bidders.	Bidder to comply with the RFP terms and conditions.
981	H. Annexures Page #81	Annexures	Annexure-1 Eligibility Criteria for Bidders	Documents to be submitted for Eligibility Criteria Compliance: 9. Relevant Credential letters OR Purchase Order from Financial Institution along with confirmation on having executed the PO Successfully.	Bidder requests change as below since relevant experience sought should not be restricted to financial industry alone: 9. Relevant Credential letters OR Purchase Order from customer along with confirmation on having executed the PO Successfully.	Bidder to comply with the RFP terms and conditions.
982	H. Annexures Page #81	Annexures	Annexure-1 Eligibility Criteria for Bidders	10. The Bidder should be CMMi level 5 certified.	Bidder requests change as below since this is primarily a IT Services tender, ISO 20000 is a more relevant certification since it's focused on IT Service Management System. The Bidder should be ISO/ IEC 20000-1:2018 certified.	Refer corrigendum
983	Annexure-13 Page #105	Annexures	Make in India Certificate	Documents to be submitted for Eligibility Criteria Compliance: To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.	Bidder requests certificate from authorised chartered accountant to be acceptable, since letter from statutory auditor is a 2-3 month long process.	Bidder to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost account or practicing chartered account (in respect of supliers other than companies) as per Government guidelines on MII compliance. Bidder to comply with the RFP terms and conditions Refer corrigendum.
984	Annexure-16 Table -B Page #103	Annexures	Table B: Allied Application Support	Please note that all 9 Resources for above table shall be from the respective OEM.	Bidder request to relax this clause allow bidder to deploy from Authorized partner ..	Refer corrigendum. Bidder to comply with the RFP terms and conditions.
985	Annexure-16 Table -J Page #107	Annexures	Table J: Allied Application Support	Please note that all L3 Resources for above table shall be from the respective OEM (OFSS).	Bidder request to relax this clause allow bidder to deploy from Authorized partner ..	Refer corrigendum. Bidder to comply with the RFP terms and conditions.
986	Annexure-2 Scope of Work	Scope of Work	2.3. Core Banking Applications	Oracle FLEXCUBE Universal Banking System (for Overseas Branches - New York, London, and Dubai) Version 12.0.1	For the oversea branches, is the application instance implemented seperately for each country?	Overseas branches will be one single instance.
987	Annexure-2 Scope of Work	Scope of Work	2.3. Core Banking Applications		Total number of instances for each module? (like UAT, T&D, Pre-Prod, training etc.,)	Please refer Annexure-24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
988	Annexure-2 Scope of Work	Scope of Work	3.6.		What is the action suggested if the new module is not compatible for cloud ?	Bidder to comply with the RFP terms and conditions.

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989	Annexure-2 Scope of Work	Scope of Work	4. Implementation	Considering the dynamic environment any functional/system changes during implementation of replaced applications, whether regulatory or market driven, should be implemented by Bidder free of cost in a time-bound manner as specified by the Bank. Also, Bidder should ensure that there is no regulatory violation and should meet market expectation.	If the regulatory changes requires more customization, can this is be considered as separate project?	Refer corrigendum
990	Annexure-2 Scope of Work	Scope of Work	5. Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools	The Bidder should provide cost for a total 16,000 Man days equivalent of change requests for CBS applications as per BOM.	If 16000 PDs effort is completed during the support phase in first few yrs,then does SI have choice to provide effort for new CRs?	Already mentioned in RFP. Bidder to comply with the RFP terms and conditions.
991	Annexure-2 Scope of Work	Scope of Work	7. User Acceptance Testing for In-scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB) and New tools		Will bank take part of SIT/UAT for testing the system?	Refer Annexure-2 SOW for details. Bidder to comply with the RFP terms and conditions.
992	Annexure-2 Scope of Work	Scope of Work	8. ATS for In-scope Allied Applications, Interfaces, CBS Applications and New Tools		What is the envisaged Program start date? This information is requried to mobilize resources accordingly.	Please refer project timelines as mentioned in RFP.
993	Annexure-2 Scope of Work	Scope of Work	11. Training	The Bidder will be responsible to train all the users as identified by the Bank quarterly for minimum 40 hours or as and when requested by the Bank. The Batch size of each training sessions should be limited to 20. It is Bidder's responsibility to train all the relevant team members related to in scope Allied applications, Interfaces, CBS applications, Middleware (ESB), new tools, Infrastructure and NOC.	Can we consider training of CBS modules from head office or is there requirement of travel to other locations as well?	Location, platform will be mutually discussed and accepted. Bidder to comply with the RFP terms and conditions for others.
994	REQUEST FOR PROPOSAL [RFP]	RFP	5.Existing Landscape	5.1.Applications There are approximately 14 applications and 367 APIs which are being managed by the current System Integrator and/or by the third-party vendors.	There are 16 applications mentioned in the SOW, can you please reconfirm the total number of applications?	Refer Annexure-2 SOW for details. Bidder to comply with the RFP terms and conditions.
995	REQUEST FOR PROPOSAL [RFP]	General SLA terms and terminologies	3.General SLA terms and Terminologies	3.4.The "Business Operational Hours" are 24 Hours on 365 or 366 days on any calendar day. Bank may change these times at their discretion to suit business needs.	Can we consider any non business critical application or module for 8*5 or 16*5 or 16*6 etc., to optimize the resources loading plan?	Refer corrigendum, Annexures and various clauses of RFP.
996	REQUEST FOR PROPOSAL [RFP]	General SLA terms and terminologies	3.General SLA terms and Terminologies	1.CBS and associated Hardware/ Software in DC, DR, NDR99.90%	Can we consider planned patch/CR implementation downtime seperately for production implementation?	The uptime is calculated by excluding any planned downtime approved by Bank.
997	REQUEST FOR PROPOSAL [RFP]	RFP	Responsibility Matrices	Any other activities suggested by the Bank or its appointed consultants.	Kindly provide upper limit or cap for any other activities.	Bidder to comply with the RFP terms and conditions.

998	2.14, Page 14	RFP	New Tools		Is Vendor expected to procure license for Tools on Bank's behalf	Yes. Bidder to comply with the RFP terms and conditions.
999	Page 107 Table J	RFP	Core Banking Support		" Please note that all L3 Resources for above table shall be from the respective OEM (OFSS)" . This implies L3 resources should have experience working with OEM (OFSS) in this case but not necessarily currently working with OEM?	Refer corrigendum
1000	Annexure-2 Scope of Work	Scope of Work	2.4. New Tools	The Bidder must ensure that there is no dependency between implementation phase and transition phase while preparing the implementation and Transition plan. Both activities shall be carried out in parallel.	During transition phase whether any new implementation will be carried out?	Refer Annexure-2, Point-2.4.4 for details. Bidder to comply with the RFP terms and conditions.
1001	Annexure-2 Scope of Work	Scope of Work	3. Licensing	The Bidder should perform Warranty/ATS/AMC/License registration with respective manufacturer/OEM/distributer for all the in-scope allied applications, interfaces, CBS applications, infrastructure, network, and existing Bank implemented tools. 3.3. The Bidder must maintain data regarding entitlement for software upgrades, enhancements, refresh, replacements, and maintenance of in-scope applications, interfaces, and complete infrastructure. 3.4. The Bidder should perform periodic audits to measure license compliance against the number of software licenses being used out of total licenses procured & should be consistent with the terms and conditions of License agreements	1) Kindly elaborate on Bidder's responsibility on licensing 2) Who is going to handle the licensing management?	Bidder is responsible for this activity as per RFP terms and conditions
1002	Annexure-2 Scope of Work	Scope of Work	4.Implementation	The Bidder should have/build the capability to implement the applications in case the Bank decides to replace any of the in-scope applications as mentioned in this document	1) What is the scope here? 2) What kind of implementation/replacement is going to happen? 3) What is the infrastructure implementation scope for CBS?	Refer corrigendum
1003	Annexure-2 Scope of Work	Scope of Work	4.9.	The Bidder should plan implementation and integration of all new tools with CBS applications and other allied applications mentioned in the scope of work.	Kindly elaborate on Bidder's responsibility here	Refer Annexure-2 SOW for details. Bidder to comply with the RFP terms and conditions.

1004	Annexure-2 Scope of Work	Scope of Work	5. Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools	5.2. A total of 12,000 Man days equivalent of change requests for in-scope Allied applications, Interfaces, hardware, and new tools shall be provided by the Bidder as per BOM and will be considered as part of TCO analysis of the Bidder's response. The Bank shall pay the same unit rate on pro-rata basis for any additional man days during the contract period	If there is any dependency on CBS as part of change requests for in-scope Allied applications, Interfaces, hardware, and new tools , where should those efforts be accounted for?	efforts to be factored under respective heads of mandays for the Change request.
1005	Annexure-2 Scope of Work	Scope of Work	5. Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools	5.6.9. All change requests should be documented and should have a numerically assigned number in sequential order. The penalty will be imposed on the Bidder during the warranty period post go-live as well as support phase post warranty period. The penalty shall be imposed as per this RFP document furnished elsewhere. All roll backs should be well documented.	Kindly elaborate on this. Can we take up the current customization at the Bank?	The details other than as mentioned in RFP will be shared with the Successful Bidder.
1006	Annexure-2 Scope of Work	Scope of Work	5. Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools	5.6.12 The Bidder should provide all regulatory/statutory customizations for the in scope allied applications, interfaces, CBS applications, Middleware (ESB), hardware, and new tools during the contract period without any additional cost.	How the efforts against these changes will be considered/accounted?	Refer corrigendum
1007	Annexure-2 Scope of Work	Scope of Work	7. User Acceptance Testing for in-scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB) and New tools	7.4.5. To adhere to the resourcing requirements for UAT as per Annexure-16.	What is Annexure - 16? We could not find the same.	Annexure 16 refers to minimum resource requirements as per the RFP.
1008	Annexure-2 Scope of Work	Scope of Work	10. Support	10.1.5. The Bidder should provide L1 resources as mentioned in Annexure-16 onsite i.e., at the premises of the Bank	What is Annexure - 16? We could not find the same.	Annexure 16 refers to minimum resource requirements as per the RFP.
1009	REQUEST FOR PROPOSAL [RFP]	SLA	4.SLA and Penalty for Applications, Infrastructure & Network operations	8. Report generation/Delivery - 'As defined in Reports under Section C'	Could not get the details under Section C	Please refer point 18 "Reports" under section C
1010	REQUEST FOR PROPOSAL [RFP]	SLA	6.SLA for Uptime (mts means Minutes)	CBS and Related Hardware - Beyond 15 minutes up to 44 minutes	What type of downtime is considered here for CBS software?	SLA will be applicable as per the priorities defined in the RFP.
1011	SOW	Scope of Work	2.3.3		Is OBDX implemented as multientity ?	No
1012	SOW	Scope of Work	UAT		Is this limited to new change request only?	Refer Annexure-2 SOW for details. Bidder to comply with the RFP terms and conditions.
1013	SOW	Scope of Work	8.1.2		Does OBDX integrated with core banking using ESB or direct integration	OBDX is integrated with core banking using ESB as well as direct integration.

1014		RFP	Generic		Will the source code be provided for the existing customization?	Source code does not lie with the Bank. It is with the respective OEM(s). Bidder to comply RFP terms and conditions.
1015	Annexure-1; Eligibility Criteria for Bidders	Annexure	Sno. 7	The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Infrastructure/ Network (Branch/Office or Bank) in at least 1 SCB/ NBFC/ SFB/Global Banks having minimum of 1500 branches in the last 7 years.	We request the Bank to remove 1500 branches as a criteria for Global Bank references and suggest putting a suitable business mix volume as large global banks do not have the branch scale as in India.	Refer corrigendum
1016	3. Evaluation of Bids	Technical Evaluation	Technical Evaluation	Technical Evaluation	For network and infrastructure support references we request the Bank to allow essential services (e.g. Hospitals, airport and other public transport infrastructure etc.) as classified by the Governments as an acceptable reference.	Bidder to comply with the RFP terms and conditions.
1017	3. pg-51	Evaluation of Bids	3. Evaluation of Bids	3. Evaluation of Bids	For a support services requirement backed by mandatory tieups with OEMs for L3 and higher support, the Bank should not be paying a premium amongst all qualified bidders and should award the contract to the L1 qualified bidder. A later entrant in the market but more dynamic and price competitive bidder will be disadvantaged to the detriment of the bank as well as be a disservice to the essence of fair play amongst bidders with same capabilities.	Bidder to comply with the RFP terms and conditions.
1018	22	General SLA terms and Terminologies	3.General SLA terms and Terminologies	3.17.It is Bidder's responsibility to inform the Bank about EOS, EOL and all other associated licenses for Infrastructure and Network at least 1 year prior to the end date. Failure to which the devices shall be procured and implemented at the Bidders own cost.	Please share the existing asset mgmt. tool name and owership of license. Is Canara Bank looking for asset mgmt. tool deployment as part of the RFP, please confirm	Yes , Asset management is part of this RFP. Bank is currently using solution from Brainotix
1019	22	Scope of Work	10.2.5.124.	Ensure requisite mirroring and redundancy across the DC, NDR & DR facilities to ensure adequate failover for the server environments.	Bidder understands that Bank will provide infrastructure for the onsite engineers at the Bank's sites/locations (including DC, DR, NDR)? Please confirm	Yes, understanding is correct.Bidder to comply with the RFP terms and conditions.
1020	32	Scope of Work	10.2.9.5.16.	Media management including, but not limited to, tagging, cross-referencing, storing (both on-site and off-site), logging, testing, and vaulting in fireproof cabinets.	Will the Bank employ a vendor for the transportation of the media to off-site as part of this RFP, or is it expected that bidder will cover the scope for this?	Bank will take care of the logistics for offsite tape movement. Bidder to comply with the RFP terms and conditions.
1021	33	Scope of Work	10.2.10.23. 10.2.10.24.	Audit of log file archives.Audit of administrator accounts.	What is the expected frequency of these activities?	As per Bank/regultory requirements.
1022	16	Scope of Work	10.2.	IT Infrastructure Operations & Support	Please provide details of the current IT landscape with DR, DC, NDR and other key sites layout, the co-location vendor and facilities, and site connectivity, architecture, etc?	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.

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1023	30	Scope of Work	3.6	3.6.The successful Bidder shall provide onsite support and manage all in-scope applications, interfaces, infrastructure, and network operations as per Scope of Work (Annexure 2) for 24 (twenty-four) x 7 (seven) or as defined elsewhere in this RFP.	1) Does all the support to be provided onsite? Or Partial support can be remote from Bidder office? 2) 24x7 support is for all environment (Dev, Test and Prod? Or only for Production ?	Please refer Annexure-2 SOW and other relevant clauses of RFP.
1024	14	RFP	5.2	Currently network devices of DC-DR and NDR are monitored & managed end to end by the current SI. Monitoring of Network link & network devices across all branch/office locations of Canara Bank including Datacenter (DC), Disaster Recovery (DR) and Near DR locations are taken care by the existing SI.	- Referring to the statement, it seems the Bidder is supposed to manage the Branch location inventory but no inventory List is provided. Can you please provide clarity on the scope for managed devices at Branches, CO's and RO's? If yes, Please provide inventory - Please provide the total WAN circuits to be monitored and coordinated including MPLS/ Internet/PLL etc?	Branch devices not in scope but SI is responsible for NW monitoring and coordination with support vendor/OEM for restoration.
1025	117	Annexure	Annexure - 16	Table L - Network Resources	While L2/L3/NL have been asked for R&S, Sec and ADC but no L1 support resources have been mentioned in the Resource Table. Does your ask of 30 resources for helpdesk includes the Network L1 resource as well OR we can add resources for L1 support?	Resources to be provided as per relevant clauses of RFP.
1026	2, 58 and 97	RFP	A.1.7 F.9 Annexure 12	**A.1.7 - Bid Schedule - 3% of the total order value.** **9.5. Security Deposit/Performance Bank Guarantee should be valid for Total Contract Period from the date of acceptance of order and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity** **Annexure 12 - We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs_____ (Rupees_____) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any .....**	Bidder request for below terms : - PBG of 3% of the total annual value of contract and to be renewed every anniversary on subsequent annual value. We also request the PBG will be provided only till contract expiration(5 Yeras). **- Bank shall invoke the PBG only on occurrence of material breach and after the Bank provides a 90 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.** **- There is contradiction in Annexure 12 with clause A.1.7. Hence Bidder request Bank to correct it - *We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs_____ (Rupees_____) an amount equivalent to 3% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any*** **.....**	Bidder to comply with the RFP terms and conditions.
1027	2	RFP	A.1.7	Earnest Money Deposit (Refundable) - INR 25 crores	Bidder understand that requested EMD is too high and request bank to reduce same to Nominal value of INR 50 Lakhs.	Bidder to comply with the RFP terms and conditions.

1028	22	SLA	C.4.1	1. Performance Bank Gurantee - The successful Bidder must submit Bank guarantee Within 21 days from the date of PO. **Penalities** - 1% of the total PBG for each completed calendar week of delay or part thereof. **Maximum Capping** - Value of the PBG.	Bidder Request for deletion of this clause	Bidder to comply with the RFP terms and conditions.
1029	23	SLA	C. 4.2	2. Agreement Signing - The successful Bidder must ssign the contract and should also ensure to take Sign-off from the Bank Within 21 days from the date of PO. **Penalities** - 0.5% of TCO per week for each completed calendar week of delay or part thereof.	Bidder Request for deletion of this clause	Bidder to comply with the RFP terms and conditions.
1030	23	SLA	C. 4.3	3. Project Initiation - The successful Bidder is expected to submit a detailed transition plan and mobilize the team as per the commencement of the project ..... within 7 days after the acceptance of PO **Penalities** - INR 20,00,000/week and part thereof **Maximum Capping** - Post 5 weeks, the Bank at its own discretion can cancel the contract.	Bidder Request for deletion of this clause	Bidder to comply with the RFP terms and conditions.
1031	65	General Terms and Conditions	12.4	**New clause to be inserted**	"In no event will Bidder's liabilities to the Customer, in the aggregate, regardless of the form of action, whether in contract, tort, negligence, strict liability or by statute or otherwise, for any and all claims related to or arising under this contract, exceed an amount equal to the charges paid or payable by the Customer under a Contract during the twelve (12) months before the date of the last event which the Customer alleges gave rise to liability. This clause does not limit Bidder's liability for breach of contract in relation to: (a) losses that may not be excluded or limited according to applicable law, (b) an IP indemnity, (c) death or bodily injury caused by Bidder's negligence, (d) damage to tangible personal property and buildings (which for clarity does not include software programs or customer data in whatever media they are stored), (e) acts of fraud,"	Bidder to comply with the RFP terms and conditions.

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1032	-	General Terms and Conditions	-	New clause to be inserted	"Any failure or delay by Bidder to perform its obligations under a Contract will be excused if the failure was caused by: (i) any act or omission of Customer or its employees, agents or contractors, including any failure or delay by Customer to perform its obligations under the Contract; (ii) a relief or Force Majeure Event as described in a Contract; (iii) the reasonable reliance by Bidder on Customer's instructions, authorizations, approvals or other information; or (iv) any act or omission of a third party not under Bidder's control. Bidder will use reasonable commercial efforts to perform the Services in those circumstances, and Bidder is entitled to additional fees and an extension of time, that is reasonable in the circumstances, for performance of Bidder's obligations."	Bidder to comply with the RFP terms and conditions.
1033	77	Annexure	Annexure 1 Eligibilty Criteria	4. The average annual financial turnover of the Bidder should be minimum Rs. Four thousand crores per year during last three (3) financial years (i.e. 2019-2020, 2020-21, 2021-22) ; **Certificate from Bidder's Statutory Auditors** in original providing turnover details Enclosed	Please allow following change : **Certificate from Bidder's Statutory Auditor / Chartered Accountant in original**	Refer corrigendum
1034	77	Annexure	Annexure 1 Eligibilty Criteria	The net worth of the Bidder firm should not be negative as on 31/03/2022 and also should have not eroded by more than 30% in the last three financial years; **Certificate from Bidder's Statutory Auditors** in original providing turnover details Enclosed	Please allow following change : **Certificate from Bidder's Statutory Auditor / Chartered Accountant in original**	Refer corrigendum
1035	99	Annexure	Annexure 13	To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.	Please allow following change : To be certified by **statutory auditor or cost auditor or Chartered Accountant** of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.	Refer corrigendum
1036	29	SLA	CBS and Related Hardware	Failures of CBS and all associated Hardware & Software at DC, DR and NDR (associated Hardware & Software include Servers, Storage, Application Servers, Databases and any other devices or platform software component or library	Please confirm whether the hardware mentioned in the RFP will be owned by Canara Bank or by the Bidder.	Hardware will be in the name of Canara Bank. For other details refer RFP.
1037	86	Annexure	Annexure 5	Name of Client	Bidder requests that this requirement be deleted as this would be in violation of NDA signed with respective Clients.	Bidder to comply with the RFP terms and conditions.
1038	-	RFP	General	Volumetrics	Please provide breakdown by application of the incident and service requests for past 12 months for each application as per below:- Application name/Id: Severity 1, 2, 3 and 4 incidents for the past 12 months Problems Change Requests	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.

1039	1669720786/ Page 6	Annexure	Table C: New Tool Details	ITSM (IT Service Management)	Request to know of the bank has an existing Asset management solution? Please provide details since bank has asked for Configuration management to be done, also suggest if SI has to propose an Asset Mgmt. solution ?	Asset management is part of this RFP. Bank is currently using solution from Brainotix. Bidder to comply with the RFP terms and conditions.
1040	1669720786/ Page 7	Scope of Work	3. Licensing 3.1.	The Bidder is responsible for taking ownership of existing license inventories post expiry of licenses from the existing Vendor/SI/OEM.	Will the Bank facilitate /Share the established T&C with current Vendor/SI/OEM? Is the SI expected to resell to the Bank or is the SI expected to procure and own the license during the engagement?	All licence will be in Bank's name. SI will be responsible for timely renewal, procurement, maintaining record as per terms and conditions of RFP. Bidder to comply with the RFP terms and condition.
1041	1669720786/ Page 7	Scope of Work	3.6	For any new requirement during the contract period, Bidder should ensure that the licenses provided by OEM/SI should be compatible with both On-Premises & Cloud deployments (if required by Bank in future).	Based on detailed assessment for cloud compatibility is needed and the deployment design will determine the final License/Hardware requirement. Has Canara Bank already completed the cloud assessment for the in scope application , if yes please share the same to enable us to get OEM/SI to provide the license validity for on prem and cloud.	This clause refers to the new requirement that comes in the future. The new tools as per the RFP offered should get deployed on-premises. However the offered tools should be cloud compatitble. Bidder to comply with the RFP terms and conditions.
1042	1669720786/ Page 13	Scope of Work	9. Warranty & AMC/ATS Support 9.8	Bidder should replace the existing hardware device with equivalent or higher configuration in case the existing hardware device is End of Support (EOS) by the respective OEM and/or the respective hardware is obsolete. Bidder should maintain the record of End of Life (EOL) & End of Support (EOS) of all hardware inventory & should inform Bank 1 Year in advance for hardware replacement. Bidder should provide detailed requirement and associated BOM.	Bidder should replace the existing hardware device with equivalent or higher configuration in case the existing hardware device is End of Support (EOS) by the respective OEM and/or the respective hardware is obsolete. Are the bidders expected to provide refresh for the existing Assets during the contract duration?	Yes. Refer relevant sections in the RFP. Bidder to comply with the RFP terms and conditions.
1043	1669720786/ Page 32	Scope of Work	10.2.9.5.18.	Maintain inventory of offsite tapes (at Bank location), on requirement.	Is there an inventory management solution/product being used for Tape movement/inventory reconciliation?	Presently the inventory is being managed manually.
1044	Annexure 2/ Pg 44	Scope of Work	10.8	10.8.2. The Bidder should provide L2 and L3 support for all in-scope Allied applications, interfaces, CBS applications, and new tools for all Canara Bank offices and Branches domestic and overseas 24x7x365	Please share the service catalogue for Middleware (MQ & IIB) support teams	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1045	Annexure 2/ Pg 43	Scope of Work	10.7	ESB Monitoring and Management Support	Apart from IBM MQ & IIB is there any other middleware technology/indigenous applications being used in the middleware domain which middleware support teams need to support	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1046	Annex 2/ Pg 23	Scope of Work	10.2	10.2.7. New Server Deployment Guidelines at DC, DR and NDR:	Where is the existing MQ & IIB Infrastructure hosted ex: on-premise/ any public cloud ? What are the OS where MQ & IIB products are installed	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1047		Scope of Work	10.6	Middleware Administration, Monitoring, Management and Support	Is there a integration modernization currently in progress or is it there in the roadmap? If so - please share the modernization details.	Bidder to comply with the RFP terms and conditions.

