

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	1	GeM Bid Document	GeM Bid Document	Bid End Date/Time 31-01-2023 15:00:00	Due date to submit original physical copy Integrity Pact, NDA, EMD BG etc. is not found in RFP. Kindly mention the same. Since this is an online bid submission, as a standard practice, please provide one week time to submit the originals(EMD, NDA etc.) from the date of submission of online bid.	Bidder has to submit their bid in GeM portal only. Hardcopy of Pre Contract Integrity Pact, EMD BG etc., should be submitted at the venue mentioned in the RFP document before due time.
2	1	GeM Bid Document	GeM Bid Document	Bid End Date/Time 31-01-2023 15:00:00	We request you to kindly provide minimum three weeks time after releasing the Pre-Bid Clarifications to prepare RFP Response/Proposals. Accordingly, please extend the submission date.	Bidder to comply with RFP terms and conditions.
3	2	A. BID SCHEDULE & ABBREVIATIONS	1. BID SCHEDULE	<u>Last Date, Time and Venue for Submission of Bids</u> Bid End Date/Time as per GeM Bid Document Venue: Canara Bank, First Floor, DIT Wing-HO (Annexe), Naveen Complex, 14 M G Road, Bengaluru 560001	Please confirm whether the bid is to be submitted physically at the mentioned Venue or uploaded on the Gem portal	Bidder has to submit their bid in GeM portal only. Hardcopy of Pre Contract Integrity Pact, EMD BG etc., should be submitted at the venue mentioned in the RFP document before due time.
4	9	B. INTRODUCTION	1. About Canara Bank	1.2. The Bank is having pan India presence of more than 9713 branches, 24 Circle offices and 176 Regional Offices situated across the States. The Bank also has offices abroad in London, Dubai and New York	Need Connectivity Diagram, How current application is being accessed by users residing in these different geographical locations. How application failover happens currently from DC to DR How the end user traffic is routed. Current DC and DR location?	The details will be shared with the successful bidder
5	10	B. INTRODUCTION	5. Requirement Details	5.2. The selected bidder should propose the Bank for any new services for strengthening the monitoring processes and the Bank reserves the right to include additional services apart from those provided in the RFP.	This should be proposed as optional component and additional BoQ?	Bidder to comply with RFP terms and conditions.
6	10	B. INTRODUCTION	5. Requirement Details	5.2. The selected bidder should propose the Bank for any new services for strengthening the monitoring processes and the Bank reserves the right to include additional services apart from those provided in the RFP.	Kindly elaborate what are the expectations of monitoring processes from the bidder, should it be cloud native or bidders own tools and processes	Cloud native monitoring
7	10	B. INTRODUCTION	6. Participation methodology:	6.4. In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the Principal should assume complete responsibility on behalf of the bidder for providing end-to-end services i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank	The OEM/ CSP/Principal would be providing only the Cloud Infrastructure. As the implementation and management of the set up will be done by the bidder, we request bank to delete this clause.	Bidder to comply with RFP terms and conditions.
8	12	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3. The selected bidder has to setup Cloud Environment within 15 days from the date of acceptance of Purchase Order.	Bidder need to setup entire cloud setup in 15 days . This include Foundation Build/VM configuration and hand over to Bank for further testing for Go-Live in 15 days?	The RFP clause is modified as under: "1.3. The selected bidder has to setup Cloud Environment (including link commissioning, migration of applications etc.) within 6 weeks from the date of acceptance of Purchase Order."