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1048		Scope of Work	10.6	Middleware Administration, Monitoring, Management and Support	What are the current cloud platforms that Canara operates on? If 'Yes', are IIB on any of the cloud platforms? If 'No', is there a cloud migration road map for IIB integrations in the future? If so - which cloud?	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1049		Scope of Work	7.8.4	Testing (performance and load testing)	Has accessibility testing been carried out before for Web/Mobile Banking?- Is Accessibility Testing Scope?	Yes.
1050		Scope of Work	7.8.4	Testing (performance and load testing)	Is Resiliency Testing in Scope?	As per the Application / bank requirement.
1051		Scope of Work	7.8.4	Testing (performance and load testing)	In case of third parties involved, can we carryout performance tests against third parties or do we need to stub them for performance tests	As per the Application / bank requirement.
1052		Scope of Work	7.8.4	Testing (performance and load testing)	For Performance tests, does NFT team need to create test data or do we have test data available (eg: Core Baking user ID's, Ebanking userID's, Mobile Banking user Id's , card numbers etc..)	As per the Application / bank requirement.
1053		Scope of Work	10.8.16.9	The Bidder should develop interfaces required to interface with all in scope Core Banking applications	Request list of Existing Interfaces? What type of interfaces to be built? It would be helpful if we get the current landscape/Architecture detailing the app interdependencies. Also provide the current customization categorization.	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1054		Scope of Work	10.8.16.22	Core Banking Simulator testing tool for all the Core Banking applications, ISO and API testing.	Kindly clarify if the ask is for vendor to procure third party tool for testing CBS/ISO/API . Will Bank provide the tool or vendor to acquire skills ?	Bidder to get OEM tool for testing. Bidder to comply with the RFP terms and conditions.
1055	Annexure 2	Scope of Work	2.1 In-scope Allied Applications	The Bidder should support and maintain in-scope Allied applications as mentioned below.	Request bank to provide last 1 year ticket dump with all major fields like Ticket Number, Priority, created date, closed date, Short and Long description, assigned to group, resolved by, impact, resolved notes, category, type of issue and etc., and provide the complexity , criticality as per application.	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
1056		Scope of Work	10.8		What is the current FTE who are supporting these applications/modules/technologies. Please provide the team size per application/modules/technologies	Please refer Annexure-16 for minimum resource requirements.
1057	Annexure 2/ Pg 42	Scope of Work	10.6	10.6.3. The Bidder should ensure that the logging and resolution of tickets are done via ITSM tool	What is current ITSM tool being used?	Bank is currently not having any such tools, the mentioned tools are fresh requirement. However, bank is having inhouse ticketing application.
1058	RFP Pg 16	Scope of Work	8. Scope of Work	8.1.8.Implementation, Integration, Maintenance and Support of ITSM, SAMS, IPAM, Patch Management, Capacity Management tools with the Bank applications and infrastructure.	Is there any monitoring/alerting tool being leveraged in current landscape?	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1059	RFP Pg 16	Scope of Work	8. Scope of Work	8.1.8.Implementation, Integration, Maintenance and Support of ITSM, SAMS, IPAM, Patch Management, Capacity Management tools with the Bank applications and infrastructure.	Is there any DevOps tool being leveraged in current landscape?	Please refer Annexure-23, 24 for details. Bidder to comply with the RFP terms and conditions.
1060	Annexure 2/ Pg 42	Scope of Work	10.6	Middleware Administration, Monitoring, Management and Support	How many number of environments require L2 and L3 support? Please specify	Please refer Annexure-16 for minimum resource requirements.

1061	4. Objective / Page 14	Scope of Work	Objective	Bank at its own discretion may or may not include Core Banking Application (Customization charges, ATS and Support) mentioned in the line-item number of BOM Table-B (Serial number 2), Tables- E and J while issuing the purchase order	1. If CBS support is removed from scope, we assume all SLA and associated penalties with respect to CBS (including uptime) will also be out of SI scope. Please confirm	If CBS support is removed from scope, relevant changes in SLAs and associated penalties will be effected.
1062	8. Payment Schedules / Page 36	Scope of Work	8.3 Customization Charges	Customization charges are applicable as per the Man days mentioned in Bill of Material (Annexure 9): CBS - 16,000 Hrs. Allied Apps - 12,000 Hrs.	1. Can you please share expected share (% spread of capacity) of customizations by application 2. Based on past trends, please share the expected share (% spread) of capacity between SI and OEM	16000 mandays for CBS and 12000 mandays for allied application for 7 years. SI can decide the split of mandays. Bidder to comply with the RFP terms and conditions.
1063	Annexure 2	Scope of Work	2.1 In-scope Allied Applications	The Bidder should support and maintain in-scope Allied applications as mentioned below. The information related to the in-scope allied applications but not limited to are mentioned below	With respect to Allied applications, can you please clarify the following: 1. Are code fixes / changes to allied applications handled by the OEM? If yes, is the SI partner's role limited to L1 and L2 support, if not what level of support is required? Please confirm. 2. Please share the technology stack details for the allied applications 3. Is there any current partnership with the OEMs for supporting the allied applications? If yes, could you please elaborate? 4. Is there shift required to support these applications? any specific timings? 5. What is the expectation application availability, is there any downtime or should it be available 24/7?	1. Refer Scope of Work for details on application support. 2. The details will be shared with the successful Bidder. 3. The Bidder is required to support application by having a back-lining agreement as per the eligibility criteria and Scope of work. 4. bidder to comply RFP terms and conditions. 5. Refer SLA for uptime. Refer corrigendum and relevant clauses of RFP.
1064	Annexure 2	Scope of Work	2. In-scope Allied Applications, Interfaces, Core Banking Solution Applications and New Tools	General	1. Can you share insights into Transformation plans / initiatives for the applications in scope? 2. Is there any plan to undertake technology modernization or add digital capabilities in the application landscape? 3. What are the key strategic priorities for the Bank from IT perspective for next 5-7 years?	Please refer relevant clauses of RFP. Bidder to comply with the RFP terms and conditions.
1065	Annexure 2	Scope of Work	2. In-scope Allied Applications, Interfaces, Core Banking Solution Applications and New Tools	General	1. Can you please share: a. details of in-flights upgrades or other projects b. details of additional upgrades / projects that have been identified / planned	Please refer relevant clauses of RFP. Bidder to comply with the RFP terms and conditions.
1066	Annexure 2	Scope of Work	2. In-scope Allied Applications, Interfaces, Core Banking Solution Applications and New Tools	General	Please share insights on the challenges / pain points on the current application landscape, including: 1. Business SLA compliance 2. Performance/ bottlenecks 3. SLA & license management with OEMs 4. Integration related challenges 5. Application / technology debt	No major challenges.
1067	Annexure 6	Annexure	Infrastructure management for DC, DR & NDR	Existing SI has deployed skilled on-site resources 24 x 7 at DC, DR, NDR and various important locations in order to support the Bank operations	Are these 24 X 7 onsite resources at DC, DR and NDR included in the minimum resource counts specified in Annexure 16 - Resource Requirements? Are these the resources listed in Table K: Infrastructure Support and Table L: Network Support?	Minimum resource requirement per day is given in Annexure 16 of the RFP. Bidder should independently arrive at the sizing and deployment plan to meet the RFP requirements (as per scope of work and SLAs defined in Section (C) adhering to the minimum resource deployment level.
1068	Annexure 9	BOM	Table B - Customization Charges	1. Allied Applications - 12000 Man Days 2. CBS - 16000 Man Days	Can you please confirm if this is the total capacity for the entire 7 year contract period, or is this annual capacity?	Please refer clearly BOM and other relevant clauses of RFP.

1069	Annexure 11	Annexure	Proposed Team Profiles	General	This is a Fixed Price engagement for 5 / 7 years wherein the accepted scope will be delivered. Bidder / partner / OEMs will deploy the required skill and qualified resources that are required to deliver the contracted scope. We assume that resource profiles are to be shared for certain key and lead roles. Please confirm this understanding. If there are specific roles where resource profiles are to be submitted, kindly share those roles	Refer annexure 16 for minimum resource requirement. Bidder to comply with the RFP terms and conditions.
1070	Annexure 16	Annexure	Annexure 16 - Resource Requirements	Minimum resource count by scope areas	Can you please clarify the basis of the minimum resource counts? And How many are key critical resources -- please share the related list and key roles.	Refer annexure 16 for minimum resource requirement Bidder to comply with the RFP terms and conditions.
1071	Annexure 16	Annexure	Table B: Allied Application Support	Please note that all 9 Resources for above table shall be from the respective OEM	1. The table specifies 15 resources as minimum count but the footnote refers to "9 resources". Can you please clarify the reason for this difference? 2. Please confirm if all L2/L3 resources for these applications should come from respective OEM?	1. Refer Corrigendum 2. Yes. L2 and L3 should come from OEM. Bidder to comply with the RFP terms and conditions.
1072	Annexure 16	Annexure	Table J: Core Banking Support	Please note that all L3 Resources for above table shall be from the respective OEM (OFSS)	The table mentions 50 resources as minimum count. Can you please confirm how many of these resources are expected to be from OEM (OFSS)?	Refer corrigendum
1073	Annexure-25 Sheet 4 : Patch Management	Annexure	49	The proposed solution should able to integrate with any ITSM Solution on Rest API.	Need clarity ITSM integration requirements.	Proposed solution should have the capabilities as mentioned in RFP.
1074	Page 8	Scope of Work	Annexure 2 - Section 5, 5.2	A total of 12,000 Man days equivalent of change requests for in-scope Allied applications, Interfaces, hardware, and new tools shall be provided by the Bidder as per BOM and will be considered as part of TCO analysis of the Bidder's response. The Bank shall pay the same unit rate on pro-rata basis for any additional man days during the contract period.	In this total 12K man days, what is the expected reserved man-days requirement for New Tools?	12K man days are applicable for in-scope Allied applications, Interfaces, hardware, and new tools. Man days will be utilized for change requests as per the business requirement. Bidder to comply with the RFP terms and conditions.
1075	Page 9	Scope of Work	Annexure 2 - Section 5, 5.6.4	The approach document should be circulated well in advance to all the relevant stakeholders. A database of all change requests should be maintained	Need the details of expected change Requests per day	The Bank issued approximately 300 change requests for the year 2020 and 2021 respectively. Bidder to comply with the RFP terms and conditions.
1076	Page 20	Scope of Work	Annexure 2 - Section 10, 10.2.5.84	Formulate adequate retention policies of security event logs, based on the Bank's guidelines. Also manage the log rotation of the event & application logs	What is the rention period for the logs?	Bidder to comply with the RFP terms and conditions.
1077	Page 36	Scope of Work	Annexure 2 - Section 10, 10.3.1.3.2	Switches (Cisco/Juniper/HP/Other OEM) - Monitor for CPU, Memory Utilization, errors, availability, environment, Buffer Hits, Buffer Miss Parameters, LAN port utilization and any other alerts	As per the networking details, it includes DC/DR/BKC/Manipal , are the other branch network monitoring out of scope	Branch devices not in scope but SI is responsible for NW monitoring and coordination with support vendor/OEM for restoration.

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1078	Page 37	Scope of Work	Annexure 2 - Section 10, 10.3.1.11	All network security devices logs (Access Logs, Audit Logs & Syslog) and other network devices Log (Syslog) management, capturing and forwarding / shipping to FTP Server / Syslog Server from device point of view with the tools provided by the Bank.	Please help us understand how these logs are stored, does the bank have a sys log management in place. Please note security alerts/events can be raised by SIEM, where as Operational RCA can be performed on the device logs as part of Sys log management.	In current state, all the required logs are forwared to SIEM servers. It is bidder's responsibility to integrate logs of banks infrastructure are forwared to SIEM/Syslog servers. Bidder needs to perform log analysis in case of any incident. Bidder to comply with the RFP terms and conditions.
1079	Page 38	Scope of Work	Annexure 2 - Section 10, 10.3.2.3	Firewalls - Monitoring of CPU, Memory Utilization, TCP Connections, Interface utilization and Critical Logs	Firewall critical logs has to be processed and maintained in Log Mgmt?	Banks infrastructure are forwared to SIEM/Syslog servers. Bidder needs to perform log analysis in case of any incident. Bidder to comply with the RFP terms and conditions.
1080	Page 38	Scope of Work	Annexure 2 - Section 10, 10.4.1	Monitor the branch/offices/ATM network links & devices proactively with tools like NNM and other proactive network monitoring tools as provided by Bank. Prepare daily branches/offices isolation/downtime report, weekly and monthly link down reports as per template provided by Bidder or Bank	Will the bank provide the Sys log management set up or the SI has to include the same as part of the tools offerings.	Syslog implementation is not in scope of RFP.
1081	NA	Annexure	Annexure 25 - Capacity Mgmt - 14	The proposed solution must have capability to store and maintain historic data(as per RBI Data Retention Policy) and also able to generate analytic report based on the user requirement.	Retention policy / duration for metrics and logs?	Bidder to comply RFP terms and conditions
1082	NA	Annexure	Annexure 25 - Capacity Mgmt - 15	The proposed solution should support high availability at DC & DR.	Is it means all solutions in new tools has to support 1:1 (high availability) in DC and 1:1 (high availability) in DR or DC with high availability and DR standalone?	Refer corrigendum
1083	NA	Annexure	Generic - Sizing	Requirement of DC, DR deployment for the New Tools	Is the solutions to cover DC with HA and DR as per the RFP understanding. Anything needs to be considered NDR?	Refer corrigendum
1084	NA	Annexure	Annexure 25-ITSM, 1	The Solution should have a process driven workflow which will incorporate actions (but not limited to) routing of request, setup of service desk, SLA management, electronic request approvals by actionable e-mail, SMS alerts.	Will bank already has clearly defined catalogue items and workflows will be provided at the time of implementation or Do we need to discuss with corresponding team and need to make workflow after discussion?	Yes, the successful bidder needs to have discussions with respective stakeholders and prepare the workflow. Bidder to comply with the RFP terms and conditions.
1085	NA	Annexure	Annexure 25-ITSM, 7	SLA for the ITSM tool needs to be provided by the SI as per the RFP. Bidder shall take the required support from ITSM OEM for abiding the scope of work.	Would it be possible to have a detailed Workshop with the bank on the ITSM /SLA requirements	Bidder to comply with the RFP terms and conditions.
1086	NA	Annexure	Annexure 25-ITSM, 11	The solution should be able to support hot topic or news flash window within the graphical user interface.	Need clarification whether announcement is enough for Internal Bank News or what kind of news flash is expected?	Proposed solution should have the capabilities as mentioned in RFP.

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1087	NA	Annexure	Annexure 25-ITSM, 16	The solution should be able to integrate with Bank's existing tools, infrastructure wherever required.	Need the details of existing solution list and integration scope Tools API detail and Integration mechanisms in use currently	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1088	NA	Annexure	Annexure 25-ITSM, 21	For integrations with other EMS/NMS tools, various options for integration should be provided by the ITSM solution (but not limited to)- APIs, web services, SDKs.	Need the details of existing solution list and integration scope	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1089	NA	Annexure	Annexure 25-ITSM, 27	The support person can interact with the end users through chat in built and add those chat transcripts in the ticket.	is the ask for an integrated chat solution in ITSM	Proposed solution should have the capabilities as mentioned in RFP.
1090	NA	Annexure	Annexure 25-ITSM, 22(Incident and Event Management)	The solution should integrate the call tracking and ticketing. It should be able to track logged calls.	IS the expectation for ITSm to integrate with Banks IVR/voice solution deployed	Proposed solution should have the capabilities as mentioned in RFP.
1091	NA	Annexure	Annexure 25-ITSM, 8 (Change and Request Management)	Ability to easily identify the affected Change Incidents (CIs) whenever a change is made to a particular CI.	Is the understanding correct that ITSM solution to include an Asset management solution also	No, Bank is using Brainotix for discovery of assets. Bidder to comply with the RFP terms and conditions.
1092	NA	Annexure	Annexure 25-ITSM, 31(Problem Management)	The ability to link with third party knowledge bases.	Need the details of 3rd party knowledge base and possible integration mechanism	The proposed solution should have the capability to integrate with third party knowledge bases as per Bank's requirements.
1093	NA	Annexure	Annexure 25-ITSM, 4 (Knowledge Management)	Ability to create a knowledge article via a fill-in-the-blank template.	Need clarification on what is fill-in-the-blank template	Proposed solution should have the capabilities as mentioned in RFP.
1094	NA	Annexure	Annexure 25-ITSM 4(Orchestrator)	Offline development - Support for development of offline workflows in the tool in local environment as per the target state requirement.	Is the Offline development referred as staging server with in Bank's DC? In case anything else please provide further detail.	Offline development here will refer that the tool runs seamlessly even with no internet connection without compromising the quality and so the user can access and store data without a web connection. Bidder to comply with the RFP terms and conditions.
1095	NA	Annexure	Annexure 25-ITSM 11(Orchestrator)	The proposed solution should have the roadmap and the facility of on boarding additional modules for additional use-cases and integrate with other OEM Solutions in the future if required by the bank.	Is it enough with REST API based integration for Future else update on Type of APIs or integration support required.	Proposed solution should have the capabilities as mentioned in RFP.
1096	NA	Annexure	Annexure 25-ITSM, 8(enterprise ticketing feature)	Solution must provide knowledge base and should be integrated with the overall knowledge repository.	Integration tool/APIs detail and scope required	Proposed solution should have the capabilities as mentioned in RFP.

1097	Annex 2, SoW - 2.4.2 - Page 6 of 52	Scope of Work	2.4.2 - Page 6 of 52	The Bidder should provide perpetual licenses for all software, hardware components proposed in the above solutions in the name of Canara Bank. The hardware required for these tools must be on capex model and on the name of Canara Bank. The bidder shall provide required license, hardware/appliance, software, training, and other services for implementing, managing and maintenance of proposed solution. The Bidder should conduct the implementation of the said solution including but not limited to design, installation, and integration with other applications and infrastructure as per Bank's existing network architecture and based on Bank's requirements. The new tools should be scalable in order to meet the Bank's future requirements.	Perpetual licensing is not offered by most of the major software OEM's. Current standard for Licenses are based on annual subscription model Therefore, we request the Bank to consider the annual subscription based licensing across the contract term.	Refer corrigendum
1098	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	67	The proposed solution must have capability to provide ability to easily collect and analyse specific information, including information on (but not limited to) Buffer pools, Databases, Locks and other details about lock resources, Server key events, Table space, Database State, Errors	Please specify Database types relevant to this requirement?	The proposed solution should support all standard database types. Bidder to comply with the RFP terms and conditions.
1099	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	41	Should be able to monitor the SAN/NAS storage boxes and SAN switches/SAN Fabric.	Please specify make/model of SAN/NAS device	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1100	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	42	Should be able to monitor the Application Load- balancers and WAF.	Please specify make model of WAF and ALB	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1101	Annexure- 25 Technical Requirements - Sheet 3 SAMS Compliance	Annexure	1	The proposed solution must have capability to do tracking and recording of application uptime and downtime as part of monitoring. It should monitor all the bank's infrastructure across all sites (DC, DR and NDR). The proposed solution should support high availability at DC & DR it must be in sync.	Is DC and DR running in active-active or active-passive?	DC & DR running in active-passive as on date. Bidder to comply with the RFP terms and conditions.

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1102	Annex 2, SoW - 2.1, Page 1 of 52	Scope of Work	2.1, Page 1 of 52		How many Mobile Applications are in scope?	2 mobile applications are mentioned in the refered point. For other mobile applications refer relevant clauses of RFP. Bidder to comply with the RFP terms and conditions.
1103	Generic	RFP	Generic - RFP response submission timeline		Considering the complexity and large scope of the RFP that requires proper solutioning and estimation along with backlining with multiple OEM partners we would request for an extension for submission of RFP response by at atleast 4 weeks time. Moreover, due to year end closure there is unavailability of required personnel from within our organisation and from the OEM partners that is required for responding to the RFP. Hence request your consideration for the extension of due date for submission.	Bidder to comply with the RFP terms and conditions.
1104	Annexure 1	Annexure	Eligibility Criteria for Bidders	The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Infrastructure/Network (Branch/Office or Bank) in at least 1 SCB/NBFC/SFB/Global Banks having minimum of 1500 branches in the last 7 years.	Request for consideration for revising the eligibility criteria to: "at least 1 SCB/NBFC/SFB/Global Banks having minimum of 500 branches in the last 7 years".	Refer corrigendum
1105	Annexure 23 - Existing Hardware Inventory	Annexure	Tab Summary & DC, DR NDR HW Inventory		For security device management we found scope for Firewall and Antivirus management alone. However the inventory also lists around 33 HSH. Do we have to manage them as well? If yes, then what is the min Resource required to manage them as you have specified for Firewall and Anti Virus	No HSM resource required. Bidder to comply with the RFP terms and conditions.
1106	SAMS,ID 1	Annexure		The proposed solution must have capability to do tracking and recording of application uptime and downtime as part of monitoring. It should monitor all the bank's infrastructure across all sites (DC, DR and NDR). The proposed solution should support high availability at DC & DR it must be in sync.	Is the bank looking for application availability and response time from branches and measure the various phases of process including Website availability,Handshake,SSL,DNS services, etc along with Network based path visualization for end to end path tracing ?	No, the bank is not looking for application availability and response time from branches but Yes, the bank need to measure the various phases of process including Website availability,Handshake,SSL,DNS services along with Network based path visualization for end to end path tracing Apart from the above the Bidder is expected to comply to the technical requirements mentioned in the RFP for SAMS Tool
1107	SAMS,ID 6	Annexure		The proposed solution must have capability to provide break up of response time (web, application, database layer times) of maximum possible single transaction, irrespective of whether it was successful or failed.	Bank is also looking for tracing the network path while understanding the response time of web application. Is our understanding correct ?	The proposed solution must have capability to provide break up of end-to-end response time for every transactions within bank's datacenter. Bidder to comply with the RFP terms and conditions.
1108	SAMS,ID 8	Annexure		The proposed solution must have capability to provide transaction-based monitoring and use analytics to track the performance of monitored application.	Bank would like to monitor the API services by monitoring the realtime as well as doing API based synthetic testing. Is our understanding correct ?	Bidder to comply with the RFP terms and conditions.

1109	SAMS,ID 17	Annexure		The solution should support on premise deployment without the need of exposing banks infra to external network.	Bank is also looking for monitoring the applications and Digital journey of users over the network by monitoring the KPIs/Metric over SaaS platform . Is our understanding correct ?	Bidder to comply with the RFP terms and conditions.
1110	SAMS,ID 27	Annexure		The proposed solution must have capability to support API monitoring	Bank is also looking for monitoring APIs by simulating the API calls and understand the network outages contributing the API performance issues. IS our understanding correct ?	Yes, understanding is right. Bidder to comply with the RFP terms and conditions.
1111	SAMS,ID 32	Annexure		The proposed solution must be capable of providing visibility into W3C navigation timings for user interaction where performance is not satisfactory. And based on end user browser it should able to understand whether time is spent most in browser, server or network.	Bank is looking for monitor the web services and understand the complete web service waterfall chart based on End users experience. The Synthetic testing should be used to understand the all the different phases while access the web services. Is our understanding correct ?	Bidder to comply with the RFP terms and conditions.
1112	Annexure 8	Annexure	Response		Please let us know the response format for submission of RFP response. Should we use MS word or Power Point.	Bidder to comply with the RFP terms and conditions.
1113	Annexure 2/ Pg 43	Scope of Work	Table G	Configuration/Version or the latest available version	As per our understanding the current version of IIB & MQ support has already got expired. How is the current support being managed by IBM? Is it through extended support?	Current SI is providing support. Biddet to comply with RFP terms and conditions
1114	Annexure 2/ Pg 44	Scope of Work	Table G	Configuration/Version or the latest available version	Is there any plan to migrate IIB & MQ to newer version? If yes what would be target version?	Decision will be taken in due course. Bidder to comply with the RFP terms and conditions.
1115	Annexure 2/ Pg 45	Scope of Work	Table G		What is your plan towards cloud roadmap?	Currently all the existing tools, applications are deployed in bank's premises only. The new tools asked as part of this RFP also to be deployed on premises. However the new tools should be cloud ready.Bidder to comply with the RFP terms and conditions.
1116	Annexure 8	Annexure	Technical Documentation	b.Technical write-up such as Executive summary, Approach and methodology for implementation and maintenance. (Not more than 40 pages).	1. Does bank have a preference for the format in which bidder needs to submit their response i.e. Microsoft Word vs. PowerPoint? 2. We understand the ask of keeping the response concise and limiting it to 40 pages. We would request the bank to allow us flexibility on the same considering the large scope of work and involves multiple tracks.	Bidder to comply with the RFP terms and conditions.
1117	Annexure 1	Annexure	Eligibility Criteria for Bidders	The Bidder (including its partner, if permitted) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020	1. Can you please clarify the definition of the term "Partner"? 2. Please also clarify the definition of "subcontracts" and the difference between the term "Partner" and "subcontracts" (Subcontracts are specified in Section 14 (Page 41 of RFP document) 3. We assume that "OEM" (already defined in RFP) is different from the above two terms. Please confirm	Refer corrigendum.
1118	Annexure 1	Annexure	Eligibility Criteria for Bidders	Eligibility Criteria Compliance table	As per the RFP document, Criteria # 1, 2 & 7 is applicable for the "Bidder & the Partner" and the remaining criteria is applicable only for the "Bidder". Kindly confirm the understanding.	All the criterias as per the RFP are applicable for Bidder and the Partner.

1119	Section G. General Conditions, 12.2, Pg # 65	General Conditions	G.GENERAL CONDITIONS	12.2.The Bidder shall indemnify, protect, and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights or such other statutory infringements in respect of Solution/Service supplied by them. 12.2.1.All indemnities shall survive notwithstanding expiry or termination of the contract and Bidder shall continue to be liable under the indemnities. 12.2.2.The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.	1. The RFP states an unlimited liability for IPR & any other 3rd Party Claims; Are we going to categorize other claims? 2. Please clarify if the liability on either party is going to be capped and mutually agreed?	Bidder to comply with the RFP terms and conditions.
1120	Section F. Ownership & Awarding of Contract; Pg # 59	RFP	F.Ownership & Awarding of Contract	10.Execution of the Agreement 10.1.Within 21 days from the date of acceptance of the Purchase Order or within 28 days from the date of issue of Purchase Order whichever is earlier, the selected Bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder	1. Please clarify if the General terms and conditions mentioned in the RFP are the only terms which will be considered for the agreement or will there be any additional clauses / terms?	Terms referred in RFP and subsequent amendments/corregendums will be considered for agreement.
1121	RFP Section C - Deliverables, Service Level Agreements (SLAs) & Penalties; Pg # 34 & 38	Deliverables, Service Level Agreements (SLAs) & Penalties	C.Deliverables, Service Level Agreements (SLAs) & Penalties	9	There are penalties mentioned for delay in Performance Guarantee, Contract Execution etc with a cap of 20% in page no 34; however in Page No 38 states 20% of the contract value is Cap for penalties arising out of SLA misses. Please clarify.	Penalty capping is applicable on individual SLA as well as on overall penalty.
1122	Annexure 3 , Page 83	Annexure	Annexure-3 Bid Covering Letter	We also confirm that, we will not subcontract part or complete assignment to any other agency or individual.	This condition need to be removed since bank has allowed subcontract option in section 14 in page 41 for L1 /Service desk. In addition to this we have requested amendment for the section 14.1 for allowing subcontract to include both L1 and L2 for all IT support services towers including Infrastructure support , Network Support , Helpdesk Management services	Bidder to comply with the RFP terms and conditions.

1123	2.4. New Tools, Page 5	Scope of Work	2.4.2	2.4.2. The Bidder should provide perpetual licenses for all software, hardware components proposed in the above solutions in the name of Canara Bank. The hardware required for these tools must be on capex model and on the name of Canara Bank. The bidder shall provide required license, hardware/appliance, software, training, and other services for implementing, managing and maintenance of proposed solution. The Bidder should conduct the implementation of the said solution including but not limited to design, installation, and integration with other applications and infrastructure as per Bank's existing network architecture and based on Bank's requirements. The new tools should be scalable in order to meet the Bank's future requirements.	We request bank to consider software tools on annual subscription basis also and make amendment in the clause as follows. he Bidder should provide perpetual licenses /or on subscription basis as required for all software, hardware components proposed in the above solutions in the name of Canara Bank. The hardware required for these tools must be on capex model and on the name of Canara Bank. The bidder shall provide required license, hardware/appliance, software, training, and other services for implementing, managing and maintenance of proposed solution. The Bidder should conduct the implementation of the said solution including but not limited to design, installation, and integration with other applications and infrastructure as per Bank's existing network architecture and based on Bank's requirements. The new tools should be scalable in order to meet the Bank's future requirements.	Refer corrigendum
1124	4. Implementation, Page 8	Scope of Work	4.6	4.6. The Bidder should implement the new tools defined in the SoW as per the timeline mentioned Section (C) in RFP document failing which the Bidder shall be liable for penalty as stated in the Section (C) of the RFP.	Will bank clear all pending payments in case installation site/infra is not ready, for any delays from bank side to complete the installation beyond 1 week from the actual schedules ?	Bank will provide Site Not Certificate and LD will not affected for that period, however payment will be made as per payment schedule
1125	5. Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools, Page 8	Scope of Work	5.4	5.4. The Bidder should provide cost for a total 16,000 Man days equivalent of change requests for CBS applications as per BOM.	Please define for which CBS application we need to provide cost for a total 16000 man days	refer table B of SOW (Annexure 2)

1126	5. Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools, Page 10	Scope of Work	5.6.17	5.6.17. During the contract period, in case of relocation of any of the devices, the scope of work of the Bidder should include but not limited to decommission/uninstall/unmount such devices from current location and commission/reinstall/mount at the new location at no extra cost to the Bank including transportation/incidental costs. The Bidder is required to get prior approval of all the project plans and process from the Bank before commencement of the project. Bidder must follow change request management system put in place by the Bank before making any changes in the environment. The Bidder is responsible to notify the Bank about any updates, patches, and upgrades for the solution as and when released by the OEM, after taking approval from the Bank. Bidder must ensure installation of the updates, patches, signatures, version upgrades and any other upgrades for the solution as and when released by the OEM during the contract period	We request bank to amend this clause and remove the cost of transportation and incidental cost ownership on bidders name. Or bank to share the asset details of relocation place and when during the contract period so that the cost of transportation , incidental cost are captured	Refer corrigendum
1127	8. ATS for In-scope Allied Applications, Interfaces, CBS Applications and New Tools Page 12	Scope of Work	8.8	8.8. The Bidder will be required to test the software before delivering to the Bank. The media on which the software is delivered will be subjected to Antivirus checks to detect and to eliminate any viruses or worms designed to damage, disrupt, disable, harm, or otherwise impede the orderly operations of the software in any manner. The Bidder will ensure that the remediation is completed at no additional cost to the Bank.	Will bank provide required infrastructure and testing environment to test the software before delivered to the bank. Software required to tested need to be procured by the bank.	UAT is available for testing, however bidder should ensure that software is free from virus/malware/worm/other threats before putting in UAT
1128	8. ATS for In-scope Allied Applications, Interfaces, CBS Applications and New Tools Page 13	Scope of Work	8.5	8.5. In case of a release of newer version of software, the Bank reserves its option to move to higher version. Until Bank moves to the newer version, the Bidder must continue to support the current version as per the intent of this RFP and fix bugs and provide any enhancements, modifications with the scope of RFP in the current version only.	Support for the current version will be limited to availability of support from the respective OEM for the bug fixes, enhancement , modifications etc. Bank to ensure moving to higher version before OEM stops the support	Bidder to comply with the RFP terms and conditions.

1129	9. Warranty & AMC/ATS Support Page 13	Scope of Work	9.8	9.8. Bidder should replace the existing hardware device with equivalent or higher configuration in case the existing hardware device is End of Support (EOS) by the respective OEM and/or the respective hardware is obsolete. Bidder should maintain the record of End of Life (EOL) & End of Support (EOS) of all hardware inventory & should inform Bank 1 Year in advance for hardware replacement. Bidder should provide detailed requirement and associated BOM.	Request bank to remove this clause. It is bank's responsibility to refresh hardware/software which is declared EOS , EOL by the OEM. At least 6 month before from the date of EOS, EOL	Bidder to comply with the RFP terms and conditions.
1130	10.1. Service Desk (Level 1) Page 15	Scope of Work	10.1.11	10.1.11. Bidder should independently arrive at the sizing and deployment plan to meet the RFP requirements (as per scope of work and SLAs defined in Section (C) adhering to the minimum resource deployment level	1)We request bank to share lates detailed call dump of last six months covering following calls details , call category , call sub category, support group, call description, resolution taken, call open and closed date, SLA achieved and breach, call severity and priority , call reporting channel (ITSM web portal, email, auto ticket, phone call) 2) What is the percentage of calls which are not reported /registered in the ITSM . 3) What is the current SLA Achieved for all the in scope services 4) What all services are automated and how many services requiring automation 5) how many runbooks and play books are created and what is he efficacy percentage in achieving the desired objective set forth while implementing the runbooks /playbooks	1. Approx. 11 Lakhs tickets were raised during past one year. The details other than as mentioned in RFP will be shared with the Successful Bidder. Refer Corrigendum
1131	Customer Template	BOM		Annexure -9	Currently we have PDF template for filling the charges and price. Kindly share the excel template as well for the same	Refer corregendum
1132	Annexure-9, Pg 4	BOM		Annexure-9	For API development cost (Per API development), we assume we are required to provide cost for Build (Development) only. Please confirm.	Bidder to refer Annexure 9 BOM. Bidder to comply with the RFP terms and conditions.
1133	Section 2.12 / Page 13	RFP	OEM	2.12. "OEM" shall mean Original Equipment Manufacturer who manufactures/produces systems or components that are used in another company's end-product	Please confirm that OEMS can work as a Partner with number of Bidders. Please mention the RFP section & sub section where this is mentioned	Refer corrigendum
1134	Page 38	SLA	10.2	If the infrastructure and network are not adequate or not supporting the future applications, the same shall be treated as downtime and penalties shall be applicable as per the SLA defined.	Please share the last benchmarking report for current infrastructure for CBS	The details will be share with the successful Bidder.

1135	Page 46	RFP	19.4	The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the selected bidder or 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.	Specific to OFSS CBS scope, the escrow is an arrangement directly between Bank & Oracle Escrow agent. There is no tripartite agreement. Any commercials are between Bank & Escrow agent. Please confirm that this arrangement will continue	Bidder to cordinate and facilitate for execution and maintance of Escrow aggreement with Escrow agent.
1136	Page 49	Bid Details	D. Bid Details - Clause 9	The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation which the Bidder includes in any part of the Bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations have been accepted by the Bank and communicated to the Bidder in writing. The Bidder at a later date cannot make any plea of having specified any assumption, terms, conditions and deviation in the Bidder's response to this RFP document. No offer can be modified or withdrawn by a Bidder after submission of Bid/s.	The final scope will be agreed based on a set of Assumptions, Out of Scope and Customer Obligations.These are standard terms that will be included in the contract + additional items based on the final agreed scope Please confirm this understanding	Bidder to comply with the RFP terms and conditions.
1137	Page 57	Ownership & Awarding of Contract	F.Ownership & Awarding of Contract	Right to Alter Quantities : In the event of changes in plans of the Bank, Bank reserves the right to alter the quantities for implementing and managing the services as per the scope of work by adding/deleting/substituting the devices/locations from the one specified in the tender at the same rate arrived on the same terms and conditions of this RFP.	Once the contract is signed, any change in quantity that impacts the scope, timeline, duration has to go through Change Control Process. We request that these modification be considered at customizations. Please confirm	Bidder to comply with the RFP terms and conditions.
1138	Page 61	RFP	11.4	11.4.From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank	Once the contract is awarded and signed, any changes brought in by the government on duties / GST, will be reflected in the invoice going forward / upcoming invoices. Please clarify on what is meant by "cost of the systems"	Bidder to comply with the RFP terms and conditions.

1139	Page 61	RFP	12.5	12.5.After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the Bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Can you please share the Definition of Satisfactory performance in this context	Satisfactory performance refers to compliance of RFP/Purchase Order/Contract/Regulatory terms and conditions.
1140	Page 62	RFP	3.4	3.4.The selected Bidder is expected to bring and implement any technology required or as per the directive of Government of India, RBI, NPCI or any other regulatory body in a time bound manner without any additional cost to the Bank.	Once the contract is signed, any change ithat impacts the scope, timeline, duration has to go through Change Control Process. We request that these modification be considered at customizations. Please confirm	Refer corrigendum
1141	Page 63	RFP	Assignment	7.1.The selected Bidder shall not assign to anyone, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent. 7.2.If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the selected Bidder under this RFP.	Specific to CBS, OFSS is not assigning the contracted services. However if the bank undergoes merger, amalgamation, take-over, consolidation, reconstruction, change of ownership - then the Assignment clauses as per Oracle FLEXCUBE & Oracle Banking Digital module licensing Terms and Conditions with Canara Bank will govern the contunuation of the scoped in services. Please confirm this undertsanding	Bidder to comply with the RFP terms and conditions.
1142	Page 22	RFP	3.22	Bidder must ensure that AMC and ATS will start immediately after the completion of warranty phase of Hardware/software devices during the entire contract period.	Please confirm that cost for AMC/ATS will be paid in advance	Bidder to comply with the RFP terms and conditions.
1143	All	RFP	All	"Resolution of issues"	When an incident occurs, immediate priority will be to restore the impacted business services / functionality. Post restoration depending on the criticality & severity, RCA will be performed. Hence, we request that this be be rephrased as "Restoration" throughout the RFP document	Bidder to comply with the RFP terms and conditions.

1144	Page 27	SLA	5	SLA for RCA	IS RCA/SLA applicable for Severity 1 and 2 or for all incidents	SLA for RCA is applicable only for P1 and P2 incidents. Bidder to comply with the RFP terms and conditions.
1145	Page 37	RFP	9.2	9.2.The Bidder shall confirm that every person deployed by them on the project has undergone police verification and submit document to the effect prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project	Bidder / OEM corporate standard Background verification as part of employment will be carried out. We assume this will be acceptable to Bank - please confirm	KYC Documents required are clearly mentioned. Bidder to comply with the RFP terms and conditions.
1146	Page 37	RFP	9.6	KYC Documents	Resume & ID proof from Company can be shared. Due to confidentiality reasons, Employee personal details like Aadhar, Address cannot be shared. We assume this is acceptable to Bank. Please confirm	KYC Documents required are clearly mentioned. Bidder to comply with the RFP terms and conditions.
1147	Page 41	RFP	16	VAPT & Other audits	1. Can you please share how many VAPT will be conducted in a year? 2. We also request that the resolution times will be mutually disussed and agreed during contracting. Please confirm	Audits are conducted as per regulatory as well as banks business and security requirements. Please refer the RFP document for details. Bidder to comply with the RFP terms and conditions.
1148	Page 72	RFP	29	Mergers and Acquisitions	For this RFP, L2/L3 Managed Services, the scope is for existing Bank, Branches and its scope and accordingly the comercials will agreed upon. Any merger / acquisition / consolidation, Change Control will be initiated for additional scope and commercials - please confirm this understanding	Bidders responsibility as per the scope of the RFP. Bidder to comply with the RFP terms and conditions.
1149	Annexure 11 & Annexure 16	Annexure	96	Team Profiles & Resource Requirements	This is a Fixed Price engagement for 5 / 7 years wherein the accepted scope will be delivered. Bidder / partner / OEMs will deploy the required skill and qualified resources that are required to deliver the contracted scope. We assume that resource profiles are to be shared for certain key and lead roles. Please confirm this understanding	Refer annexure 16 for minimum resource requirement. Bidder to comply with the RFP terms and conditions.
1150	Page 123	Annexure	Annexure 17	Non Disclosure Agreement	We assume this will be as per standard OEM Master Agreement and Ordering Document. Kindly confirm	Bidder to comply with the RFP terms and conditions.
1151	Page 125	Annexure	Annexure 19	Manufacturer/Authorized distributor in India	We assume this will be as per standard Manufacturer Authorization Form provided by OEM. Please confirm	Bidder to comply with the RFP terms and conditions.
1152	All	General	All	Environment Support timings	What are the support timings required for environments (Branch, Channels, UAT evt) excluding DC, DR and NDR. Timings for support for branch channel, delivery channel. UAT environment are required to prepare and share commercials - Kindly share these details	Refer corrigendum

1153	GTC Page 4		3(A) (viii)	GeM would not allow creation of any fresh data related to Seller identity on GeM portal. All details provided by the Seller at the time of registration would be counter checked / verified through other data bases of Government such as PAN, MCA 21, Udyam Registration / Udyog Aadhaar (as validated by Government from time to time), etc. For Financial details, PAN / Income tax Database shall be primary validating database and will override any conflicting data in any other database. If the data / details entered by the seller while registering on GeM is not verified with validating databases, registration will not be allowed. Further, in case of any conflict in details after registration, Seller's registration would be automatically suspended. It is the Seller's responsibility to keep all their information on GeM updated with the	Request you to update the clause as follows. Also, can you please clarify what is entailed by administrative actions. "GeM would not allow creation of any fresh data related to Seller identity on GeM portal. All details provided by the Seller at the time of registration would be counter checked / verified through other data bases of Government such as PAN, MCA 21, Udyam Registration / Udyog Aadhaar (as validated by Government from time to time), etc. For Financial details, PAN / Income tax Database shall be primary validating database and will override any conflicting data in any other database. If the data / details entered by the seller while registering on GeM is not verified with validating databases, registration will not be allowed. Further, in case of any conflict in details after registration, Seller's registration would be automatically suspended. It is the Seller's responsibility to keep all their information on GeM updated with the latest change(s). ~~Non-updating of details on GeM within 7 days of such occurrence would make Seller liable for administrative actions.~~"	Bidder to comply with the RFP terms and conditions.
1154	3 (A) (x)		GTC Page 5	The Seller shall be solely responsible for the Goods / Services including, without limitation, the applicable guarantee / warranty, shelf-life, quantity, quality and the title and for giving the correct and accurate details of the offer their Goods and / or /Services indicating product specifications, quantity which can be supplied over the specified time period, etc. as per catalogue or catalogue based template prescribed in GeM. Seller would ensure that the Goods or /Services offered are latest, new and complete in all respects. Where Seller is selling any Goods which needs spare parts, Seller should ensure and make available such spare parts for a minimum period of three years from the date of expiry of warrantee period (unless otherwise specified). The individual Sellers shall ensure that the products offered in e-Bidding and/or ordered	Request you to update the clause as below - "The Seller shall be solely responsible for the Goods as per the applicable statement of work. ~~/ Services including, without limitation, the applicable guarantee / warranty, shelf-life, quantity, quality and the title and for giving the correct and accurate details of the offer their Goods and / or /Services indicating product specifications, quantity which can be supplied over the specified time period, etc.~~ as per catalogue or catalogue based template prescribed in GeM. ~~Seller would ensure that the Goods or /Services offered are latest, new and complete in all respects.~~ Where Seller is selling any Goods which needs spare parts, Seller should ensure and make available such spare parts for a minimum period which must be mutually decided between the Parties ~~of three years from the date of expiry of warrantee period (unless otherwise specified)~~. The individual Sellers shall ensure that the products offered in e-Bidding and/or ordered shall remain available on GeM ~~during the bid / contract validity period~~ Warranty Period."	Bidder to comply with the RFP terms and conditions.

1155	3(A)(xi), (xii)		GTC Page 5	Sellers shall offer minimum discount of 10% on the Maximum Retail Price (MRP) mandatorily (unless otherwise specified for offering their products on GeM). Sellers are free to offer higher discounts. The Seller must offer its best possible lowest price on GeM and undertake that it would not sell or offer to sell the same product outside GeM in comparable quantity on similar terms and conditions at a price equal to or lower than Offer Price on GeM. In case any such infringement by Seller is noticed, the Seller shall be liable to be removed / debarred from the GeM. By offering their product on GeM, the Seller agrees for sharing price details of the offered Goods / Service by GeM authorities with other Government agencies including Department of Excise & Customs, Income tax, GST etc	Request you to remove this clause. We treat all its Customers eqully and cannot provide any preferential treatment to one over the other. Also if the deals are different with respect to scope,.volume, geography, SLAs etc and Infosys doesnt have such data to check the pricing provided to all its Customers.	Bidder to comply with the RFP terms and conditions.
1156	3(A)(xvi)		GTC Page 6	In case of drug manufacturer licensed under Drugs & Cosmetics Act 1940, drug manufacturers have to submit a notarized undertaking that the license for the product submitted by them has been issued under Drugs & Cosmetics Act, 1940 and is authentic and that the data of the same has been uploaded by the manufacturer on the SUGAM Portal under rule 84AB of Drugs Rules, 1945. Only such manufacturers who have given the said undertaking as above will be considered as authentic for registration on GeM. The said undertaking / affidavit to be submitted by the Drug Manufacturer, in prescribed form, would enable / empower Buyer / Ministry / Central Drugs Standard Control Organization (CDSCO) to initiate criminal proceedings in case of false declarations.	This clause is not applicable for business activities of IT Service Providers and hence, request you to remove this clause	Bidder to comply with the RFP terms and conditions.

1157	6		GTC Page 19	Offer price on GeM portal: The prices of the offered Goods or Services shall be firm and fixed at any point of time and shall be indicated in INR for each accounting unit. The Seller can choose to offer Goods or Services with uniform all inclusive unit price for deliveries at locations across India on All India basis or for specified locations selected at the time of product listing. As such, for supply of Goods contract, no additional charges such as local levies / transportation / loading unloading charges etc., shall be payable over and above the contract price. For selected freight intensive products, as notified on GeM, the Seller may quote unit price inclusive of GST with delivery charge(s) (including transportation, loading unloading and local levies) payable extra as defined in the relevant categories. In respect of items requiring installation and / or commissioning and other services (as indicated in technical details of the item), the	Request you to update the clause as below - "Offer price on GeM portal: The prices of the offered Goods or Services shall be firm and fixed for the period of one year and it will be revised mutually thereafter ~~at any point of time~~ and shall be indicated in INR for each accounting unit. The Seller can choose to offer Goods or Services with uniform all inclusive unit price for deliveries at locations across India on All India basis or for specified locations selected at the time of product listing. As such, for supply of Goods contract, no additional charges such as local levies / transportation / loading unloading charges etc., shall be payable over and above the contract price. For selected freight intensive products, as notified on GeM, the Seller may quote unit price ~~inclusive~~ exclusive of GST with delivery charge(s) (including transportation, loading unloading and local levies) payable extra as defined in the relevant categories. In respect of items requiring installation and / or commissioning and other services (as indicated in technical details of the item), the charges for the same shall	Bidder to comply with the RFP terms and conditions.
1158	8(i)		GTC Page 22	Offer Prices on GeM shall be on all inclusive basis i.e. including all taxes, duties, local levies / transportation / loading-unloading charges etc. In the case of Bid / RA, complete break-up of the quoted price in the required price bid format shall furnished by the Bidder, before award of contract.	Request you to update the clause as below - "Offer Prices on GeM shall be on all ~~inclusive~~ exclusive basis i.e. including all taxes, duties, local levies / transportation / loading-unloading charges including but not limited to sales, use, value added, goods and services tax and similar taxes, etc. ("Transaction Taxes") and all the Transaction Taxes shall be borne by Buyer. In the case of Bid / RA, complete break-up of the quoted price in the required price bid format shall furnished by the Bidder, before award of contract. In the event Buyer withholds applicable income taxes on the amounts payable to Seller, Buyer shall remit such withholding taxes to the tax authorities and provide a certificate of withholding to the vendor as required under applicable law."	Bidder to comply with the RFP terms and conditions.

1159	8(vii)		GTC Page 23	Seller shall comply with all the necessary statutory compliances including but not limited to providing GST invoices or other documentation as per GST Law relating to the supply of Goods or Services, uploading the details of the invoices, payment of taxes, timely filing of valid statutory returns for the tax period in the GST portal. In case the Input Tax Credit of GST is denied or demand is recovered from Buyer on account of any act/ omission of the Seller in this regard, the Seller shall be liable in respect of all claims of tax, penalty and / or interest, loss, damages, costs, expenses and liability that may arise due to such non-compliance. Buyer shall have the right to recover such amount from any payments due to the Seller or from Performance Security, or any other legal recourse from the said Seller. If any tax is required to be paid by the Seller in pursuance of any demand from tax authorities, on account	Request you to update the clause as below - "Seller shall comply with all the necessary statutory compliances including but not limited to providing GST invoices or other documentation as per GST Law relating to the supply of Goods or Services, uploading the details of the invoices, payment of taxes, timely filing of valid statutory returns for the tax period in the GST portal. ~~In case the Input Tax Credit of GST is denied or demand is recovered from Buyer on account of any act/ omission of the Seller in this regard, the Seller shall be liable in respect of all claims of tax, penalty and / or interest, loss, damages, costs, expenses and liability that may arise due to such non-compliance.~~ Buyer shall have the right to recover such amount from any payments due to the Seller or from Performance Security, or any other legal recourse from the said Seller. If any tax is required to be paid by the Seller in pursuance of any demand from tax authorities, on account of Seller's suppression of facts, fraud or willful misstatement of facts while	Bidder to comply with the RFP terms and conditions.
1160	10(i)		GTC Page 23	The Goods/Services supplied under the Contract(s) shall be in accordance with the contract specifications & quality and the Goods shall be brand new and have standard Guarantee/Warrantee for one year period from the date of final acceptance by the consignee unless otherwise specified in category specifications, specific Bid / RA. Seller, at the time of listing their product on GeM portal or offering their products against any Bid / RA, may accordingly provide longer Guarantee/Warrantee period (i.e. more than 1 year) and in such case, Guarantee/Warrantee period stipulation made in category specifications / Bid / RA document, shall prevail over standard Guarantee / Warrantee period of 1 year stipulated in these General Terms and Conditions.	Request you to update the clause as below - "The Goods/Services supplied under the Contract(s) shall be in accordance with the contract specifications ~~& quality~~ and the Goods shall be brand new and have standard ~~Guarantee/~~Warrantee for 30 days ("Warranty Period") ~~one year period~~ from the date of delivery of Goods/Services. ~~final acceptance by the consignee unless otherwise specified in category specifications, specific Bid / RA, Seller, at the time of listing their product on GeM portal or offering their products against any Bid / RA, may accordingly provide longer Guarantee/Warrantee period (i.e. more than 1 year) and in such case, Guarantee/Warrantee period stipulation made in category specifications / Bid / RA document, shall prevail over standard Guarantee / Warrantee period of 1 year stipulated in these General Terms and Conditions.~~"	Bidder to comply with the RFP terms and conditions.

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1161	10(ii)		GTC Page 24	Notwithstanding the fact that the Buyer or its Quality Assurance Officer may have inspected and/or approved / accepted the said Goods, it is further guaranteed that if during the said guarantee / warrantee period, the Goods be discovered not to conform to the requisite description and quality and/or not giving satisfactory performance or have deteriorated, and the decision of the Buyer in that behalf shall be final and binding on the Seller and the Buyer shall be entitled to call upon the Seller to rectify and/or replace the Goods or such portion thereof as is found to be defective by the Buyer within 7 days. Otherwise, the Seller shall pay to the Buyer such compensations that may arise by reasons of the warranty therein contained. In cases requiring Spares, the Seller guarantees that they will supply Spare Parts, if and when required on agreed basis for an agreed price for a minimum period of three years from the date of expiry of warrantee period (unless otherwise	Request you to update the clause as below - "Notwithstanding the fact that the Buyer or its Quality Assurance Officer may have inspected and/or approved / accepted the said Goods, it is further ~~guaranteed~~ ensures that if during the said ~~guarantee / w~~Warrantee ~~p~~Period, the Goods be discovered not to conform to the requisite description and quality and/or not giving ~~satisfactory~~ reasonable performance or have deteriorated, and the decision of the Buyer in that behalf shall be final and binding on the Seller and the Buyer shall be entitled to call upon the Seller to rectify and/or replace the Goods or such portion thereof as is found to be defective by the Buyer within ~~7 days~~ the Warranty Period. Otherwise, the Seller shall refund the fees paid for such nonconforming Goods ~~pay to the Buyer such compensations that may arise by reasons of the warranty therein contained~~. In cases requiring Spares, the Seller ~~guarantees~~ ensures that they will supply Spare Parts, if and when required on agreed basis for an agreed price ~~for a minimum period of three years from the date of expiry~~	Bidder to comply with the RFP terms and conditions.
1162	11(i)		GTC Page 24	(i) The Goods delivered shall bear the self certified Manufacturer's/Seller's Warranty/Guaranty. Buyer / Consignee shall have the right to inspect the supplied Goods themselves and/or through their appointed agency at consignee's own cost, at Consignee's site(s) after receipt and accept or reject on proper justification any consignment of the Goods received within a period of 10 days (unless otherwise specified in STC or ATC) of receipt of consignment of goods. The date of receipt shall be reckoned from the date of receipt of the Goods as notified in the Provisional Receipt Certificate (PRC) which will be issued online by consignee immediately after receipt of Goods. (ii) In case of Service contract, the Buyer reserves right to reject the same in conformance with the terms and conditions of the agreed Service Level Agreement (SLA). However, such right to	Request you to update the clause as below - "(i) ~~The Goods delivered shall bear the self certified Manufacturer's/Seller's Warranty/Guaranty.~~ Buyer / Consignee shall have the right to inspect the supplied Goods themselves and/or through their appointed agency at consignee's own cost, at Consignee's site(s) after receipt and accept or reject on proper justification any consignment of the Goods received within a period of ~~1~~30 days (unless otherwise specified in STC or ATC) of receipt of consignment of goods ("Acceptance Period"). The date of receipt shall be reckoned from the date of receipt of the Goods as notified in the Provisional Receipt Certificate (PRC) which will be issued online by consignee immediately after receipt of Goods. If no written notification of acceptance or material non-conformance with the Acceptance Criteria is received by Seller within thirty (30) business days from commencement of the Acceptance Period or if the Goods are utilized for purposes other than testing by Buyer/Consignee, Goods shall be deemed accepted by Buyer/Consignee. Criteria for acceptance of Goods as set out in the applicable statement of work.	Bidder to comply with the RFP terms and conditions.

1163	12(i) and (ii)		GTC Page 25	Payments shall be made to the Seller in the manner below: i. For Goods: In case of goods, 100% payment will be released within ten (10) days of issue of consignee receipt-cum-acceptance certificate (CRAC) and on-line submission of bills unless otherwise specified in STC / ATC. ii. For Services: In case of services, 100% payments on the basis of monthly (unless otherwise specified) bills will be paid within ten (10) days of issue of consignee receipt- cum- acceptance certificate (CRAC) and on-line submission of bills unless otherwise specified in STC / ATC.	Request you to update the clause as below - "Payments shall be made to the Seller in the manner below: i. For Goods: In case of goods, 100% payment will be released within ten (10) days of issue of invoice. Delayed payments will carry 1% interest per month unless paid in full. ~~consignee receipt-cum-acceptance certificate (CRAC) and on-line submission of bills unless otherwise specified in STC / ATC.~~ ii. For Services: In case of services, 100% payments on the basis of monthly (unless otherwise specified) bills will be paid within ten (10) days of issue of invoice. Delayed payments will carry 1% interest per month unless paid in full. ~~consignee receipt- cum- acceptance certificate (CRAC) and on-line submission of bills unless otherwise specified in STC / ATC.~~"	Bidder to comply with the RFP terms and conditions.
1164	13		GTC Page 25	All the Goods or Services in the GeM shall be offered on Free Delivery at Site basis including loading/unloading. In respect of items requiring installation, commissioning and other services in the scope of supply (as indicated in respective product category specification / STC / ATC), the cost of the same shall also be included in the offer price.	All the Goods or Services in the GeM shall be offered on Free Delivery at Site basis including loading/unloading. In respect of items requiring installation, commissioning and other services in the scope of supply (as indicated in respective product category specification / STC / ATC), the cost of the same shall also be ~~included~~ excluded in the offer price.	Bidder to comply with the RFP terms and conditions.
1165	14		GTC Page 26	Seller shall indicate the quantity which can be supplied over the specified time period(s). The Seller would offer these details, which would constitute the part of the awarded Contract(s) in the GeM and would make a binding Contract between the Seller & the Buyer. Any modification thereto shall be mutually agreed and incorporated in the Contract. This Delivery Period/Time shall be deemed to be essence of the Contract and delivery must be completed not later than such date(s).	Request you to update the clause as below. We cannot agree to time is of essence, however it shall ensure timely performance and delivery of the Goods and Services. "Seller shall indicate the quantity which can be supplied over the specified time period(s). The Seller would offer these details, which would constitute the part of the awarded Contract(s) in the GeM and would make a binding Contract between the Seller & the Buyer. Any modification thereto shall be mutually agreed and incorporated in the Contract. ~~This Delivery Period/Time shall be deemed to be essence of the Contract and delivery must be completed not later than such date(s).~~"	Bidder to comply with the RFP terms and conditions.

1166	15(ii)		GTC Page 26	For other cases, provided the price trend is not lower, the Delivery Period may be suitably extended for which an amount equal to the Liquidated Damages for the extended period(s) for delay in the supply of the Goods/Services after the expiry of contract delivery period /re-fixed delivery period, shall be recovered from the Seller as mentioned hereinafter for the extended period. No increase in price on any ground after the original/re-fixed delivery date shall be admissible during such extended period(s). Nevertheless, the Buyer shall be entitled to the benefit of any decrease in price on account of reduction in GST taking place during extended delivery period.	Request you to update the clause as below - "~~For other cases, provided the price trend is not lower, the Delivery Period may be suitably extended for which an amount equal to the Liquidated Damages for the extended period(s) for delay in the supply of the Goods/Services after the expiry of contract delivery period /re-fixed delivery period, shall be recovered from the Seller as mentioned hereinafter for the extended period.~~ No increase in price on any ground after the original/re-fixed delivery date shall be admissible during such extended period(s). Nevertheless, the Buyer shall be entitled to the benefit of any decrease in price on account of reduction in GST taking place during extended delivery period."	Bidder to comply with the RFP terms and conditions.
1167	15(iv)		GTC Page 26	If at any time during the continuance of the Contract, the performance in whole or in part by either party of any obligation under this Contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God (but not including negligence or wrongdoing, predictable/seasonal rain) provided notice of happening of such event duly evidenced with documents is given by one party to the other within10 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate the Contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Buyer as to whether the deliveries have	Request you to update the clause as below - "If at any time during the continuance of the Contract, the performance in whole or in part by either party of any obligation under this Contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God (but not including negligence or wrongdoing, predictable/seasonal rain) or any event which is beyond party's reasonable control ("Force Majeure Conditions") provided notice of happening of such event duly evidenced with documents is given by one party to the other within10 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate the Contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the	Bidder to comply with the RFP terms and conditions.

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1168	18		GTC Page 29	Notwithstanding anything contained in this agreement, no party will be liable for any special, incidental or consequential damages arising out of or in connection with this agreement or any breach hereof (including for loss of data or profits, or cost of cover), whether or not such party has been advised of the possibility of such damages, and whether under a theory of contract, tort (including negligence) or otherwise; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation. In no event will either party's aggregate liability arising out of or in connection with this agreement or any breach hereof (whether under a theory of contract, tort (including negligence), warranty or otherwise) exceed the Contract Price entered into the Contract between Buyer and Seller.	Request you to update the clause as below - "Notwithstanding anything contained in this agreement, no party will be liable for any special, incidental or consequential damages, indirect, punitive damages and for business interruption, loss of anticipated savings, loss of goodwill or reputation arising out of or in connection with this agreement or any breach hereof (including for loss of data or profits, or cost of cover), whether or not such party has been advised of the possibility of such damages, and whether under a theory of contract, tort (including negligence) or otherwise; except for liabilities arising out of ~~any violation, misappropriation or~~ infringement of a third party's intellectual property rights~~, or from a breach by either party of its obligation~~. In no event will either party's ~~aggregate~~ total and cumulative liability arising out of or in connection with this agreement or any breach hereof (whether under a theory of contract, tort ~~(including negligence), warranty~~ or otherwise would exceed the average amounts paid or payable by the Buyer to Seller under the applicable statement of work during each consecutive twelve (12) months immediately preceding the first event giving rise to the liability. ~~exceed the Contract Price entered into the Contract between Buyer and Seller.~~"	Bidder to comply with the RFP terms and conditions.
1169	19		GTC Page 30	If the Seller does not perform its obligations within the Delivery Period/Date mentioned in the Contract, the same would constitute the breach of the Contract and the Buyer shall have the right to Cancel or withdraw the Contract for the unsupplied portion after the expiry of the original or re-fixed delivery date or period stipulated in the Contract. Such cancellation of contract on account of non - performance by the Seller would entitle the Buyer to forfeit the performance security besides other actions such as downgrading the Seller's rating or debarment from the GeM for specified period as decided by GeM on merits.	Request you to update the clause as below - "If either party ~~the Seller~~ does not perform its material obligations ~~within the Delivery Period/Date~~ mentioned in the Contract, the same would constitute the material breach of the Contract and if it is not cured within thirty (30) calendar days after receipt of written notice of such breach then a party ~~the Buyer~~ shall have the right to Cancel or withdraw the Contract ~~for the unsupplied portion after the expiry of the original or re-fixed delivery date or period stipulated in the Contract. Such cancellation of contract on account of non - performance by the Seller would entitle the Buyer to forfeit the performance security besides other actions such as downgrading the Seller's rating or debarment from the GeM for specified period as decided by GeM on merits.~~ Buyer shall pay to Seller any unpaid charges and any unrecovered costs incurred in performing all Services and providing any Goods to Buyer up to the effective date of termination and shall also pay for work in progress. Upon the termination of this Agreement by either party, or its	Bidder to comply with the RFP terms and conditions.

1170	20		GTC Page 30	After satisfactory completion of all the obligations under the Contract and release of payments for the goods / services, the transaction shall be treated as closed.	Request you to remove the word "satisfactory" from the current clause, as it is qualitative. We will be driven by the SLA's instead	Bidder to comply with the RFP terms and conditions.
1171	21(iii)		GTC Page 30	Notwithstanding anything contained in the GTC, GeM reserves the right to cancel or annul the registration of any Seller or remove any of the Good/Services listed by a Seller on the GeM Website to comply with any provision of the Applicable Laws and / or Court Orders.	Request you to update the clause as below - "Notwithstanding anything contained in the GTC, GeM reserves the right to cancel or annul the registration of any Seller or remove any of the Good/Services listed by a Seller on the GeM Website to comply with any provision of the Applicable Laws and / or Court Orders. In the event that there are any changes in law or regulations, applicable to this Agreement, including but not limited to changes in Applicable Laws, which adversely affect Seller's ability to render the Services and Goods under any statement of work, the parties shall upon mutual agreement amend the applicable statement of work (using the change order mechanism) in order to enable Seller to render the required Services and Goods in accordance with the laws and regulations as amended at no additional cost to Seller, or to compensate Seller for any reasonable additional costs which it would have to incur in order to comply with the changes to such laws or regulations."	Bidder to comply with the RFP terms and conditions.
1172	23.1		GTC Page 34	Users understand and agree that the GTC, STC and ATC provisions, rights and obligations granted by GeM are nontransferrable or assignable by the User to any third party, without the prior written consent of GeM. If same is permitted by GeM, all the conditions, rights and obligations of the GTC or any on-going STC/ATC shall also be binding upon such third party assignee besides the User.	Request you to update the clause as below - "~~Users~~ Each party understand and agree that the GTC, STC and ATC provisions, rights and obligations granted by GeM are nontransferrable or assignable by the other party ~~User~~ to any third party, without the prior written consent of other party ~~GeM~~. If same is permitted by other party ~~GeM~~, all the conditions, rights and obligations of the GTC or any on-going STC/ATC shall also be binding upon such third party assignee besides the User. Buyer hereby consents to Seller assigning all or some of its Receivables under this Agreement to a third party ("Bank") and Seller is hereby notifying Buyer of such assignment. For the sake of clarity, the term "Receivables" is hereby defined as any amounts due from the Buyer under an invoice raised by the Seller for Services delivered under this Agreement. Further,Buyer acknowledges that Seller may share limited excerpts of this Agreement and other details directly relating to the Receivables on a "need to know" basis with the Bank, subject to appropriate confidentiality undertakings by the Bank."	Bidder to comply with the RFP terms and conditions.

1173	23.2		GTC Page 34	Indemnification: The Seller shall at all time indemnify Buyer against all suits and claims which may be made in respect of the goods/services for infringement of any right protected by patent, registration of designs or trade mark. Provided always that in the event of any claim and suit in respect of alleged breach of patent, registered designs or trade-mark being made against the Buyer, the Buyer shall notify the Seller/ Service Provider of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from. Buyers and Sellers agree to indemnify, defend and hold harmless GeM, its officials, Managed Service Provider (herein after individually and collectively referred to as "indemnified parties") from and against any and all losses, liabilities, claims, suits, proceedings, penalties, interests,	Request you to update the clause as below - "Indemnification: ~~The Seller shall at all time indemnify Buyer against all suits and claims which may be made in respect of the goods/services for infringement of any right protected by patent, registration of designs or trade mark. Provided always that in the event of any claim and suit in respect of alleged breach of patent, registered designs or trade-mark being made against the Buyer, the Buyer shall notify the Seller/ Service Provider of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from.~~ Buyers and Sellers agree to indemnify, defend and hold harmless GeM and the Buyers~~, its officials, Managed Service Provider~~ (herein after individually and collectively referred to as "indemnified parties") from and against any and all direct losses, liabilities, claims, suits, proceedings~~, penalties~~, interests, damages, ~~demands,~~ reasonable costs and expenses (including legal and other statutory fees and disbursements in connection therewith ~~and interest chargeable thereon~~) asserted and finally awarded by the court of competent	Bidder to comply with the RFP terms and conditions.
1174	General		General	Limitation of Liability (LoL)	LoL is not defined. It should be limited to 2 times annual revenue	Bidder to comply with the RFP terms and conditions.
1175	General		General	Liability of the bidder	Bidder should not be liable for direct, indirect, incidental, consequential, special, punitive or exemplary damages	Bidder to comply with the RFP terms and conditions.
1176	14		Canara Bank annexure - Page 41	The subcontract may be accepted only for resources deployed in L1/service desk at Bank's own discretion. If bank desires, the bidder has to deploy their on-roll employees.	Request the Bank to allow Subcontracting for L1 / Service desk and FMS Support	Bidder to comply with the RFP terms and conditions.
1177	Section C - 1		Canara Bank annexure - Page 19	Project Initiation, Detailed Project Plan Submission and sign off - Within 7 days of Acceptance of PO	Post acceptance of PO, bidder will need 1 month for resource mobilization. Hence, all timelines should be calculated post (Acceptance of PO + 1 month)	Bidder to comply with the RFP terms and conditions.
1178	Section C - 1		Canara Bank annexure - Page 19	Transition - Within 3 months	For the given scope, 3 months time period will be very short. Instead, request you to allow 6 months of transition period. Incumbent vendor should also be available at this time	Bidder to comply with the RFP terms and conditions.
1179	Section C - 1		Canara Bank annexure - Page 19	Maintain end-to-end in-scope applications, interfaces, infrastructure & network operations as per Annexure - 2 - Within 3 months	For the given scope, 3 months time period will be very short. Instead, request you to allow 6 months of transition period. Incumbent vendor should also be available at this time	Bidder to comply with the RFP terms and conditions.

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1180	Section 4		Canara Bank annexure - Page 57	In the event of changes in plans of the Bank, Bank reserves the right to alter the quantities for implementing and managing the services as per the scope of work by adding/deleting/substituting the devices/locations from the one specified in the tender at the same rate arrived on the same terms and conditions of this RFP.	Request Bank not to reduce quantities for implementing and managing the services, as commercial agreement with OEMs are based on certain minimum BoM. If there is a reduction in BoQ, there may be escalation in prices of OEMs and its impact has to be taken care of as part of Change Management process	Bidder to comply with the RFP terms and conditions.
1181	Section 9		Canara Bank annexure - Page 38	9.12.Bank at its discretion can remove the resources deployed by giving a notice of 3 months.	This needs to be mutually discussed and agreed between both the parties. Bank cannot unilaterally remove the resources, as it will have commercial impact	Bidder to comply with the RFP terms and conditions.
1182	Section 4		Canara Bank annexure - Page 22	4.SLA and Penalty for Applications, Infrastructure & Network operations	Request Bank to cap overall penalty at a project level to 10% of TCV	Bidder to comply with the RFP terms and conditions.
1183	Section 4		Canara Bank annexure - Page 22	4.SLA and Penalty for Applications, Infrastructure & Network operations	Bidder is not aware of current SLA adherence data, failure of different BoM in last 6 months. Hence, request Bank to allow SLA holiday of 2 quarters post completion of transition phase. Post this SLA holiday period, there should be SLA baselining exercise	Bidder to comply with the RFP terms and conditions.
1184	General		General	Table B and Table J - CBS Support and Allied Applications Support	Request Bank to provide Ticket dump of last 1 year, volumetrics and current team size for helpdesk / support.	Approx. 11 Lakhs tickets were raised during past one year. Bidder to comply with the RFP terms and conditions.
1185	Section 8.1 - 3		Canara Bank annexure - Page 35	Warranty	What is the duration of warranty support for Application and Infra Components? It is not clear from the RFP	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1186	Section 11.1		Canara Bank annexure - Page 59	11.1.The Price offered to the Bank must be in Indian Rupees inclusive of all taxes but Exclusive of GST (CGST/SGST/IGST). The Vendor has to quote the applicable taxes separately in the Bill of Material.	Request Bank to confirm that pre tax amount remains unchanged if tax rates or tax regime changes in future	Base price with reference to Bill of Material remains the same. Applicable Taxes will be paid at actuals.The item value along with GST should be claimed in the invoice and GST will be paid in actuals at our end.
1187	Section 12		Canara Bank annexure - Page 60	12.Order Cancellation/ Termination of Contract 12.1.The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 12.1.1.Delay in delivery of services in the specified period. 12.1.2.Serious discrepancies noted in the inspection. 12.1.3.Breaches in the terms and conditions of the Order.	Parameters given under heading 'Order Cancellation/ Termination of Contract' are all subjective. Request you to quantify this.	Bidder to comply with the RFP terms and conditions.

1188	Section 5		Canara Bank annexure - Page 63	5.Inspection of Records Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected Bidder shall extend all cooperation in this regard.	'Inspection of Records' / 'Right to Audit' should be limited to project scope only	Bidder to comply with the RFP terms and conditions.
1189	Table L		Canara Bank annexure - Page 121	2.A total of 40 technical resources are required with 24 resources in Circle Office, 2 resources in Bandra Kurla Complex (BKC), 2 resources in Manipal and 12 resources in Head office and Head office Annexe.	Request you to allow subcon resources for this requirement	Bidder to comply with the RFP terms and conditions.
1190	Section 8.1,		Canara Bank annexure - Page 35	Implementation Cost payment schedule is given as follows: 1. UAT Sign off - 50% 2. Prod Sign off - 40% 3. 3 months post Prod sign off - 10% This will create major cashflow challenges	Request you to change the payment schedule for implementation cost as follows: 1. Team onboarded - 20% 2. Requirement sign off - 15% 3. Design sign off - 10% 4. SIT Completion - 25% 5. UAT sign off - 20% 6. Go Live - 10%	Bidder to comply with the RFP terms and conditions.
1191	Section 8.3		Canara Bank annexure - Page 36	Customization Cost payment schedule is given as follows: 1. UAT Sign off - 40% 2. Prod Sign off - 50% 3. On successful resolution of all queries - 10% This will create major cashflow challenges	Request you to change the payment schedule for implementation cost as follows: 1. Requirement sign off - 25% 2. SIT Completion - 35% 3. UAT sign off - 25% 4. Go Live - 15%	Bidder to comply with the RFP terms and conditions.
1192	10.2, Page 16		Canara Bank - SOW_29112022 Clause10.2.1	Bidder should implement and manage Bank's on-premises infrastructure including (but not limited to) compute, storage, network, backup, security, database management with the ability to scale up as per the workload requirements as and when required during the contract period.	Is the necessary hardware needed to scale up for higher workload part of the inventory shared? If not, please share the utilization data for all the systems for a typical day and a high workload day to assess the requirement.	Scaling up is not in scope in the initial pahse of the RFP. Selected bidder to suggest for scaling up requiremnent well in advance as deined in RFP, if any, during the contract period. bidder to comply RFP terms and conditions
1193	10.2, Page 17		Canara Bank - SOW_29112022 Clause 10.2.5.15	Produce and maintain installation and configuration diagrams of all installations.	It is assumed that there are existing deployment diagrams and the same will be available for validation as part of transition and further needs to be recreated / maintaines as deemed fit.	The details will be shared with Successful Bidder. Bidder must comply to RFP terms and conditions
1194	10.2, Page 18		Canara Bank - SOW_29112022 Clause 10.2.5.41	Performing mock system failure and then data restoration drills on periodic basis.	Please confirm that the necessary infrastructure (Compute / Storage) is already available as part of the existing inventory for carrying out restoration and validation activities.	Bank will make necessary arrangements.

1195	10.5, Page 41		Canara Bank - SOW_29112022 Clause 10.5.19	Redesigning of network architecture of DC, DRC and NDR as and when required by the Bank during the contract period without additional cost involvement to the Bank.	It is assumed that the current design is in line with all the requirements and no improvemnet activity is being considered for redesign / rework of the Network Architecture. This will be taken only and only if there is a system wide change which necessitates a redesign.	selected bidder to periodically analyze and suggest for any network architecture change for performance enhancements as defined in various clauses of RFP.
1196	2.16, Page 3		Canara Bank - Service Level Agreement (SLA) Clause 2.16.1 Clause 2.16.2	Bidder needs to arrange to replace the existing infrastructure and network device with equivalent or higher configuration in case: 2.16.1. End of Support declared by the respective OEM 2.16.2. Hardware is obsolete	It is assumed that all the inrastructure shared as part of the current inventory is not EOS for the duration of this support as defined by the OEM. In case such EOS details are registered during transition, the HW shall be replaced with cost to the Bank.	In case of EOS during transition phase, Bank will replace the devices at own cost. Further refer clause 3.17 (page 22 of 139) - It is Bidder's responsibility to inform the Bank about EOS, EOL and all other associated licenses for infrastructure and Network at least 1 year prior to the end date. Failure to which the devices shall be procured and implemented at the Bidders own cost.
1197	Page 106, Canara Bank Annexure		Annexure-16, Table J	Core Banking Support	It is mentioned that there are 50 resources supporting L2 and L3. Can you please provide a split of L2 and L3 resources across the 4 Oracle Applications in scope	Refer corrigendum
1198	Page 106, Canara Bank Annexure		Annexure-16, Table J	Core Banking Support	It is mentioned in the footnote that "all L3 Resources for above table shall be from the respective OEM (OFSS)." Is the expectation that Infosys subcontract the L3 effort to the OEM	Refer corrigendum
1199	Page 106, Canara Bank Annexure		Annexure-16, Table J	Core Banking Support	We could not find the scope of activities covered under L2 and L3 in the RFP. Can Canara Bank please clarify what activities are in scope for L2 and L3 respectively.	refer Annexure-2 SOW point 10.8
1200	Page 106, Canara Bank Annexure		Annexure-16, Table J	Core Banking Support	Can Canara Bank provide Version details on the Oracle Applications in scope (Oracle Flexcube, OBTR, OBDX)	Refer Annexure 2- SOW
1201	Page 106, Canara Bank Annexure		Annexure-16, Table J	Core Banking Support	Can Canara Bank provide details on the customizations done for the Oracle Applications	The Bank issued approximately 300 change requests for the year 2020 and 2021 respectively. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1202	Page 106, Canara Bank Annexure		Annexure-16, Table J	Core Banking Support	The Table Column reads "Minimum Resources (L2 & L3)". So, is 50 the minimum number of resources or actual resources required ? What is the maximum resources required ?	Bidder should independently arrive at the sizing and deployment plan to meet the RFP requirements (as per scope of work and SLAs defined in Section (C) adhering to the minimum resource deployment level). Please refer clause 9.13 under onsite resources and support
1203	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Pls provide details of current IT service model in place and what are current pain areas. Kindly elaborate on possibilities of improving managed IT service delivery	The details other than as mentioned in RFP will be shared with the Successful Bidder.
1204	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Kindly consider changing the evaluation criteria of the RFP with more emphasis / scoring towards transformation of conservative IT service model eventually improving overall efficiency of IT services delivery and fully aligning IT to business objectives of the Bank.	Bidder to comply with the RFP terms and conditions.

1205	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	What business objectives are not met by IT service delivery currently ? Is there any roadmap or blueprint of future IT service delivery in place ? Are economies of scale will come into consideration for IT service delivery transformation, if yes what will be the criteria for the IT service delivery transformation	Bidder to comply with the RFP terms and conditions.
1206	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Kindly consider transition period of six months, with first three months for KT and next three months for shadow support. Such a complex and critical project cannot be tranistioned in three months time.	Bidder to comply with the RFP terms and conditions.
1207	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Does Canara Bank has a roadmap for cloud migrations. Does some Non-Prod workloads will be migrated to cloud in near future? Pls confirm.	Bidder to comply with the RFP terms and conditions.
1208	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Pls provide the existing transition plan of the incumbent, what will be role and responsibilities of incumbent to hand over a fully functional and supported IT landscapce, what will be role and responsibilites of Bank team in making transition successful	Bank will facilitate in making transition sucessful.
1209	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	What will be scope of supplier for cloud migrations ? Will it be considered in the category of one time special projects or will be part of managed services only.	Bidder to comply with the RFP terms and conditions.
1210	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	It is industry practise to provide SLA holiday of two quarters in such complex transitions while new SI takes over entire operations, the operational SLAs should be relaxed for atleast two quarters after the transition completes. The first two quarters may have teething issues and this should be acknowledged and documented in fairness to all parties involved. Kindly consider.	Bidder to comply with the RFP terms and conditions.
1211	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Pls clarify if any proposed transformation of IT Services Delivery will be considered as part of T&M Model leveraging Change request mechanims, Can successful bidder propose the transformation before the start of Ongoing support SLAs. Does Bidder needs to include the seperate proposal for transformation including the CAPEX for supply of hardware, software, design/architecture/one-time implementation services or it should be part of overall managed services proposal or transformation will be considered post awarding the contract ?	Bidder to comply with the RFP terms and conditions.
1212	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	What will be the evaluation criteria for transformation proposals, will it be based on TCO or levels of transformation being proposed to improve the overall Managed IT service delivery.	Bidder to comply with the RFP terms and conditions.
1213	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	What is Bank's policy on Tech refresh of infrastructure devices deployed in DC, DR and remote location. What is Product Lifecycle management for various devices. How often devices are replaced.	The details other than as mentioned in RFP will be shared with the Successful Bidder.
1214	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Pls also provide addresses of Datacenters /remote locations where resources needs to be deployed.	Bangalore and Mumbai Refer Annexure 16 for further details

1215	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Can it be considered that all Infrastructure components installed in the Datacenters will be having OEM Warranty support by default. Does bidder need to provide managed services on top of OEM support / warranty services. Does bidder still need to consider AMC for OEM backed devices with additional spares etc.	Devices are under warranty/amc support through SI and SI has back to back arrangemnt with OEM. Bidder has to maintain SLA for device, therefore bidder has to enter into suitable back to back arrangement with OEM.
1216	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Pls clarify, how many years of warranty support is considered by bank while procuring new Infrastructure components / Hardware / Software.	Warranty support is based on criticality of the application/infra
1217	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Pls clarify, if bidder need to provide managed services on top of OEM support / warranty services. Pls provide details of SLAs comitted by respective OEMs. Does bidder still need to consider AMC for OEM backed devices with additional spares etc.	Devices are under warranty/amc support through SI and SI has back to back arrangemnt with OEM. Bidder has to maintain SLA for device, therefore bidder has to enter into suitable back to back arrangement with OEM.
1218	Section 5- Customizations/Change Request , Page 8		Annexure 2 - Scope of Work	**5.1.** The Bidder should submit a change request approach during submission of Technical Bid.	Pls clarify if Bidder can propose the list of activities / tasks that should be considered under the ambit of change management mechanism.	Refer 5.2 &5.4 in the Annexure 2- SOW
1219	Section 5- Customizations/Change Request , Page 8		Annexure 2 - Scope of Work	**5.2.** A total of 12,000 Man days equivalent of change requests for in-scope Allied applications, Interfaces, hardware, and new tools shall be provided by the Bidder as per BOM and will be considered as part of TCO analysis of the Bidder's response. The Bank shall pay the same unit rate on pro-rata basis for any additional man days during the contract period.	Pls clarify how 12,000 man days has been considered, if more mandays are required for various acitivites during the contract period, Bank shall consider the same on mutual terms, pls consider 12,000 as minimum but actual can be more or less. Kindly consider.	Bidder to comply with the RFP terms and conditions.
1220	Section 5- Customizations/Change Request , Page 8		Annexure 2 - Scope of Work	**1.4.** The Bidder should provide cost for a total 16,000 Man days equivalent of change requests for CBS applications as per BOM.	Pls clarify how 12,000 man days has been considered, if more mandays are required for various acitivites during the contract period, Bank shall consider the same on mutual terms, pls consider 12,000 as minimum but actual can be more or less. Kindly consider.	Bidder to comply with the RFP terms and conditions.
1221	Section 5- Customizations/Change Request , Page 8		Annexure 2 - Scope of Work	**1.5.** The Bidder must quote the unit costs (man day charges) for the Change Requests. This quote would be valid for the entire contract period.	This clause is not as per industry best practices, rate card / man day charges should be revised on periodic basis, pls consider revising this clause by allowing bidder to revise rate card atleast once in two years based on standard industry terms. Pls consider.	Bidder to comply with the RFP terms and conditions.

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1222	Section 5-Customizations/Change Request , Page 8		Annexure 2 - Scope of Work	**1.6.17.** During the contract period, in case of relocation of any of the devices, the scope of work of the Bidder should include but not limited to decommission/uninstall/unmount such devices from current location and commission/reinstall/mount at the new location at no extra cost to the Bank including transportation/incidental costs. The Bidder is required to get prior approval of all the project plans and process from the Bank before commencement of the project. Bidder must follow change request management system put in place by the Bank before making any changes in the environment. The Bidder is responsible to notify the Bank about any updates, patches, and upgrades for the solution as and when released by the OEM, after taking approval from the Bank. Bidder must ensure installation of the updates, patches, signatures, version upgrades and any other upgrades for the solution as and when released by the OEM during the contract period at no additional cost to the Bank.	It is understood that any new changes / relocations / new deplouyment / fresh implementations / tech refresh shall be governed by change request mechanism, all these activities will not be considered as Business as Usual activities, these activities will not be part of managed services. Kindly clarify.	Refer corrigendum
1223	Section 5-Customizations/Change Request , Page 8		Annexure 2 - Scope of Work	**1.6.18.** All Change requests implemented by the Bidder is subject to Acceptance **testing by the Bank.**	Pls specify the Acceptance criteria that shall be considered by bank and can bidder specify a deemed acceptance criteria in case Bank team is not able to provide acceptance due to reasons not specified.	Refer to section 7 UAT under Scope of Work. The details other than as mentioned in RFP will be shared with the Successful Bidder. Bidder to comply with the RFP terms and conditions.
1224	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	**1.4.** If the Hardware/Software supplied/taken handover by the Bidder is to be replaced permanently, then the Bidder shall inform the Bank well 6 months prior to replace the respective equipment failing which the Bidder will be liable for penalty as per this RFP document furnished elsewhere.	It is understood that cost of any replacement of Hardware/Sofwtare is not in scope of this RFP, bidder will provide the technical details / BOM of hardware/software to be replaced and the cost of this procurement will be paid by bank to bidder through a change request. The implementation effort for new hardware will be considered as part of man days considered for change request.	Bidder to comply with the RFP terms and conditions.
1225	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	**1.5.** The Bidder must inform the Bank at least 6 months in advance in case of expiry of AMC/Warranty/ATS for the components but not limited to hardware, software, application, and licenses failing which the Bidder will be charged for the penalty mentioned as per this RFP document furnished elsewhere.	AMCs / ATS / Warranty for Hardware and Software items not considered or not included in this RFP will be through change request and Bank will pay for it seperately. Kindly clarify.	Please refer Annexure-23, 9 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.

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1226	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	1.7. Bidder should co-ordinate warranty repair or replacement service for the Hardware and process warranty claims, as applicable with respective OEM.	In case OEM's selected by Bank is not meeting the desired SLA's, bidder should be exempted for any breach of SLA's and subsequent penalties. Kindly clarify.	Bidder to comply with the RFP terms and conditions
1227	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	1.8. Bidder should replace the existing hardware device with equivalent or higher configuration incase the existing hardware device is End of Support (EOS) by the respective OEM and/or the respective hardware is obsolete. Bidder should maintain the record of End of Life (EOL) & End of Support (EOS) of all hardware inventory & should inform Bank 1 Year in advance for hardware replacement. Bidder should provide detailed requirement and associated BOM.	What is approach for EOL/EOS devices ? Will it be replaced by Canara Bank at its own cost.. How will cost for additional services for new IT projects / new sites will be considered, will it be through the rate card /T&M Model or new price discovery will be considered ?	EOL/EOS devices will be replaced by Bank. Bidder should maintain the record of End of Life (EOL) & End of Support (EOS) of all hardware inventory & should inform Bank 1 Year in advance for hardware replacement. In case, bidder fails to bring to bank's notice about EOL/EOS of device, bidder will replace the device at their own cost.
1228	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	1.14. For any new hardware procurement through the Bidder, the Bidder should track, and report observed Mean Time Between Failures (MTBF) for Hardware. If during the warranty period, any hardware items/component fails on three (3) or more occasions in 6 months, such hardware items/components shall be replaced immediately by equivalent / superior new hardware items by the Bidder at no additional cost to the Bank.	This clause shall be applicable for only hardware supplied by the bidder through a change request, bidder shall be responsible for hardware procured by bank directly or through a thrid party. Pls clarify	Bidder to comply with the RFP terms and conditions
1229	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	1.15. For existing hardware, Bidder shall track, and report observed Mean Time between Failures (MTBF), however if during the warranty period, any hardware items/component fails on three (3) or more occasions in 6 months, Bidder has to co-ordinate with existing SI (System Integrator) and/or OEM to get the necessary actions done until resolution.	Any impact of bidder's SLA's due to inaction from existing OEMs / System Integrator should be relaxed and bidder shall not be penalised for inactions of other parties. Pls clarify	Bidder has to co-ordinate with existing SI (System Integrator) and/or OEM to get the necessary actions done until resolution. Bidder to comply with the RFP terms and conditions

1230	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	**1.17.** Defect Liability - In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and/or not in accordance with the requirement, and/or do not achieve the guaranteed performance as per the requirement, within the warranty and AMC period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the Bank without prejudice to other remedies as may be available to the Bank as per RFP terms.	This clause shall be applicable for only hardware supplied by the bidder through a change request, bidder shall be responsible for hardware procured by bank directly or through a thrid party. Pls clarify	Bidder to comply with the RFP terms and conditions
1231	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	**1.18.** The Bidder should procure, supply & manage AMC/ATS for all the hardware/software inventories whose warranty will get expired during the contract period. Bidder shall refer Annexure-23 for existing hardware inventory.	Existing hardware inventory doesn't have all details, kindly provide complete inventory Details (location-wise) of existing IT infrastructure with make, model, serial number, date of purchase, Warranty /AMC status with OEM. Kindly provide details for all types of devices for all locations that will be covered as part of the scope.	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1232	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	**1.19.** The Bidder is responsible for taking ownership/SoW of existing hardware inventories post expiry of warranty, ATS & AMC from the existing Vendor/SI/OEM. Refer Annexure- 23 for existing ATS, AMC & Warranty details.	It is a well-known fact that nothing ages quite as quickly as technology.Aging infrastructure also brings with it risk - in terms of potential failure , Decrease in performance and productivity. As part of this contract, does Bank intents to replace all ageing infra components for a better productivity and efficiency. Pls clarify if this transformation / replacement can be taken up post award of contract through a change request mechanism.	Bidder to comply with the RFP terms and conditions.
1233	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	We understand DC and DR facilities are operational, it is understood that managed services for Non-IT components like Generators, UPS, Cooling equipment etc is not in scope of the bidder, and facilities management of DC and DR sites is also not in scope of the bidder. Pls clarify. Pls provide complete details of DC and DR sites.	Engagement and responsibility of Bidder will be as per the scope of RFP. Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1234	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Bidder should be allowed to vist/access the DC, DR and remote location sites for the purpose of site survey and to assess/understand the requirements properly. This will level the playing field, as all these information should be already available with the incumbent.	Bidder to comply with the RFP terms and conditions.
1235	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Pls provide complete inventory of all equipment with make, model, data of purchase and date of AMC expiration. Pls clarify on Bank's policy about Tech Refresh of ageing Infrastructure.	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1236	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	It is understood that all consumables like Toners, Inks, printing Paper and other stationery is not in the scope of the bidder, it will be responsibility of Bank. Pls confirm.	Consumables are out this RFP scope. Bidder to comply with the RFP terms and conditions.

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1237	9.1 Warranty & AMC/ATS Support, Page 13		Annexure 2 - Scope of Work	General	Pls also confirm on backup tapes, it will be provided by Bank IT team.	yes, understanding is correct. Bidder to comply with the RFP terms and conditions.
1238	5.1 Existing Landscape Page 14		Annexure 2 - Scope of Work	Details	Please share the number of Third Party Vendors.	approx 60 as on date. Bidder to comply with the
1239	General		Annexure 16 - Scope of Work	Resource Requirement	We assume that the resource requirement numbers are approximate and bidder has to submit overall fixed price bid for entire scope.	Please refer Section C point 9 of RFP onsite resources and support Bidder to comply with the RFP terms and conditions.
1240	General		Annexure 16 - Scope of Work	Resource Requirement	Please waive subcon criteria and allow us to have 3rd party vendors for L2 and L3 as well with end ownership of SI..	Bidder to comply with the RFP terms and conditions
1241	Page 37		9.Onsite Resources and Support	9.1 intermediary network of agents, etc. as part of 9.2 engaged in the project, etc. and shall 9.4 engagement of employees, agents, etc. of the Bidder	Term "etc" is ambiguous. Should be replaced with specific term and scope.	Refer corrigendum
1242	Page 23		4.SLA and Penalty for Applications, Infrastructure &	4. Transition - The transition activities should include all the in-scope applications, interfaces, infrastructure, and network mentioned in the scope of work (Annexure 2) or elsewhere mentioned in the RFP	Clause "or elsewhere mentioned in the RFP" is unclear. Need to specify the sections to define Transition scope.	Bidder to comply with the RFP terms and conditions
1243	Page 19		1.Project timeline	End to end smooth transition to the satisfaction of the Bank	Need clarity on "satisfaction of the Bank"	Satisfactory services refers to compliance of RFP terms and conditions and acceptable to the bank. Bidder to comply with the RFP terms and conditions
1244	Page 136		Annexure-27	formation Security Compliance	Since it refers to software to be supplied to be free of malware, free of any obvious bugs and free of any covert channels in the code, such compliance can be provided by the OEM and not by the bidder. Request you to change the authorization of this Annexure to OEM from the bidder	Bidder to comply with the RFP terms and conditions
1245	Page 106, Canara Bank Annexure		Table B	Please note that all 9 Resources for above table shall be from the respective OEM	This Table B consists of L2 and L3 support resources. As per our understanding, only Product support (L3) needs to be provided by OEM resources and L2 support can be provided by bidder. Please confirm	Refer corrigendum
1246	Scope of work, Section 2.1, Page 3		In-scope allied applications		Following list of applications from vendor i-exceed is present in "Scope of Work":- 1) Canara Diya 2) CPH 3) Tab Banking. Based on the discussion with the vendor contact shared by the bank, following applications were identified over and above the aforementioned applications 4) Branch Portal 5) Can D KIOSK Please confirm on the in-scope application list under i-exceed	Bidder to comply with the RFP terms and conditions

1247	Annexure 25 - Technical requirements		Tab - IPAM, S/N 14		Please clarify on the requirement of moving IP addresses from one subnet to another, copy records from one subnet or subdomain	Proposed solution should have the capabilities as mentioned in RFP.
1248	Annexure 25 - Technical requirements		Tab - ITSM	Ability to easily identify the affected Change Incidents (CIs) whenever a change is made to a particular CI.	We understand that 'CI' is 'Configuration Items' and not 'Change Incidents'. Kindly confirm whether our understanding is correct.	Refer corrigendum
1249	Annexure 25 - Technical requirements		Tab - ITSM	The ability to send approval requests several times and to store multiple instances of approvals. The ability to reset approval status, resend approval requests and history logged of approval requests.	As standard, approval is referred back or resend to previous approval or requester, please explain what is meant by reset approval status?	Proposed solution should have the capabilities as mentioned in RFP.
1250	Annexure 25 - Technical requirements		Tab - ITSM	Discovery capabilities for service dependencies highlighting potential impact if a service is added, modified or deleted.	Discovery Engine will discover CI's however please clarify if the service dependency or relationships to be auto populated or it can be mapped manually to highlight the potential impact .Please clarify.	Proposed solution should have the capabilities as mentioned in RFP.
1251	Annexure 25 - Technical requirements		Tab - ITSM	The tool must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. The configuration level backup for the endpoints & active infrastructure components to be stored on required infrastructure.	Please clarify on the expectation as this requirement is mix of NCM solution and CMDB Auto Mapping	Proposed solution should have the capabilities as mentioned in RFP.
1252	Annexure 25 - Technical requirements		Tab - ITSM	Ability to auto discover CIs in the environment. Ability to do automated dependency mapping.	Please provide number of Assets/CI to be discovered and type of devices to be discovered ? Please provide number of devices for which automated mapping or relationship mapping is required	Please refer Annexure-23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1253	Annexure 25 - Technical requirements		Tab - ITSM	Ability to perform software license management including automated notification of license expiration and noncompliance and reporting, tracking and auditing.	As the mentioned points in technical specification are related to Software asset management and compliance, request you to confirm whether Bank is using any existing Asset management solution and the expectation is to integrate with the same?Please also confirm whether REST APIs will be made available for integration; if no then kindly help us with the list of software for which the Software license management and compliance is required.	Yes, Software Asset management isalso part of this RFP. Bank is currently using solution from Brainotix. The details other than as mentioned in RFP will be shared with the Successful Bidder. Bidder to comply with the RFP terms and conditions.
1254	Annexure 25 - Technical requirements		Tab - ITSM	The proposed solution should have the ability to graphically design process workflows such as automatically triggering a discovery scan, through an ITSM request, or automating a package deployment or patch analysis job, through a self-service request in ITSM solution	• How many applications are planned to be integrated into the available orchestration use cases? • Any identified complicated organization tasks through orchestration with an example • Please share the number of use cases and its workflows for orchestration which are required to be considered during implementation	Proposed solution should have the capabilities as mentioned in RFP.
1255	Annexure 25 - Technical requirements		Tab - ITSM	Ability to automatically approve releases when all approvals are returned approved, and communicate with appropriate parties regarding the approval.	Please clarify what is expected from "Ability to automatically approve releases when all approvals are returned approved". What is expected from returned approvals?	The RFP clause states that once all the approvals from respected stakeholders are in place the relase should automatically get triggered. This will depend upon the criteria which is set for automatically approving a release. (Change managers/approvers)

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1256	Annexure 25 - Technical requirements		Tab - ITSM	Ability to be automatically notified when the status of a change associated with a release changes status.	Please clarify which is the persona expected to be notified here? Is it Requestor of CR? Analyst of CR? Requestor of Release etc. Once clarified we can share inputs.	Yes,Relevant requestor/owner needs to be notified. Bidder to comply with the RFP terms and conditions.
1257	Annexure 25 - Technical requirements		Tab - ITSM	Ability to identify and control a release package.	Please clarify that is the intent for a release package? How different it is from regular Release record.	Proposed solution should have the capabilities as mentioned in RFP.
1258	Annexure 25 - Technical requirements		Tab - ITSM	Ability to define Release Windows (show conflicts that impact when Releases can be scheduled). Ability to create and publish a Master Release Schedule.	Please clarify if this featurecan be leveraged here to achive the requirement as Change Record is linked to Release records. Please clarify that is the intent for a master release plan? How different it is from regular Release record.	Yes, the feature can be leveraged here to achieve the requirement. Bidder to comply with the RFP terms and conditions.
1259	Annexure 25 - Technical requirements		Tab - ITSM	Monitor the environments under scope to identify : 1. changes in software installations and business services/applications. 2. removal of software/applications. 3. unauthorized software installations as compared to an existing software white-list. 4. changes to databases. 5. Privilege assignment, modification and deletion, with respect to active directory, database, business services/application, networking equipment, firewall devices, web servers & applications, IP telephony systems and infrastructure devices/equipment. 6. Changes in firewall rule-base and configurations. 7. Configuration & routing table changes in networking devices.	These points are related to Infra and App Monitoring and not ITSM. Request for clarification	Bidder to comply with the RFP terms and conditions.
1260	Annexure 25 - Technical requirements		New Tools	Sizing	Please provide the total number of concurrent users, Service desk agent and total number of end users?	Refer corrigendum
1261	Annexure 25 - Technical requirements		New Tools	Sizing	Do we need to propose the new discovery tool? Please provide list of integrations for incident, CMDB, Monitoring, Discovery, ITSM.	Asset management is part of this RFP. Bank is currently using solution from Brainotix. The details other than as mentioned in RFP will be shared with the Successful Bidder.

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1262	Annexure 25 - Technical requirements		Tab - SAMS	1. The proposed solution must have capability to discover and monitor background jobs/batch processes triggered in applications/OS/DB and able to pin point the failed jobs/processes that may have contributed in service outage. 2. The proposed solution must have capability to provide RCA identification with business affected alarms correlation (inter-domain and cross-domain correlation) to give end to end visibility of the request flow in The proposed solution. 3. Should provide information at the blockages in requests processing	Can Bank provide sepecifc requireements and use cases.	Proposed solution should have the capabilities as mentioned in RFP.
1263	Annexure 25 - Technical requirements		Tab - SAMS	Tool should have capability to define custom kpi as required by bank	Need to know more details on custom KPIs and list of KPI's	Proposed solution should have the capabilities as mentioned in RFP.
1264	RFP Section 13.1		Transition Plan	Bidder should complete the transition of in-scope Allied Applications, Interfaces, CBS applications, Infrastructure and services within 3 months or mutually agreed with the Bank.	Please clarify if the bidder can propose a different duration for transition and what mechanism can be used for mutual agreement between Canara Bank and bidder.	Bidder to comply with the RFP terms and conditions.
1265	Section H Annexure 1 Eligibility Criteria for Bidders Sl. No. 7 / Page no 76 of 139		The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Infrastructure/Network (Branch/Office or Bank) in at least 1 SCB/NBFC/SFB/Global Banks having minimum of 1500 branches in the last 7 years.	The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Infrastructure/Network (Branch/Office or Bank) in at least 1 SCB/NBFC/SFB/Global Banks having minimum of 1500 branches in the last 7 years.	Please clarify, if this condition applies for SAMS and other Tools also as a Partner OEM, i.e. the proposed SAMS tool should have been managing minimum 1 core and 2 allied applications and On-premises Infrastructure in atleast 1 Bannk with minimum 1500 branches in the last 7 Years.	This is applicable only for the Lead bidder and Bidder partner. Not applicable for OEMs of New Tools.
1266	Section H - Annexure 25 - Technical Requirements - SAMS (Excel Attachment - Technical Requirements) / Page no 133 of 139		SAMS - Technical Requirement - Point No 25	The proposed solution should be capable of sending alert notifications as desired by Bank:- 1. To Bank's Email system. 2. To Bank's SMS gateway. 3. Or any other mode or channel.	Please clarify what are the exact other mode or channel on which bank is expecting alerts notifications to be sent, current statement is open-ended and difficult to commit.	Alert notificiations to be sent as mentioned. Any other mode will be integrated if bank implements in future with mutual deliberations.
1267	Section H - Annexure 1 - Eligibility Criteria for Bidders - Point no. 1 in the table / Page no 74 of 139		Eligibility Criteria for Bidders - Point No 1	The Bidder (including its partner, if permitted) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Is the local content certificate needed only for the Bidder (and Bidder Partner, if any) or do we need to collect this from all OEMs?	Bidder and Partner if any

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1268	Section H - Annexure 1 - Eligibility Criteria for Bidders - Point no. 2 in the table / Page no 74 of 139		Eligibility Criteria for Bidders - Point No 2	The Bidder (including its partner , if permitted) should not be from a country which shares a land border with India unless the Bidder is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means: (Details of points a to g can be referred in the RFP documents)	Is the land border declaration needed only for the Bidder (and Bidder Partner, if any) or do we need to collect this from all OEMs?	Land Border declaration to be submitted by the bidder as well OEM in respect of the proposed solutions as per RFP.
1269	Payment terms, Section 2.3, Page 3		Customization Charges		The payment milestones are more towards the completion of the customization / CR. Request to change the milestone to the following; Mobilization - 10% Requirements and design off - 20% Build and UAT sign off - 30% Go-Live - 30% Post acceptance after 3 months - 10%	Bidder to comply with the RFP terms and conditions.
1270	Payment terms, Section 2.2.2, Section 2.5 and section 2.6		2.2.2 - AMC/ATS Payment 2.5 - Miscellaneous cost 2.6 - Support cost for CBS, Allied applications, New Tools, Infrastructure, Network and Helpdesk.		Request to change the billing term for AMS, Training, Support cost for CBS, Allied applications, New Tools, Infrastructure, Network and Helpdesk to monthly in advance instead of quarterly in arrears. Penalties, if any, can be adjusted in subsequent month's bills.	Bidder to comply with the RFP terms and conditions.
1271	Payment terms, Section 2.4, Page 4		Transition Cost - The Bank shall pay transition cost after completion of transition on the basis of actual resource deployed during transition phase		BOQ does not include any heading to include the Transition cost. Should we include this as an additional heading/Other costs	Refer corrigendum
1272	Payment terms, Section 2.6, Page 4		Support cost for CBS, Allied applications, New Tools, Infrastructure, Network and Helpdesk		RFP clause says that the Bank shall pay the payments related to the minimum resource count. Does this mean that billing will be based on minimum committed FTEs and not fixed price? We are assuming that additional resources (above minimum resource count) can be billed separately. Please clarify the same.	Refer Section C , Point 9 : Onsite resources and support Refer corrigendum Bidder to comply RFP terms and conditions
1273	Section H - Annexure 16 - Resource Requirements / Page no 106		Resource Requirements - Annexure 16	In Annexure 16 we need a clear list of roles where resources should be provided by respective OEMs. Note: On page 106 of the RFP it is written "Please note that all 9 Resources for above table shall be from the respective OEM." - however the resource count in the above table is not 9	Is the local content certificate needed only for the Bidder (and Bidder Partner, if any) or do we need to collect this from all OEMs?	Bidder and Partner if any
1274	Annexure 12		Proformaa for PBG		Request Bank to open to changes suggested by Issuing Bank.	Bidder to comply with the RFP terms and conditions

1275	Annexure - 23 Existing Hardware Inventory				Is spine switch being used to connect two Exadata racks?	No , as on date. Bidder to comply with the RFP terms and conditions.
1276	Annexure - 23 Existing Hardware Inventory				How many Exadata racks are running: 1. Business critical databases 2. Production databases 3. non-production databases	Please refer Annexure-2, 23, 24 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1277	1. Bid Schedule Page #2		8. Last Date and Time for Submission of Bids	8. Last Date and Time for Submission of Bids - 4th January 2023, 3:00 PM	Considering the complication of solution involved, Bidder requests minimum 4 weeks' time from date of publishing of pre-bid queries' response inorder to provide for sufficient time to put together the solution.	Bidder to comply with the RFP terms and conditions.
1278	Annexure 2 SOW 10.1.1 .Service Desk- Page no 14		Service Desk	The Bidder should set up Level 1 (L1) Service desk at the Banks' premises to provide support 24X7X365.	Does bidder expected to support EUS user support through Service desk or limited to in scope DC/ DR/ NDR infrastructure & Apps?	The Bidder should perform End user (Branch user) support. Bidder to comply with the RFP terms and conditions.
1279	5.0 SLA & penalty ; Page -15		SLA & penalty	Total penalty per year during the contract period shall not exceed more than 20% of the annual pay-out.	We request that the liquidated damages and SLAs be capped at 5%: "Bidder requests for Liquidated Damages, Penalty to be capped to 5% of Annual payments".	Bidder to comply with the RFP terms and conditions.
1280	General SLA terms and Terminologies 3.8.3 .Page no 21		General SLA terms and Terminologies 3.8.3	The Bidder is expected to provide an appropriate data replication strategy and technology recommendation to replicate data between DC, DR and NDR.	What is the current BCP solution used by bank?	Sanovi DRM is being used currently for critical applications. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1281	General SLA terms and Terminologies 3.21 Page no 21		General SLA terms and Terminologies 3.21	The Bidder should perform periodic audits every month to measure license compliance against the number of software licenses being used out of total licenses procured & are consistent with the terms and conditions of License agreement.	Bidder seeks clarity does bank use any SW/ tools to track the SW licenses expiry and compliance.	Bank is using Brainotix for discovery of assets. Details of assets will be shared with the succesful Bidder. Bidder to comply with the RFP terms and conditions.
1282	General SLA terms and Terminologies 3.22 Page no 21		General SLA terms and Terminologies 3.22	Bidder must ensure that AMC and ATS will start immediately after the completion of warranty phase of Hardware/ software devices during the entire contract period.	Bidder seeks clarity what is the scope of SI for EOS EOL HW & SW.	Please refer Section 9 Page 13 of SOW along with the refered query. Bidder to comply with the RFP terms and conditions.
1283	General SLA terms and Terminologies 3.16 Page no 22		General SLA terms and Terminologies 3.16	Bidder needs to arrange to replace the existing infrastructure and network device with equivalent or higher configuration in case: 3.16.1.End of Support declared by the respective OEM 3.16.2.Hardware is obsolete 3.16.3.Hardware failure/faulty/wear and tear (replacement by bidder, if supplied by the bidder)	Bidder seeks clarity that does supply of of new infrastructure ,licenses is part of this RFP for EOS EOL HW/ SW.	No. Bidder to inform well in advance to bank as per terms and conditions of RFP and propose refresh/replacement.

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1284	C. Deliverables, Service Level Agreements (SLA's) & Penalties Page No. 23		4. SLA and Penalty for Applications, Infrastructure & Network operations	4. Penalties: INR 25,00,000 per calendar week delay post completion of transition due date and part thereof. Maximum Capping: 50% of the transition payout post 30 calendar day delay of the transition phase.	Bidder requests that the penalties levied shall be a percentage of the delayed services and shall be subject to a maximum cap of 3% of the delayed services. Also, the penalty may be recovered from the bidder at the end of the contract and not deducted from the bidder from its invoices.	Bidder to comply with the RFP terms and conditions.
1285	C. Deliverables, Service Level Agreements (SLA's) & Penalties Page No. 34		7. Payment Terms	7.8. Payment of support/services will be done as per calculation of the uptime and after deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP. In case of any dispute arising against the claim of payment, it is Bidders' responsibility to submit a relevant proof of confirmation for the activity performed. The Total penalty per year during the contract period shall not exceed more than 20% of the annual payout. If it exceeds, Bank at its discretion may terminate the contract as mentioned elsewhere in RFP.	Bidder requests to limit penalty to 10% of annual payout.	Bidder to comply with the RFP terms and conditions.
1286	C. Deliverables, Service Level Agreements (SLA's) & Penalties Page No. 34		8. Payment Schedules	8.1 License and Implementation Cost of New tools (ITSM, IPAM, SAMS, Capacity Management, Patch Management)	Bidder requests for following payment terms: 1. 80% on Delivery & Power-on of Hardware 2. 20% on successful commissioning and installation of Hardware (including OS/Hypervisor (if any)).	Bidder to comply with the RFP terms and conditions.
1287	C. Deliverables, Service Level Agreements (SLA's) & Penalties Page No. 34		8. Payment Schedules	**8.6 Support cost for CBS, Allied applications, New Tools, Infrastructure, Network and Helpdesk.** The Bank shall pay the payments related to the minimum resource count quarterly in arrears within thirty (30) days from the date of submission of invoices with adequate and correct/undisputed supporting documents and after deducting the applicable penalty as defined under the Penalty section.	Bidder requests for monthly payment term in arrears.	Bidder to comply with the RFP terms and conditions.
1288	C. Deliverables, Service Level Agreements (SLA's) & Penalties Page No. 39		11. Exit Option	11.3. Any other situation, which warrants cancellation of the contract, which may otherwise adversely affect the interest of the Bank.	Bidder requests deletion of this clause and payments to be made to the Bidder for all services and deliverables rendered up to effectve date of termination.	Bidder to comply with the RFP terms and conditions.

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1289	C. Deliverables, Service Level Agreements (SLA's) & Penalties Page No. 40		12.1 Exit Management	12.1.11. In case of termination, the exit management period will start from effective date of termination, or such other date as may be decided by Canara Bank and communicated to the Bidder.	Bidder requests that the termination under this clause may be exercised by Canara Bank only in case of a material breach and not any breach. Bidder requests that any transition services performed by the bidder after the termination shall be at additional charges that may be charged by the terminated bidder. Bidder requests knowledge transfer to be remunerated by the Bank as an additional charge to Bidder.	Bidder to comply with the RFP terms and conditions.
1290	C. Deliverables, Service Level Agreements (SLA's) & Penalties Page No. 41		14.1 Subcontract	Any subcontract should be in accordance with assignment and approval of the bank. The selected Bidder has to submit self-declaration and valid documents on their Sub-Contract facility for both Projects and Operations post awarding of the contract by the Bank. The subcontract may be accepted only for resources deployed in L1/ service desk at Bank's own discretion. If bank desires, the bidder has to deploy their on-roll employees.	Bidder requests to relax this clause and allow bidder to Subcontract resources deployed for entire Infra & Apps O&M support through Partner payroll with bidder governance.	Bidder to comply with the RFP terms and conditions
1291	C. Deliverables, Service Level Agreements (SLA's) & Penalties Page No. 46		19. Escrow arrangement during Contract Period		Bidder requests deletion of this clause. Bidder is financially strong, reputable and honours its obligations to its customers. Software and support is an important and integral part of the bidder's business. As such, bidder's software is commercially sensitive and a trade secret, so bidder does not place its software in escrow.	Bidder to comply with the RFP terms and conditions
1292	3.3 Part B - Commercial Proposal Page #54		Technical Evaluation	1. Managing CBS in minimum 1 SCB/ SFB/ NBFC/ Global Banks (Max marks 10): Oracle Flexcube - 10 or Finacle - 9 or TCS BaNCS - 9 or Other CBS Applications - 3	Bidder requests no differential in points for any of the major CBS applications. Managing CBS in minimum 1 SCB/ SFB/ NBFC/ Global Banks in the last 10 years (Max marks 10): Oracle Flexcube or Finacle or TCS BaNCS - 10 Other CBS Applications - 3	Bidder to comply with the RFP terms and conditions.
1293	3.3 Part B - Commercial Proposal Page #54		Technical Evaluation	2. Managing below applications in minimum 1 SCB/ SFB/ NBFC/ Global Banks (Max marks 10) a. MB - 2 b. IB - 2 c. UPI - 2 d. Treasury - 2 e. Any 3 allied apps apart from the above 4 - 2	Bidder requests no differential in points for any of the allied applications. Managing below applications in minimum 1 SCB/ SFB/ NBFC/ Global Banks (Max marks 10) MB/ IB/ UPI/ Treasury/ any other allied app - 2 each	Bidder to comply with the RFP terms and conditions.
1294	3.3 Part B - Commercial Proposal Page #54		Technical Evaluation	3. Managing CBS Infrastructure and Core Network in SCB/SFB/NBFC/Global Banks (Max 5 marks) a. Above 10 years in service - 5 b. Between 5 to 10 years in service - 3 c. Less than 5 years in service - 1	Bidder requests no differential in points for any of the allied applications. Managing below applications in minimum 1 SCB/ SFB/ NBFC/ Global Banks (Max marks 10) MB/ IB/ UPI/ Treasury/ any other allied app - 2 each	Bidder to comply with the RFP terms and conditions.

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1295	3.3 Part B - Commercial Proposal Page #54		Technical Evaluation	4. Managing Infrastructure for SCB/ SFB/ NBFC/ Global Banks (Max marks 10) End-to-end Infrastructure management for minimum 1 SCB/ SFB/ NBFC/ Global Banks - 10 Managing only CBS Infrastructure for minimum 1 SCB/ SFB/ NBFC/ Global Banks - 8 Managing only allied applications (minimum 5) Infrastructure for 2 SCB/ SFB/ NBFC/ Global Banks - 5	Bidder requests change as below since relevant experience sought should not be restricted to banking industry alone: Managing Infrastructure for PSU/ State Government/ Central Government (Max marks 10) 3 Customers - 10 2 Customers - 8 1 Customer - 1	Bidder to comply with the RFP terms and conditions.
1296	F. Ownership & Awarding of Contract Page #58	-	1. Bid Validity Period	The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid.	Bidder requests that the bid validity period be reduced to 60 days considering the volatility in pricing owing to currency fluctuation.	Bidder to comply with the RFP terms and conditions.
1297	F. Ownership & Awarding of Contract Page #60		9. Security Deposit/ Performance Bank Guarantee	9.8 The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected Bidder fails to complete his obligations under the contract. The Bank shall notify the selected Bidder in writing before invoking the Bank guarantee.	Bidder requests that BG may be invoked only if there is termination of the contract and suggests having the validity period to be the end of the contract period.	Bidder to comply with the RFP terms and conditions.
1298	F. Ownership & Awarding of Contract Page #63		12. Order Cancellation/ Termination of Contract	12.5 After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/ contract. Such additional expenditure shall be incurred by the Bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Bidder suggests that in case of risk purchase, the selected bidder should be liable for only 5% of the differential amounts which Bank has spent over and above what was quoted by the selected bidder.	Bidder to comply with the RFP terms and conditions.
1299	H. Annexures Page #81		Annexure-1 Eligibility Criteria for Bidders	7. The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Infrastructure/ Network (Branch/ Office or Bank) in at least 1 SCB/ NBFC/ SFB/ Global Banks having minimum of 1500 branches in the last 7 years.	Bidder requests change as below since relevant experience sought should not be restricted to banking industry alone: The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications in at least 1 SCB/ NBFC/ SFB/ Global Banks having minimum of 1500 branches in the last 10 years and experience of managing On-premises Infrastructure/ Network for PSU/ State Government/ Central Government entity with minimum 1,500 branches in the last 10 years.	Refer corrigendum

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1300	H. Annexures Page #81		Annexure-1 – Eligibility Criteria for Bidders	8. The Bidder should have back lining Agreement with Bidder partner and OEM, which is mandatory for all the applications, Infrastructure and Network operations proposed / taken handover in the RFP.	Bidder requests deletion of this clause since one of the mentioned OEM's could be a potential bidder in this tender and might intentionally not issue MAF to all other bidders.	Bidder to comply with the RFP terms and conditions.
1301	H. Annexures Page #81		Annexure-1 Eligibility Criteria for Bidders	Documents to be submitted for Eligibility Criteria Compliance: 9. Relevant Credential letters OR Purchase Order from Financial Institution along with confirmation on having executed the PO Successfully.	Bidder requests change as below since relevant experience sought should not be restricted to financial industry alone: 9. Relevant Credential letters OR Purchase Order from customer along with confirmation on having executed the PO Successfully.	Bidder to comply with the RFP terms and conditions.
1302	H. Annexures Page #81		Annexure-1 Eligibility Criteria for Bidders	10. The Bidder should be CMMI level 5 certified.	Bidder requests change as below since this is primarily a IT Services tender, ISO 20000 is a more relevant certification since it's focused on IT Service Management System. The Bidder should be ISO/ IEC 20000-1:2018 certified.	Refer corrigendum
1303	Annexure-13 Page #105		Make in India Certificate	Documents to be submitted for Eligibility Criteria Compliance: To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.	Bidder requests certificate from authorised chartered accountant to be acceptable, since letter from statutory auditor is a 2-3 month long process.	Bidder to provide a certificate from the statutory auditor or cost auditor of the company (In the case of companies) or from a practicing cost account or practicing chartered account (In respect of supliers other than companies) as per Government guidelines on MII compliance. Bidder to comply with the RFP terms and conditions Refer corrigendum
1304	Annexure-16 Table -B Page #103		Table B: Allied Application Support	Please note that all 9 Resources for above table shall be from the respective OEM.	Bidder request to relax this clause allow bidder to deploy from Authorized partner ..	Bidder to comply with the RFP terms and conditions.
1305	Annexure-16 Table -J Page #107		Table J: Allied Application Support	Please note that all L3 Resources for above table shall be from the respective OEM (OFSS).	Bidder request to relax this clause allow bidder to deploy from Authorized partner ..	Bidder to comply with the RFP terms and conditions.
1306	Annexure-2 Scope of Work Page No. 36		10.3 Network Management Services Support	10.3.1.2 Monitoring of all devices/ links for Availability & performance based on Bank provided Network monitoring tools.	Bidder requests to share information about existing tools implemented at the bank.	Please refer Annexure-23 for details. The details other than as mentioned in RFP will be shared with the Successful Bidder.
1307	Annexure-2 Scope of Work Page No. 38		10.4 SOW HO/ CO Resident engineer	10.4.3 Maintain VLAN details of branches/ offices/ ATM's locations and troubleshoot the WAN/ LAN issues reported.	Please clarify whether bidder is expected to support branch devices through Onsite support/ On call support.	Branch network support is part of this RFP. However end user device support is not in scope. Onsite / On call support will be based on case to case basis. Bidder to comply with the RFP terms and conditions.

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1308	New clause		New clause	New clause	Non-solicit clause - Bidder suggests inclusion of the following : Bank acknowledges that personnel to be provided by HPE represent a significant investment in recruitment and training, the loss of which would be detrimental to HPE's business. In consideration of the foregoing, Bank agrees that for the term of this engagement and for a period of one (1) year thereafter, Bank will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any HPE employee, or induce any such individual to leave the employ of HPE. For purposes of this clause, an HPE employee means any employee or person who has who has been involved in providing services under this RFP.	Bidder to comply with the RFP terms and conditions.
1309	New clause		New clause	New clause	We submit to insert the following: "The Indemnifying Party ("Bidder") shall defend (settle and/or pay damages awarded by the court) the Indemnified Party against any third party claims arising from the following: a. Claims for loss or damage to third party tangible property; b. claim by any person in respect of bodily injury or death; c. claims by any third party in respect of any IP infringement; brought against or recovered from Indemnified Party by reasons of any act or omission of the Indemnifying Party , his agents or employees in the performance of the contractual obligation."	Bidder to comply with the RFP terms and conditions.
1310	New clause		New clause	New clause	We submit that no transfer of ownership of any intellectual property will occur. Customer grants to us a non-exclusive, worldwide, royalty-free right and license to any intellectual property that is necessary for us and our designees to perform the ordered services. If deliverables are created by us specifically for Customer and identified as such, we grant to the Customer a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables internally.	Bidder to comply with the RFP terms and conditions.
1311	New clause		New clause	New clause	We would like to request for the inclusion of the clause "NOTWITHSTANDING ANYTHING TO THE CONTRARY ELSEWHERE CONTAINED IN THIS AGREEMENT, NEITHER PARTY SHALL, IN ANY EVENT, REGARDLESS OF THE FORM OF CLAIM, BE LIABLE FOR (1) ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, SPECULATIVE OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, ANY LOSS OF USE, LOSS OF DATA, BUSINESS INTERRUPTION, AND LOSS OF INCOME OR PROFITS, IRRESPECTIVE OF WHETHER IT HAD AN ADVANCE NOTICE OF THE POSSIBILITY OF ANY SUCH DAMAGES; OR (2) DAMAGES RELATING TO ANY CLAIM THAT ACCRUED MORE THAN TWO (2) YEARS BEFORE THE INSTITUTION OF ADVERSARIAL PROCEEDINGS THEREON."	Bidder to comply with the RFP terms and conditions.

1312	New clause		New clause	New clause	The maximum liability, REGARDLESS OF THE FORM OF CLAIM, shall be limited to 100% of contract value except in case of fraud and/or wilful negligence. The vendor shall not be liable for consequential losses on account of production revenue or profit.	Bidder to comply with the RFP terms and conditions.
1313	Annexure 2 Scope of Work 3. Licensing Pg. No.: 7		3. Licensing 3.1. The Bidder is responsible for taking ownership of existing license inventories post expiry of licenses from the existing Vendor/SI/OEM.	3. Licensing	Please eloborate the scope of this ownership. In case of 'license expiry' does the bidder is entiteled to purchase license extension? BOM does not cover the cost for such purchase please specify the bank's approach for the same.	Bidder to comply with the RFP terms and conditions.
1314	Annexure 2 Scope of Work 4. Implementation Pg. No.: 7		4. Implementation 4.1. The Bidder should have/build the capability to implement the applications in case the Bank decides to replace any of the in-scope applications as mentioned in this document.	4.Implementation	We would request Canara Bank to clarify below queries: i) Does the prescribed clause mean that the bank will share the source codes of all existing applications to the successful bidder? ii) Can the successful bidder implement the replacement application from a non-existing OEM(s) ?	1. Source code does not lie with the Bank. It is with the respective OEM(s). Bidder to comply RFP terms and conditions. 2. Refer corrigendum
1315	Annexure 2 Scope of Work 10. Support Pg. No.: 44		10.8. Application Support for In-scope Allied Applications, Interface, CBS Applications and New tools 10.8.7. The Bidder is expected to provide resources to meet the resource requirement as per Annexure-16 and SLAs mentioned in Section (C) of this RFP. The Bank will provide the necessary seating space in its premises, furnishing, electrical connections, telephones with STD facility and PCs for the same.	10. Support	Requesting Bank to clarify below queries: 1. Please clarify what will be the future arrangement for the onsite resource already deployed for support of existing application supplied by OEM(s)? 2. Does successful bidder will have right to replace deployed onsite resource?	Bidder to comply with the RFP terms and conditions.
1316	Annexure 2 Scope of Work H. ANNEXURES Pg. No.: 78		7. The Bidder should have back lining Agreement with Bidder partner and OEM, which is mandatory for all the applications, Infrastructure and Network operations proposed / taken handover in the RFP.	H. ANNEXURES Annexure-1 Eligibility Criteria for Bidders	We assume that bidder has to submit the back lining agreement in Company's letter head duly signed by bidder's authorised signatory along with signatories of OEM (s) or bidder's partner. Please confirm whether our assumption is correct.	Bidder to comply with the RFP terms and conditions.
1317	Annexure-9 Commercial Bill of Materials B. Customization Charges Pg. No.: 1		1 Customization cost for 12000 Man days for Allied Applications, Interfaces & Tools	B. Customization Charges	We assume that the 12,000 Man days customisation charge bidder has to quote is for Change Request only, not for any other new process. Please confirm if our assumption is correct.	Yes, understanding is correct. Bidder to comply with the RFP terms and conditions.

1318	Section 14 , Page 41		14.1	14.1.Any subcontract should be in accordance with assignment and approval of the bank. The selected Bidder has to submit self-declaration and valid documents on their Sub-Contract facility for both Projects and Operations post awarding of the contract by the Bank. The subcontract may be accepted only for resources deployed in L1/service desk at Bank's own discretion. If bank desires, the bidder has to deploy their on-roll employees.	We request bank to amend this clause as below 14.1.Any subcontract should be in accordance with assignment and approval of the bank. The selected Bidder has to submit self-declaration and valid documents on their Sub-Contract facility for both Projects and Operations post awarding of the contract by the Bank. The subcontract may be accepted only for resources deployed in L1 & L2 for all IT support services towers including Infrastructure support , Network Support , Helpdesk Management services as required to deliver services as per SLA defined for each service towers. If bank desires, the bidder has to deploy their on-roll employees based on the SLA performance reviewed by both bank and service provider.	Bidder to comply with the RFP terms and conditions.
1319	Annexure 3 , Page 83		Annexure-3 Bid Covering Letter	We also confirm that, we will not subcontract part or complete assignment to any other agency or individual.	This condition need to be removed since bank has allowed subcontract option in section 14 in page 41 for L1 /Service desk. In addition to this we have requested amendment for the section 14.1 for allowing subcontract to include both L1 and L2 for all IT support services towers including Infrastructure support , Network Support , Helpdesk Management services	Bidder to comply with the RFP terms and conditions.
1320	2 Payment Schedules Page 2		OEM Software/Tool Licenses	OEM Software/Tool Licenses	We request amendment as follows Payment will be made 80% in advance for all the OEM Software /Tool Licenses. 10% After Successful Installation as per Scope of Work and Technical requirements and on UAT signoff from Bank Team (wherever applicable) along with Invoices. UAT Sign off from the bank will be completed within 1 week from the date of completion of software installation. 10% After Successful Installation as per Scope of Work and Technical requirements and on production of Production signoff from Bank Team (wherever applicable) along with Invoices.	Bidder to comply with the RFP terms and conditions.

1321	2.4. New Tools, Page 5		2.4.2	2.4.2. The Bidder should provide perpetual licenses for all software, hardware components proposed in the above solutions in the name of Canara Bank. The hardware required for these tools must be on capex model and on the name of Canara Bank. The bidder shall provide required license, hardware/appliance, software, training, and other services for implementing, managing and maintenance of proposed solution. The Bidder should conduct the implementation of the said solution including but not limited to design, installation, and integration with other applications and infrastructure as per Bank's existing network architecture and based on Bank's requirements. The new tools should be scalable in order to meet the Bank's future requirements.	We request bank to consider software tools on annual subscription basis also and make amendment in the clause as follows. he Bidder should provide perpetual licenses /or on subscription basis as required for all software, hardware components proposed in the above solutions in the name of Canara Bank. The hardware required for these tools must be on capex model and on the name of Canara Bank. The bidder shall provide required license, hardware/appliance, software, training, and other services for implementing, managing and maintenance of proposed solution. The Bidder should conduct the implementation of the said solution including but not limited to design, installation, and integration with other applications and infrastructure as per Bank's existing network architecture and based on Bank's requirements. The new tools should be scalable in order to meet the Bank's future requirements.	Refer corrigendum
1322	3. Licensing, Page 7		3.1	3.1. The Bidder is responsible for taking ownership of existing license inventories post expiry of licenses from the existing Vendor/SI/OEM.	Request bank to provide existing licenses inventories support contract ID's details	The details other than as mentioned in RFP will be shared with the Successful Bidder.
1323				Bidder to procure, supply & manage licenses for but not limited to hardware, software, application for DC, DR, NDR and other branches of Canara Bank in case there is any new requirement during the contract period. All the licenses procured will be on the name of Canara Bank, and it must be directly with the OEM/Service Provider. Same applicable for Warranty and AMC/ATS. Bidder should evaluate & propose the license requirement for the Bank along with the BOM. However, the Bank at its discretion has the complete right to procure the licenses through Bidder and/or directly through respective OEM/vendor/distributer	Will bank make 100% advance payment for the new purchases thru bidder ?	Bidder to comply with the RFP terms and conditions.

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1324	4. Implementation, Page 8		4.6	4.6. The Bidder should implement the new tools defined in the SoW as per the timeline mentioned Section (C) in RFP document failing which the Bidder shall be liable for penalty as stated in the Section (C) of the RFP.	Will bank clear all pending payments in case installation site/infra is not ready, for any delays from bank side to complete the installation beyond 1 week from the actual schedules ?	Bank will provide Site Not Certificate and LD will not affected for that period, however payment will be made as per payment schedule. Bidder to comply with the RFP terms and conditions.
1325	4. Implementation, Page 8		4.4	4.4. Implementation schedule for the same will be decided based on discussion with the Bank. However, the Bank reserves complete right to finalize the timeline. All such implementations should be within the regulatory boundaries.	We request bank to remove the following state statement " However, the Bank reserves complete right to finalize the timeline" from clause 4.4. This statement is one sided and bank need to discuss and mutually agree on the time lines.	Bidder to comply with the RFP terms and conditions.
1326	5. Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools, Page 8		5.2	5.2. A total of 12,000 Man days equivalent of change requests for in-scope Allied applications, Interfaces, hardware, and new tools shall be provided by the Bidder as per BOM and will be considered as part of TCO analysis of the Bidder's response. The Bank shall pay the same unit rate on pro-rata basis for any additional man days during the contract period.	We request bank to define the man days based on the technology and skills instead of generalising the man days	Bidder to comply with the RFP terms and conditions
1327	5. Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools, Page 8		5.4	5.4. The Bidder should provide cost for a total 16,000 Man days equivalent of change requests for CBS applications as per BOM.	Pls define for which CBS application we need to provide cost for a total 16000 man days	Refer table B of SOW (Annexure 2). Bidder to comply to RFP terms and conditions.

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1328	5. Customizations/Change Request for In-Scope Allied Applications, Interfaces, CBS Applications, Middleware (ESB), Infrastructure and New Tools, Page 10		5.6.17	5.6.17. During the contract period, in case of relocation of any of the devices, the scope of work of the Bidder should include but not limited to decommission/uninstall/unmount such devices from current location and commission/reinstall/mount at the new location at no extra cost to the Bank including transportation/incidental costs. The Bidder is required to get prior approval of all the project plans and process from the Bank before commencement of the project. Bidder must follow change request management system put in place by the Bank before making any changes in the environment. The Bidder is responsible to notify the Bank about any updates, patches, and upgrades for the solution as and when released by the OEM, after taking approval from the Bank. Bidder must ensure installation of the updates, patches, signatures, version upgrades and any other upgrades for the solution as and when released by the OEM during the contract period	We request bank to amend this clause and remove the cost of transportation and incidental cost ownership on bidders name. Or bank to share the asset details of relocation place and when during the contract period so that the cost of transportation , incidental cost are captured	Refer corrigendum
1329	8. ATS for In-scope Allied Applications, Interfaces, CBS Applications and New Tools Page 12		8.8	8.8. The Bidder will be required to test the software before delivering to the Bank. The media on which the software is delivered will be subjected to Antivirus checks to detect and to eliminate any viruses or worms designed to damage, disrupt, disable, harm, or otherwise impede the orderly operations of the software in any manner. The Bidder will ensure that the remediation is completed at no additional cost to the Bank.	Will bank provide required infrastructure and testing environment to test the software before delivered to the bank. Software required to tested need to be procured by the bank.	UAT is available for testing, however bidder should ensure that software is free from virus/malware/worm/other threats before putting in UAT Bidder to comply to RFP terms and conditions.
1330	8. ATS for In-scope Allied Applications, Interfaces, CBS Applications and New Tools Page 13		8.5	8.5. In case of a release of newer version of software, the Bank reserves its option to move to higher version. Until Bank moves to the newer version, the Bidder must continue to support the current version as per the intent of this RFP and fix bugs and provide any enhancements, modifications with the scope of RFP in the current version only.	Support for the current version will be limited to availability of support from the respective OEM for the bug fixes, enhancement , modifications etc. Bank to ensure moving to higher version before OEM stops the support	Bidder to comply with the RFP terms and conditions.

1331	8. ATS for In-scope Allied Applications, Interfaces, CBS Applications and New Tools Page 13		8.5	8.6. In the event of installation of the new version, the Bidder must ensure that the version contains the entire Bank specific customizations carried out in the current version with minimum effort from the Bank	We request bank to remove this clause as there bidder will not know on the changes OEM may make and cannot ascertain the existing version customization will work on new version	Bidder to comply with the RFP terms and conditions.
1332	9. Warranty & AMC/ATS Support Page 13		9.8	9.8. Bidder should replace the existing hardware device with equivalent or higher configuration in case the existing hardware device is End of Support (EOS) by the respective OEM and/or the respective hardware is obsolete. Bidder should maintain the record of End of Life (EOL) & End of Support (EOS) of all hardware inventory & should inform Bank 1 Year in advance for hardware replacement. Bidder should provide detailed requirement and associated BOM.	Request bank to remove this clause. It is bank's responsibility to refresh hardware/software which is declared EOS , EOL by the OEM. At least 6 month before from the date of EOS, EOL	Bidder to comply with the RFP terms and conditions.
1333	10.1. Service Desk (Level 1) Page 15		10.1.4	10.1.4. The Bidder should provide L1 support for all in-scope Allied applications, interfaces, CBS applications, Middleware (ESB), Infrastructure, Network operations and new tools for all Canara Bank offices and Branches domestic and overseas 24x7x365.	1)Does bank has latest updated SOP (standard operating procedures) available for all the in scope allied apps, CBS Apps , middleware , infrastructure , Network ? 2)Kindly share for which all support elements there is no SOP's 3) We request bank to ensure existing vendor updates SOP for all scope of work line items before exiting from the contract.	The details other than as mention in the RFP will be shared with the successful bidder. Bidder to comply RFP terms and conditions
1334	10.1. Service Desk (Level 1) Page 15		10.1.11	10.1.11. Bidder should independently arrive at the sizing and deployment plan to meet the RFP requirements (as per scope of work and SLAs defined in Section (C) adhering to the minimum resource deployment level	1)We request bank to share lates detailed call dump of last six months covering following calls details , call category , call sub category, support group, call description, resolution taken, call open and closed date, SLA achieved and breach, call severity and priority , call reporting channel (ITSM web portal, email, auto ticket, phone call) 2) What is the percentage of calls which are not reported /registered in the ITSM . 3) What is the current SLA Achieved for all the in scope services 4) What all services are automated and how many services requiring automation 5) how many runbooks and play books are created and what is he efficacy percentage in achieving the desired objective set forth while implementing the runbooks /playbooks	1. Approx. 11 Lakhs tickets were raised during past one year. 2,3. The details other than as mentioned in RFP will be shared with the Successful Bidder. 4,5. Bidder to ocnsider this as greenfield deployment. Bidder to comply to RFP terms and conditions

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1335	10.2. IT Infrastructure Operations & Support Page 16		10.2.1	10.2.1. Bidder should implement and manage Bank's on-premises Infrastructure including (but not limited to) compute, storage, network, backup, security, database management with the ability to scale up as per the workload requirements as and when required during the contract period	Kindly share details on implementation scope other than New tools requirement mentioned in this RFP	Bidder to comply with the RFP terms and conditions.
1336	Payment Terms : Page 3		2.2. AMC/ATS payment	2.2.2. The ATS charges shall be paid by the Bank annually in advance and AMC shall be paid by the Bank quarterly in arrears within thirty (30) days from the date of submission of invoice with adequate and correct / undisputed supporting documents and after deducting the applicable penalty.	For all the hardware and software blacklined with OEM will . require payment to be made 100% in advance to respective OEM's we request bank to amend the payment terms for AMC to be yearly in advance instead of quarterly in arrears	Bidder to comply with the RFP terms and conditions.
1337				The successful Bidder is expected to submit a detailed transition plan and mobilize the team as per the commencement of the project. The resources should be deployed at the Banks premises once the project is initiated. Time Line :7 days after the acceptance of PO Penalty : INR 20,00,000/week and part thereof	Is the time line applicable only for sharing the transition plan or it includes both transition Plan submission & Resource deployment ? We request bank to amend the Time line for submission of transition plan and resource deployment in two separate conditions We also request bank to amend the penalty amount revised for the conditions 1) for Transition Plan submission (penalty amount Rs 5Lacs) and Resource deployment (Rs 50 thousand per resource per week based on the timelines shared in the Transition plan for resource deployment)	Bidder has to submit project and transition plan within 7 days. Team mobilization will be as per plan submitted by Bidder and acceptable to the Bank and to comply with the project timelines as per RFP. Bidder to comply with the RFP terms and conditions

1338	Payment Terms document , Page No. 1		Clause 1.8	Payment of support/services will be done as per calculation of the uptime and after deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP. In case of any dispute arising against the claim of payment, it is Bidders' responsibility to submit a relevant proof of confirmation for the activity performed. The Total penalty per year during the contract period shall not exceed more than 20% of the annual pay-out. If it exceeds, Bank at its discretion may terminate the contract as mentioned elsewhere in RFP	Request bank to amend the clauses as below Payment of support/services will be done as per calculation of the uptime and after deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP. In case of any dispute arising against the claim of payment, it is Bidders' responsibility to submit a relevant proof of confirmation for the activity performed. The Total penalty per year during the contract period shall not exceed more than 10% of the annual pay-out. If it exceeds, Bank at its discretion may terminate the contract as mentioned elsewhere in RFP	Bidder to comply with the RFP terms and conditions.
1339	RFP word file Page No.60		RFP 12.4	12.4.In case the selected Bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected Bidder by giving 7 days prior notice to the Bidder.	Below modifications suggested In case the selected Bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected Bidder maximum up to 5% differential cost for unperformed services, by giving ~~7 days prior notice~~ 30 days cure period to the Bidder	Bidder to comply with the RFP terms and conditions.
1340	PRFP Pg No.63		RFP Clause 10.2	Notwithstanding the remedies contained herein, the Bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the Bank to use the proposed solution/service Below modification suggested Clause has to be deleted		Bidder to comply with the RFP terms and conditions.

1341	RFP Pg No.65		RFP Clause 11	Modifications suggested: The selected Bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. The selected Bidder shall suitably defend, indemnify Bank for any actual, direct and proven loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The selected Bidder shall furnish an undertaking as given in Annexures - 17. 11.2.No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic, or other means		Bidder to comply with the RFP terms and conditions.
1342	RFP Pg No.64		PFP Clause 12	modifications suggested: 12.1.The Bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, actual, direct and proven claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 12.1.1. ~~The breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Bidder~~. 12.1.2.Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the Bidder. 12.2.The Bidder shall indemnify, protect, and save the Bank against all actual, direct and proven claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights or such		Bidder to comply with the RFP terms and conditions.

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1343	RFP 136		Annexure-17	Modification suggested Notwithstanding any termination, the confidential obligations under this Agreement are continuing and, in particular, shall survive for the period of 1 year from the date of termination/ expiration of this Agreement. However, trade secrets shall be retained as confidential by the Parties until they are trade secrets under applicable law.		Bidder to comply with the RFP terms and conditions.
1344				Clause to be added Notwithstanding anything said elsewhere, 1.In no event shall CMS IT be liable to the Company or any third party for a monetary amount collectively and in aggregate greater than the total amounts for the immediately preceding three (3) months received by CMS IT for the Services under a particular SOW under which the liability principally arises. 2.Neither Party shall be liable to the other Party for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that loss or damage was reasonably foreseeable or that party was aware of the possibility of that loss or damage arising. The limitations set forth in this section shall apply even if any other remedies fail of their essential purpose and such limitation shall be considered		Bidder to comply with the RFP terms and conditions.

1345				Non Solicitation: Neither party shall solicit/induce/entice away or endeavour to solicit/induce/entice away an employee of the other party who is directly involved for 2 years after such resource has ceased to be engaged for performance of services pursuant to proposal and this RFP. Notwithstanding the foregoing, either party may hire (a) personnel who independently responds to indirect solicitation (such as general newspaper advertisements, employment agency referrals, and internet postings) not targeting the personnel of the other party and (b) personnel who have separated or have been separated from the services of a party for at least a period of 1 (One) year.		Bidder to comply with the RFP terms and conditions.
1346				In the event of delay in installation or commissioning of equipment supplied by the Service Provider, or delay in submission of documents required under the RFP / Agreement / PO, or delay in issuance of the acceptance certificates by the Client, due to reasons beyond the reasonable control of the Service Provider, including but not limited to site not being ready, or force majeure situations, government orders and notifications, government ordered lockdown, epidemics and pandemics etc., the Client shall make immediate payment and not withhold payment of fees for the Products supplied and / or services already rendered, on this account. In such cases the Service Provider shall raise the invoice to the extent of the value of goods delivered and/or quantum of work performed and the Client shall make payment thereof. Further, it shall be the obligation of the Service Provider to perform all the unperformed / partially performed work and submit all the necessary documents in terms of the RFP / Agreement / PO as		Bidder to comply with the RFP terms and conditions.

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1347	B, 2, Pg.13	Introduction	2. Definitions	2.8. "Software Update" shall mean a change, modification or subsequent release or version of Software which is generally made available to its other similarly situated customers at no additional license fee. Notwithstanding anything above, Software Updates shall include all bug fixes and patches including IT security, or modifications made by way of error resolution to Software incorporations of new features or features that are required to be incorporated in the Software under the RFP or by Applicable Law.	2.8. "Software Update" shall mean a change, modification or subsequent release or version of Software which is generally made available to its other similarly situated customers at no additional license fee. Notwithstanding anything above, Software Updates shall include all bug fixes and patches including IT security, or modifications made by way of error resolution to Software incorporations of new features or features that are required to be incorporated in the Software under the RFP or by Applicable Law, on mutually agreed terms.	Bidder to comply with the RFP terms and conditions.
1348	B, 8, Pg.15	Scope of work	8.1 Brief Scope of Work	8.1.9. The Bidder will be the single point of contact/reference to the Bank. The Bank will enter into agreement with the selected Bidder only. However, the Bidder as well as other Partners/OEMs must confirm to the Bank that they are willing to enter into arrangement with OEM for risk mitigation in meeting the deliverables, implementation and other service commitments as per the RFP, the Bidder makes to the Bank under the proposed contract. If requested by the Bank, the Bidders must share a copy of the back-to-back arrangement with OEM, with the Bank. Please note that it is selected Bidders' responsibility to get the entire end-to-end handholding and knowledge transfer during the transition period as per the timelines mentioned in as furnished in the RFP document, and that the Bank will not be held responsible if anything is missed	8.1.9. The Bidder will be the single point of contact/reference to the Bank. The Bank will enter into agreement with the selected Bidder only. Please note that it is selected Bidders' responsibility to get the entire end-to-end handholding and knowledge transfer during the transition period as per the timelines mentioned in as furnished in the RFP document, and that the Bank will not be held responsible if anything is missed, unless attributable to Bank or its third party vendors.	Bidder to comply with the RFP terms and conditions.
1349	B, 10, Pg. 18	Third Party Co-ordination Services	10. Third Party Co-ordination Services	10.10 It is Bidder's responsibility to take the ownership of successful delivery and handover of the SMS generated in CBS and Allied applications to SMS system without any delay or latency and to ensure successful flow of SMS through the Infrastructure.	It is Bidder's responsibility to take the ownership of delivery and handover of the SMS generated in CBS and Allied applications to SMS system, as per agreed scope without any delay or latency and to ensure successful flow of SMS through the Infrastructure.	Bidder to comply with the RFP terms and conditions.
1350	C, Pg. 21	SLA & Penalties	3. General SLA terms and Terminologies 3.8 DR requirements	3.8.5. Banks does annual review of IT / CCMP/ Audit related policies including BCP and DR policy. The Bidder must adhere to all these policies as per the directions/ guidelines received, from Bank/RBI/Regulators.	3.8.5. Banks does annual review of IT / CCMP/ Audit related policies including BCP and DR policy. The Bidder must adhere to all these policies as per the directions/ guidelines received, in writing, from Bank/RBI/Regulators.	Bidder to comply with the RFP terms and conditions.

1351	C, Pg. 22	SLA & Penalties	3. General SLA terms and Terminologies	3.19. Bidder should ensure to carry out the integration plan in case of any new equipment/link integration to the existing network/maintenance. If any issues with the existing network during this activity, the Bidder will be responsible for resolving the same to meet integration timeline. Post successful integration, both High level and Low-level diagram and updated inventory to be submitted.	3.19. Bidder should ensure to carry out the integration plan in case of any new equipment/link integration to the existing network/maintenance, on mutually agreed terms. If any issues with the existing network during this activity, the Bidder will be responsible for resolving the same to meet integration timeline. Post successful integration, both High level and Low-level diagram and updated inventory to be submitted.	Bidder to comply with the RFP terms and conditions.
1352	C, Pg. 22	SLA & Penalties	3. General SLA terms and Terminologies	3.21. The Bidder should perform periodic audits every month to measure license compliance against the number of software licenses being used out of total licenses procured & are consistent with the terms and conditions of License agreement.	We understand that the RFP states that bidders should perform periodic audits every month to measure license compliance. This implies that all the software licenses including CBS, mobility, Lending products etc. being accessed by the bidder allow such access to the bidder and the License Agreements have built in adequate IPR protection and indemnification for the bank and its appointed Service Providers. Kindly confirm.	Bidder to comply with the RFP terms and conditions.
1353	C. pg.26	SLA & Penalties	5. Priority of Incidents	Priority 2 - Significant incident 2. Any incident which is classified as "Critical" for which an acceptable (by Bank) workaround has been provided by the OFSS and there is no material damage & reputational loss to Bank. 3. Bank experiences a loss of Service. Certain features are unavailable. However, operations can continue in a restricted manner	Priority 2 - Significant incident. 2. Any incident which is classified as "Critical" for which an acceptable (by Bank) workaround has been provided by the OFSS. 3. Certain features are unavailable. However, operations can continue in a restricted manner	Refer corrigendum Bidder to comply RFP terms and conditions
1354	C. Pg. 27	SLA & Penalties	5. Priority of Incidents	Priority 3 1. Minor degradation to a service, business process or location which will not result to any material damage or reputational loss to Bank 2. Has the potential to turn into a significant incident if not resolved within the defined time 3. Any problem where less than 100 users cannot access the application 4. Impact to internal workflow systems with limited risk to critical systems or processes 5. Unavailability of Help Desk Applications	1. Minor degradation to a service, business process or location which will not result to any material damage or reputational loss to Bank 2. Has the potential to turn into a significant incident if not resolved within the defined time 3. Any problem where less than 100 users cannot access the application 4. Impact to internal workflow systems with limited risk to critical systems or processes 5. Unavailability of Help Desk Applications	Query not clear.

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1355	C. Pg. 34	Payment Terms	7. Payment Terms	7.4. Payment shall be released within 30 days from submission of relevant documents as per RFP terms. 7.5. The payments will be released through NEFT/RTGS after deducting the applicable LD/Penalty, TDS/GST-TDS/other taxes stipulated by Government if any, by Head Office at Bengaluru and the selected Bidder must provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code. 7.8. Payment of support/services will be done as per calculation of the uptime and after deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP. In case of any dispute arising against the claim of payment, it is Bidders' responsibility to submit a relevant proof of confirmation for the activity performed. The Total penalty per year during the contract period shall not exceed more than 20% of the annual payout. If it exceeds, Bank at its discretion may terminate the contract as mentioned elsewhere in RFP.	7.4. Payment shall be released within 30 days from submission of relevant documents as per RFP terms. Any invoice remaining unpaid after the aforesaid period of thirty days shall be treated as a debt owed by the Bank to the Bidder and the Bidder shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it as such with a monthly interest of 2% calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of Services till such time all the payments due to it have been made by Bank and any such withholding by the Bidder shall not be treated as breach by Bidder of its obligations. 7.5. The payments will be released through NEFT/RTGS after deducting the applicable TDS/GST-TDS/other taxes stipulated by Government if any, by Head Office at Bengaluru and the selected Bidder must provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code.	Bidder to comply with the RFP terms and conditions.
1356	C. Pg. 35	Payment schedules	8. Payment Schedules 8.1. License and Implementation Cost of New tools (ITSM, IPAM, SAMS, Capacity Management, Patch Management) Payment Milestones for end-to-end Implementation of new tools	Table point 3. 3. After completion of warranty and period after deducting applicable penalties and Liquidated damages. OR On submission of a Bank guarantee for equivalent to 10% of the remaining payment.	After completion of warranty period.	Bidder to comply with the RFP terms and conditions.
1357	C. Pg. 35	Payment schedules	8. Payment Schedules 8.1. License and Implementation Cost of New tools (ITSM, IPAM, SAMS, Capacity Management, Patch Management) Payment Milestones for end-to-end Implementation of new tools	Table point 8. 8. After successful completion of 3 months from the date of production sign-off and after deducting applicable penalties and Liquidated damages. Or On submission of a Bank guarantee for equivalent to 10% of the remaining payment.	After successful completion of 3 months from the date of production sign-off.	Bidder to comply with the RFP terms and conditions.
1358	C. Pg. 36	Payment schedules	8,1. License and Implementation Cost of New tools (ITSM, IPAM, SAMS, Capacity Management, Patch Management)	8.1.1 The payment will be subjected to satisfactory services rendered.	The payment will be subjected to services rendered, as per agreed scope.	Bidder to comply with the RFP terms and conditions.
1359	C. Pg. 36	Payment schedules	8.1. License and Implementation Cost of New tools (ITSM, IPAM, SAMS, Capacity Management, Patch Management)	8.1.4 If the Bidder is unable to implement the tool as per the technical requirement and to the satisfaction of the Bank, the Bank at its discretion may hold the amount equivalent to the total cost of the respective tool from any payment due to the Bidder.	If the Bidder is unable to implement the tool as per the technical requirement, as mutually agreed , the Bank at its discretion may hold the amount equivalent to the total cost of the respective tool from any payment due to the Bidder, if Bidder has not been able to correct the same within mutually agreed timelines..	Bidder to comply with the RFP terms and conditions.

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1360	C. Pg. 37	Payment schedules	8.4. Transition Cost	The Bank shall pay transition cost after completion of transition on the basis of actual resource deployed during transition phase. on successful completion of the activities on the stipulated timelines and providing the supporting documents as mentioned in section C.	The Bank shall pay transition cost after completion of transition on the basis of actual resource deployed during transition phase. on completion of the activities on the stipulated timelines and providing the supporting documents as mentioned in section C.	Bidder to comply with the RFP terms and conditions.
1361	C. Pg. 37	Payment schedules	8.5. Miscellaneous Cost	The Bank shall pay the payments related to Training quarterly in arrears within thirty (30) days from the date of submission of invoice with adequate and correct / undisputed supporting documents and after deducting the applicable penalty as per the applicability under Penalty Clauses.	The Bank shall pay the payments related to Training quarterly in arrears within thirty (30) days from the date of submission of invoice with adequate and correct / undisputed supporting documents.	Bidder to comply with the RFP terms and conditions.
1362	C. Pg. 37	Payment schedules	8.6. Support cost for CBS, Allied applications, New Tools, Infrastructure, Network and Helpdesk.	The Bank shall pay the payments related to the minimum resource count quarterly in arrears within thirty (30) days from the date of submission of invoices with adequate and correct/undisputed supporting documents and after deducting the applicable penalty as defined under the Penalty section.	The Bank shall pay the payments related to the minimum resource count quarterly in arrears within thirty (30) days from the date of submission of invoices with adequate and correct/undisputed supporting documents.	Bidder to comply with the RFP terms and conditions.
1363	C. Pg. 38	Resource Requirements	9. Onsite Resources and Support	9.8. In case of any abnormal activity done by the resource which hampers the business or any system of the Bank, the Bidder shall be responsible to compensate the actual loss.	9.8. In case of any willful misconduct done by the resource which hampers the business or any system of the Bank, the Bidder shall be responsible for the same. .	Bidder to comply with the RFP terms and conditions.
1364	C. Pg 38	Exit option	11. Exit Option	11.1. Discrepancy in services provided or the performance levels agreed upon or fraudulent practices, which have an impact on the functioning of the Bank.	11.1. Discrepancy in services provided or the performance levels agreed upon, and which has not been corrected by Bidder during the above said notice period or fraudulent practices, which have an impact on the functioning of the Bank.	Bidder to comply with the RFP terms and conditions.
1365	C. Pg. 39	Exit option	11. Exit Option	11.4. In case of any IT security breaches observed which has an impact on the functioning of the Bank's risk. Please note that the Bank shall also have the right to exit the contract at its own discretion without assigning any reason by giving a notice period of 180 days. Notwithstanding the existence of a dispute, and/ or the commencement of arbitration proceedings, the Bidder shall be expected to continue the services. The Bidder is solely responsible to prepare the detailed Reverse Transition plan.	11.4 In case of any IT security breaches observed which has an impact on the functioning of the Bank's risk, which breach has not been remedied within the above said notice period. Please note that the Bank shall also have the right to exit the contract at its own discretion without assigning any reason by giving a notice period of 180 days. Notwithstanding the existence of a dispute, and/ or the commencement of arbitration proceedings, the Bidder shall be expected to continue the services, unless the said services or part thereof is not the subject matter of dispute . The Bidder is solely responsible to prepare the detailed Reverse Transition plan.	Bidder to comply with the RFP terms and conditions.

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1366	C. Pg. 39	Exit management	12.1. Exit Management Plan	12.1.7 At the end of the contract period or during the contract period, if any other Bidder is identified or selected for providing services related to the Bidder scope of work, the Bidder shall ensure that a proper and satisfactory handover is made to the replacement Bidder.	12.1.7. At the end of the contract period or during the contract period, if any other Bidder is identified or selected for providing services related to the Bidder scope of work, the Bidder shall ensure that the handover is made to the replacement Bidder, on mutually agreed terms.	Bidder to comply with the RFP terms and conditions.
1367	C. Pg. 40	Exit management	12.1. Exit Management Plan	1.1.1. The Bidder will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.	1.1.1. The Bidder will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable, on mutually agreed terms.	Bidder to comply with the RFP terms and conditions.
1368	C. Pg. 40	Training and Handholding	13. Training and Handholding	13.1 The Bidder shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to:	13.1 The Bidder shall provide necessary knowledge transfer and transition support to the Bank. The deliverables as indicated below but not limited to:	Bidder to comply with the RFP terms and conditions.
1369	C. Pg. 40	Defect Liability	15. Defect Liability	15. Defect Liability In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty period of the contract, the selected Bidder shall forthwith replace/make good such defective supplies at no extra cost to the Bank without prejudice to other remedies as may be available to the Bank as per RFP bid terms.	15. Defect Liability In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the agreed performance as specified herein, within the warranty period of the contract, the selected Bidder shall forthwith replace such defective supplies at no extra cost to the Bank without prejudice to other remedies as may be available to the Bank as per RFP bid terms.	Bidder to comply with the RFP terms and conditions.
1370	C. Pg. 40	Reports	18. Reports	18. Reports 18.3 Bidder should suggest the report format for each of the report and get this reviewed, incorporate Bank's feedback & signed off by the Bank. However, during the entire contract period it may customized when and where required without any further commercial impact	18.3 Bidder should suggest the report format for each of the report and get this reviewed, incorporate Bank's feedback & signed off by the Bank. However, during the entire contract period it may customized when and where required, on mutually agreed terms.	Bidder to comply with the RFP terms and conditions

1371	C. Pg. 40	Escrow Arrangement	19. Escrow arrangement during Contract Period	19. Escrow arrangement during Contract Period 19.1. 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. 19.2. 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 can be finalized at the time of lodging the software for escrow. Where the code is not owned by the Bank, then, in such cases, the Bank shall obtain a certificate from the application developer	19. Escrow arrangement during Contract Period. 19.1. The Bidder shall inform the Bank about the software if any developed by the Bidder/anyone supplying through the Bidder and customized to the specifically or exclusively for the Bank. 19.2. 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, subject to execution of a tri-partite escriw agreement between the Bank. Bidder and escrow agent, in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept can be finalized at the time of lodging the software for escrow. Where the code is not owned by the Bank, then, in such cases, the Bank shall obtain a certificate from the application developer stating that the application is free of known vulnerabilities, malwares and any covert channels in the code. 19.3 The escrow will be released to the Bank in accordance with the release conditions in the escrow agreement. 19.4 The cost of Escrow Agent and annual subscription fee shall be payable by the Bank. 19.5 The application software should mitigate Application Security Risks; at a minimum those discussed in OWASP top 10 (Open Web Application Security Project). 19.6 The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems,	Bidder to comply with the RFP terms and conditions
1372	Pg. 57	Project Ownership	3. Project Ownership	3.1. If the Bidder is offering solutions/ products from other Bidders/ principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The Bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to Solution which are relevant to this RFP.	3.1. If the Bidder is offering solutions/ products from other Bidders/ principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for performance of the project, as per agreed scope. The Bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to Solution which are relevant to this RFP.	Bidder to comply with the RFP terms and conditions
1373	F. Pg. 59	Execution of agreement	10. Execution of the Agreement	10.2 The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after bid evaluation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.	10.2The Agreement shall include all terms, conditions and specifications and also the Bill of Material and Price, as agreed between Bank and the Bidder, finally after bid evaluation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.	Bidder to comply with the RFP terms and conditions

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1374	F. Pg. 60	Order Cancellatio/Termination of Contract	F. Ownership & Awarding of Contract 12. Order Cancellation/ Termination of Contract	12.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 12.1.1. Delay in delivery of services in the specified period. 12.1.2. Serious discrepancies noted in the inspection. 12.1.3. Breaches in the terms and conditions of the Order. 12.2. The Bank reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by the Bank on the following circumstances: 12.2.1. Non submission of acceptance of order within 7 days of order. 12.2.2. Excessive delay in execution of order placed by the Bank. 12.2.3. The selected Bidder commits a	12. Order Cancellation/ Termination of Contract 12.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and by giving 30 days written notice to Bank , in the event of one or more of the following conditions: 12.1.1. Delay in delivery of services in the specified period. 12.1.2. Serious discrepancies noted in the inspection. 12.1.3. Breaches in the terms and conditions of the Order. 12.2 The Bank reserves the right to cancel the contract placed on the selected Bidder by the Bank on the following circumstances: 12.2.1. Non submission of acceptance of order within 7 days of order. 12.2.2 Excessive delay in execution of order placed by the Bank, due to reasons solely and entirely attributable to Bidder. 12.2.3. The selected Bidder commits a breach of any of the terms and conditions of the bid, and does not remedy such breach within 30 days notice period. 12.2.4. The Bidder goes into liquidation voluntarily or otherwise. 12.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. 12.2.6. The progress made by the selected Bidder is found to be not as per agreed scope and specifications, and the same has not been remedied within mutually agreed timelines.	Bidder to comply with the RFP terms and conditions
1375	G. Pg. 62	General Terms and Conditions	2. Roles & Responsibility during Project Implementation	2.2 The selected Bidder shall take all steps to ensure safety of Bidder's and the Bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected Bidder or their sub-Bidders.	2.2 The selected Bidder shall take all steps to ensure safety of Bidder's and the Bank's personnel during execution of the contract and also be liable for any act of the selected Bidder or their sub-Bidders.	Bidder to comply with the RFP terms and conditions
1376	G. Pg. 62	General Terms and Conditions	4. Responsibility for Completeness	4.2. The selected Bidder shall deliver the services as per Technical specification and Scope of Work described elsewhere in the RFP and arrange for user level demo at selected Bidder's cost as per accepted time schedules. The selected Bidder is liable for penalties levied by Bank for any deviation in this regard. The selected Bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.	4.2. The selected Bidder shall deliver the services as per Technical specification and Scope of Work described elsewhere in the RFP and arrange for user level demo at selected Bidder's cost as per accepted time schedules. The selected Bidder is liable for penalties levied by Bank for any deviation in this regard, if the deviations are not corrected within the mutually agreed timelines . The selected Bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank, if caused due to reasons solely and entirely attributable to Bidder.	Bidder to comply with the RFP terms and conditions

1377	G. Pg. 63	General Terms and Conditions	6. Negligence	In connection with the work or contravenes the provisions of General Terms, if the selected Bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected Bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected Bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected Bidder.	6. Negligence In connection with the work or contravenes the provisions of General Terms, if the selected Bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected Bidder calling upon him to remedy the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected Bidder liable for the damages that the Bank may sustain in this behalf.	Bidder to comply with the RFP terms and conditions
1378	G. Pg. 63	General Terms and Conditions	7. Assignment	7.1. The selected Bidder shall not assign to anyone, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent. 7.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the selected Bidder under this RFP.	7. Assignment 7.1. The selected Bidder shall not assign to anyone, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent, which consent shall not be unreasonably delayed or withheld. . 7.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership this RFP shall be considered to be assigned to the new entity, with prior written notification to Bidder, and such an act shall not affect the rights and obligations of the selected Bidder under this RFP.	Bidder to comply with the RFP terms and conditions
1379	G. Pg. 63	General Terms and Conditions	8. Publicity	Any publicity by the selected Bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.	8. Publicity Any publicity by the selected Bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank, however either party shall have right to disclose other party and about this agreement in its quarterly/ yearly fillings and press briefings.	Bidder to comply with the RFP terms and conditions
1380	G. Pg. 63	General Terms and Conditions	9. Guarantees	The Bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the Bidder should guarantee that the software supplied to the Bank includes all patches and updates and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.	9. Warrantees The Bidder should warrant that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the Bidder should guarantee that the software supplied to the Bank includes all patches and updates and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.	Bidder to comply with the RFP terms and conditions

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1381	G. Pg. 63	General Terms and Conditions	10. Intellectual Property Rights	10.1. Bidder warrants that the inputs provided shall not infringe upon any third-party intellectual property rights, including copyrights, patents, and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The Bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third-party intellectual property rights, if any. The Bidder must ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as Bidder. 10.2. In the event that the Deliverables become the subject of claim of violation or	10.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, Bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse Bank the fees effectively paid for that Deliverable by the Bank subject to depreciation for the period of use, on a straight line depreciation over a 5 year period basis. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, and subject to the penalty cap, the Bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the Bank to use the proposed solution/service. All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder's proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and Bank shall not acquire any right title or interest of any nature therein except to the	Bidder to comply with the RFP terms and conditions
1382	G. Pg. 64	General Terms and Conditions	11. Confidentiality and Non-Disclosure	11.1. The selected Bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. The selected Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The selected Bidder shall furnish an undertaking as given in Annexures - 17. 11.2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic, or other means.	A mutually agreed Confidentiality clause with obligations applicable to both Bank and Bidder, to be incorporated in the Contract with below suggested additions. Each party (in such capacity, the "Receiving Party") acknowledges and agrees to maintain the confidentiality of Confidential Information provided by the other party (in such capacity, the "Disclosing Party"). Confidentiality exceptions to be added; Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (i) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (ii) subsequently learned from an independent third party free of any restriction and without breach of this provision; (iii) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (iv) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (v) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange (provided, however, that the Receiving Party shall advise the Disclosing Party of such required disclosure promptly upon learning thereof in order to afford the Disclosing Party a reasonable opportunity to contest, limit and/or assist the Receiving Party in crafting such disclosure). Nothing in this Section 8 shall be construed as restricting Customer's rights with respect to any	Bidder to comply with the RFP terms and conditions

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1383	G. Pg. 64	General Terms and Conditions	12. Indemnity	12.1. The Bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 12.1.1. The breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Bidder. 12.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the Bidder.	12.2. The Bidder shall indemnify the Bank against all claims, losses, damages, reasonable expenses, action suits and other proceedings, resulting from a third-party claim of infringement of any patent, trademarks, copyrights in respect of Solution/Service supplied by them ("Infringement Claim"). 12.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and Bidder and Bank shall continue to be liable under the indemnities. 12.2.2. For the claims made by one party on the other party in case of third-party claim of infringement of intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited. 12.3. All Employees engaged by the Bidder shall be in sole employment of the Bidder and the Bidder shall be solely responsible for their salaries, wage and statutory payments. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the Bidder, unless the death or injury to any Bidder Employee is caused by gross negligence and willful misconduct of Bank. Bidder shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) Bidder's compliance with Bank's specific technical designs or instructions (except where Bidder	Bidder to comply with the RFP terms and conditions
1384	G. Pg. 65	General Terms and Conditions	13. Force Majeure	13.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected Bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earthquake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected Bidder, resulting in such a situation.	13.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected Bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earthquake and fire, epidemics, pandemics and events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected Bidder, resulting in such a situation.	Refer corrigendum

1385	G. Pg. 66	General Terms and Conditions	14. Responsibility of the Bidder	14.5. The Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution/service proposed by the Bidder. The Bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities	14.5. The Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution/service proposed by the Bidder, as mutually agreed. The Bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at a mutually agreed additional cost to the Bank. The Bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the Bidder to fulfill all the terms and conditions of this RFP, on mutually agreed terms.	Bidder to comply with the RFP terms and conditions
1386	G. Pg. 67	General Terms and Conditions	15. Corrupt and Fraudulent Practices	15.5. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract. 15.7. Any effort/ attempt by a Bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case-to-case basis.	15.7. Any effort/ attempt by a Bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid. . The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case-to-case basis. Similarly Bank agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bidder directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case-to-case basis.	Bidder to comply with the RFP terms and conditions

1387	G. Pg. 67	General Terms and Conditions	16. Adoption of Integrity Pact	16.6. Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the Bidders and exclusion from future business dealings. 16.8. Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the Bidders and exclusion from future business dealings.	16.6. Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the Bidders from the current bidding process. 16.8. Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the Bidders from the current bidding process.	Bidder to comply with the RFP terms and conditions
1388	G.Pg. 68	General Terms and Conditions	20. Social Media Policy	20. Social Media Policy 20.1. No person of the Bank or the contractors and third parties shall violate the social media policy of the Bank. 20.2. The following acts on the part of personnel of the Bank or the contractors and third parties shall be construed as violation of social media policy: 20.2.1. Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time. 20.2.2. Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of social media related systems and procedures.	20. Social Media Policy 20.1. No person of the Bank or the contractors and third parties shall violate the social media policy of the Bank. 20.2. The following acts on the part of personnel of the Bank or the contractors and third parties shall be construed as violation of social media policy: 20.2.1. Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.	Bidder to comply with the RFP terms and conditions
1389	G. Pg. 68	General Terms and Conditions	21. Right to Audit	21. Right to Audit	21. Right to Audit. Bank agrees that such audit shall be conducted upon serving reasonable prior written notice to Bidder. The Audits will take place during Bidder's regular business hours, and the Auditor will use commercially reasonable efforts to avoid disrupting Bidder's operations. Bank shall ensure that the external auditor appointed by the Bank is not a competitor of Bidder.	Bidder to comply with the RFP terms and conditions

1390	G. Pg. 70	General Terms and Conditions	25. Micro & Small Enterprises [MSEs]	25.3. Bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank as per Annexure-29.	25.3. Bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP or a mutually agreed extended timelines.	Bidder to comply with the RFP terms and conditions
1391	G. Pg. 70	General Terms and Conditions	26. Startup:	26.5. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank.	26.5. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, or a mutually agreed extended timelines .	Bidder to comply with the RFP terms and conditions
1392	G. Pg. 73	General Terms and Conditions	30. Adherence to Banks IS Security/Cyber Security policies	30. Adherence to Banks IS Security/Cyber Security policies The 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, provided to Bidder in writing.	30. Adherence to Banks IS Security/Cyber Security policies The 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, provided to Bidder in writing.	Bidder to comply with the RFP terms and conditions
1393	H. Pg. 82	Annexure-3 Bid Covering Letter	Annexure-3 Bid Covering Letter	We agree to abide by this offer till 180 days from the date of Commercial Bid opening and for such further period as mutually agreed between the Bank and selected Bidder and agreed to in writing by the selected Bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However, if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract. We accept all the Instructions, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive	We agree to abide by this offer till 180 days from the date of Commercial Bid opening and for such further period as mutually agreed between the Bank and selected Bidder and agreed to in writing by the selected Bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However, if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, , subject to the deviations submitted by us, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract. Subject to the deviations submitted by us we accept all the Instructions, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever. We also confirm that, we will not subcontract part or complete assignment to any other agency or individual, , without your prior written consent. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal	Bidder to comply with the RFP terms and conditions

1394	H. Pg. 91	Annexure-7 Regulatory Sanctions Conformity Letter	Annexure-7 Regulatory Sanctions Conformity Letter	We hereby undertake that <Bidder's complete legal name as mentioned on Bid covering letter> has not been sanctioned by public sector organization, RBI, SEBI, or IBA or any other Government agencies in India, US, UK or any or member countries in European Union during the last three years.	We hereby undertake that, to the best of our knowledge <Bidder's complete legal name as mentioned on Bid covering letter> has not been sanctioned by public sector organization, RBI, SEBI, or IBA or any other Government agencies in India, US, UK or any or member countries in European Union during the last three years.	Bidder to comply with the RFP terms and conditions
1395	H. Pg. 95	Annexure-10 Undertaking from OEM	Annexure-10 Undertaking from OEM	If < Bidder's complete legal name as mentioned on Manufacturer Authorization Form> is selected by BANK then we shall execute agreement with <Bidder>.	If < Bidder's complete legal name as mentioned on Manufacturer Authorization Form> is selected by BANK then we shall execute agreement with Bank. .	Bidder to comply with the RFP terms and conditions
1396	H. Pg. 97	Annexure-12 Proforma for Bank Guarantee	Annexure-12 Proforma for Bank Guarantee	We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs_____ (Rupees_____) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs_____ (Rupees_____) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.	We (Name of the issuing Bank), undertake and agree with you that if any any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs_____ (Rupees_____) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT. This Bank Guarantee issued by _____Bank, on behalf of CONTRACTOR in your is in respect of a new Contract dated_____. As communicated by the CONTRACTOR, on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to Bidder by you, in respect of pervious contracts between CONTRACTOR and you. As communicated by CONTRACTOR on the date of execution of this Bank Guarantee, there are no outstanding disputes related to any pervious contracts between you and the CONTRACTOR.	Bidder to comply with the RFP terms and conditions
1397	H. Pg. 101	Annexure-13 Make in India Certificate	Annexure-13 Make in India Certificate	2. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a Bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.	2. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a Bidder or its successors can be debarred from the current selection process as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.	Bidder to comply with the RFP terms and conditions
1398	H. Pg. 124	annexure-17 NDA	Annex-17	Non-Disclosure Agreement	Mutually agreed NDA to be executed.	Bidder to comply with the RFP terms and conditions

1399	H. Pg 128	Annexure-21 Self-Declaration for a non-Blacklisted Company	Annexure-21 Self-Declaration for a non-Blacklisted Company	a. We are not involved in any kind of major litigation that may have impact of affecting or compromising the delivery of services as required under this assignment. b. We are not ineligible/blacklisted/banned/debarred by any Central/State Government of India/agency of Central/State Government of India/Public Sector Undertaking/any regulatory Authorities in India for any fraudulent activities.	a. We are not involved in any kind of major litigation that may have impact of affecting or compromising the delivery of services as required under this assignment. b. We are not ineligible/blacklisted/banned/debarred by any Central/State Government of India/agency of Central/State Government of India/Public Sector Undertaking/any regulatory Authorities in India for any fraudulent activities.	Bidder to comply with the RFP terms and conditions
1400	H. Pg. 139	Annexure-29 Bid Security Declaration	Annexure-29 Bid Security Declaration	Bid Security Declaration: We declare that if we withdraw or modify our bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, we note that we will be suspended for the period of two years from being eligible to submit bids for contracts with Canara Bank.	We declare that if we withdraw or modify our bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, or a mutually agreed time we note that we will be suspended from the current bidding process.	Bidder to comply with the RFP terms and conditions
1401	General	General general	General	The RFP states in Disclaimer that "Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP"	Can we request the Bank to exclude items such as iFlex, iExceed and Lending platforms from the scope OR make it optional so that competitors of the above products can be enabled to bid. This is to avoid potential IPR conflicts with the incumbent vendors of the Bank.	Bidder to comply with the RFP terms and conditions

1402	General	New clause	Additional Standard mandatory clauses to be added	To be added newly	1.Acceptance of Deliverables BUYER will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal. The application software (if any) will be delivered/installed for acceptance to BUYER as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of BUYER. BUYER will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by BUYER. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by BUYER, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. BUYER will confirm acceptance in writing to Bidder. The BUYER shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the	Bidder to comply with the RFP terms and conditions
1403	General	New clause	Additional Standard mandatory clauses to be added	To be added newly	2.Change Management Procedure A change identified at any stage of the assignment which requires the deliverable to deviate from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the BUYER to Bidder or vice-versa in the form of a Change Request document. The request for change will then be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. Bidder will present this assessment to the BUYER for its approval within a reasonable time period. Bidder will incorporate the change after receiving the BUYER's written approval. In case of delay in approval by the BUYER, the baseline itself may undergo a change; this will mean a reassessment of the charges. Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed by Bidder to the BUYER. These will be evaluated jointly by the BUYER and Bidder and will be provided by the BUYER at no cost to Bidder.	Bidder to comply with the RFP terms and conditions

1404	General	New clause	Additional Standard mandatory clauses to be added	To be added newly	3.Warranty Bidder shall warrant that the delivered software meets the requirements as specified in the detailed Specifications. This warranty shall remain valid for three (3) months after the acceptance of the software by the BUYER or three (3) months after the delivery of the software, whichever is earlier. BUYER shall promptly notify Bidder in writing of any 'defect' in the software arising due to the reasons solely and entirely attributable to Bidder under this warranty. Upon receipt of such notification, Bidder shall remove the 'defect' in the application software. The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by the BUYER. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved Specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with information, software, specifications, instructions, data, or materials not approved by Bidder and operation of the deliverables on incompatible hardware not recommended by Bidder; (ii) any change, not made by Bidder, to some or all of the	Bidder to comply with the RFP terms and conditions
1405	General	New clause	Additional Standard mandatory clauses to be added	To be added newly	4.Limitation of Liability Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the BUYER or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the BUYER, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the BUYER. Such failures or delays shall be brought to the notice of the BUYER and subject to mutual agreement with the BUYER, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the BUYER for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties. Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in	Bidder to comply with the RFP terms and conditions

1406	General	New clause	Additional Standard mandatory clauses to be added	To be added newly	5.Confidentiality Both parties agree that they may, in the course of their business relationship with the other, acquire or be exposed to information that is proprietary or confidential to the other party, its affiliates or its or their respective clients. Both parties undertake, to hold all such information in strictest confidence and not to disclose such information to third parties nor to use such information for any purpose whatsoever save as may be strictly necessary for the performance of the assignment as mentioned in this proposal. The term "Confidential Information" as used herein means any information or documents disclosed by one party to the other party orally, and which is reduced to writing within a period of 3 days of the disclosure or in writing or including but not limited to any written or printed documents, samples, model, technical data/know-how, drawings, photographs, specifications, standards, manuals, reports, formulae, algorithms, processes, information, lists, trade secrets, computer programs, computer software, computer data bases, computer software documentation, quotations and price lists, research products, inventions, development, processes, engineering techniques, strategies, customers, internal procedures, employees and business opportunity and clearly identified and marked as "Confidential Information". The data contained herein shall not be disclosed, duplicated, used in whole or in part for any purpose other than to	Bidder to comply with the RFP terms and conditions
1407	General	New clause	Additional Standard mandatory clauses to be added	To be added newly	6.Nonexclusively Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by Bidder under this Proposal.	Bidder to comply with the RFP terms and conditions
1408	General	New clause	Additional Standard mandatory clauses to be added	To be added newly	7.Entire Understanding This Proposal together with the Schedules, Annexure and Exhibits hereto and executed by the parties hereto constitutes the entire understanding between the parties hereto with respect to the subject matter hereto and supercedes and cancels all previous negotiations thereof. To the extent permitted by Applicable Law, a party is not liable to another party in contract or tort or in any other way for a representation or warranty that is not set out in this Agreement.	Bidder to comply with the RFP terms and conditions

Date: 11/01/2023
Place: Bangalore

Deputy General Manager

D.I.T. Wing, Procurement Group CANARA BANK HO, Bangalore-560001