9	12	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3. The selected bidder has to setup Cloud Environment within 15 days from the date of acceptance of Purchase Order.	Please suggest migration timeline for applications as the same is missing in Project Timelines	The RFP clause is modified as under: "1.3. The selected bidder has to setup Cloud Environment (including link commissioning, migration of applications etc.) within 6 weeks from the date of acceptance of Purchase Order."
10	12	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3. The selected bidder has to setup Cloud Environment within 15 days from the date of acceptance of Purchase Order.	1) What is the expectation behind "Set up of Cloud Environment within 15 days" please elaborate?	The RFP clause is modified as under: "1.3. The selected bidder has to setup Cloud Environment (including link commissioning, migration of applications etc.) within 6 weeks from the date of acceptance of Purchase Order."
11	12	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3. The selected bidder has to setup Cloud Environment within 15 days from the date of acceptance of Purchase Order.	15 days is for the Cloud Environment landing zone and user creation OR for deploying all the 3 environment as per Scope of Work	The RFP clause is modified as under: "1.3. The selected bidder has to setup Cloud Environment (including link commissioning, migration of applications etc.) within 6 weeks from the date of acceptance of Purchase Order."
12	12	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3. The selected bidder has to setup Cloud Environment within 15 days from the date of acceptance of Purchase Order.	Only IaaS component? What about DC/DR connectivity with Cloud setup? 100 Mbps redundant path is requested. Minimum 8 weeks will be required.	The RFP clause is modified as under: "1.3. The selected bidder has to setup Cloud Environment (including link commissioning, migration of applications etc.) within 6 weeks from the date of acceptance of Purchase Order."
13	12	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.4. The services will be accepted after satisfactory working of the applications.	A) It is assumed that Bank is already having regression and functional test cases for the same. Please confirm. B) Also, please share number of test cases for each application). C) Please suggest if there are any existing testing tools available which can be leveraged by the bidder for this project.	Bidder to comply with RFP terms and conditions.
14	12	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.4. The services will be accepted after satisfactory working of the applications.	Does application has any custom dependency on baseline hardware or compute which will be provided as IaaS. What are the satisfactory parameters.	No custom dependancy on base hardware
15	12	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Uptime	2.1. The selected bidder shall guarantee a 24x7 availability with monthly uptime of 99.50% for the proposed cloud solution as specified in Annexure-8 (Scope of Work), during contract period, which shall be calculated on monthly basis.	This stands true only for the compute portion? Please clarify?	Bidder to comply with RFP terms.
16	12	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Deliverables	3.1. Any license, if required for the offered services, need to be provided by the successful bidder at no extra cost to the Bank. The successful bidder is solely responsible for any legal obligation related to licenses for services proposed as implemented by the selected bidder	Does Bank wants the bidder to provide OS and Database license also. What are the Oracle license type used?	All the licenses required to complete the scope of work to be factored and provided by the selected bidder, however oracle licenses can be used from bank's EULA

17	13	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Deliverables	3.2. In case the selected bidder is coming with software which is not his propriety software, then the selected bidder must submit evidence in the form of agreement that he has entered into with the software vendor which includes support from the software vendor for the proposed software for the full period required by the Bank	Need More clarity?	In the form of authorised letter/MAF.
18	13	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages		Bidder requests that the total Penalty under this contract should be capped at % of the Total Contract Value. All Penalties and LDs put together.	Bidder to comply with RFP terms and conditions.
19	13	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.1. Penalties/Liquidated damages for delay in providing Cloud Services	Request to allow us to put deviations against this clause since they are not matching with our standard offerings. This is a risk bearing clause to be sorted out mutually during contract negotiation phase.	Bidder to comply with RFP terms and conditions.
20	13	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Availability/Uptime	Can the SLA break penalty % be reduced for to 25% instead of 30%	Bidder to comply with RFP terms and conditions.
21	13	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Availability of the network links at DC and DR	Can the SLA break penalty % be reduced for to 25% instead of 30%	Bidder to comply with RFP terms and conditions.
22	13	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period:	Request to allow us to put deviations against this clause since they are not matching with our standard offerings. This is a risk bearing clause to be sorted out mutually during contract negotiation phase.	Bidder to comply with RFP terms and conditions.
23	13	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Availability of the network links at DC and DR	Overall SLA penalties should be capped @ 10 % of the applicable fees for <<Periodic Payment>>	Bidder to comply with RFP terms and conditions.
24	13	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Availability/Uptime	Please clarify that DR is not in current scope of RFP?	The existing DR should be Bank's on premises Data centers located in Bangalore and Mumbai. The DR failover for all applications should be configured with Bank's on premises Datacenters. However the proposed cloud offering should have a redundant cloud location in India empannelled with MeITY

25	13	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Availability/Uptime	Please clarify that this can be treated as response time rather than resolution time	Bidder to comply with RFP terms and conditions.
26	13	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Availability/Uptime	Request you to change the penalty clause as below "4.4. The maximum penalty levied under clause 4.2 of this section shall not be more than the 25% 5% of Monthly payment including excluding GST amount"	Bidder to comply with RFP terms and conditions.
27	14	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Availability of the network links at DC and DR	As per TRAI norms, SI is not allowed to resell any bandwidth/links. Kindly suggest what is expected in this and if the same is not provided by SI, this penalty shall be removed.	Bidder to provision and manage links and network devices under managed service. Ownership of such links and Network devices should be with the selected bidder.
28	14	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Support Channels - Incident and Helpdesk	Can Time to resolve P1 incident be relaxed to 4 hours	Bidder to comply with RFP terms and conditions.
29	14	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Support Channels - Incident and Helpdesk	Can Time to resolve P2,P3 incident be relaxed to 8 hours and 24 hours respectively	Bidder to comply with RFP terms and conditions.
30	14	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Availability of the network links at DC and DR	Need More clarity?	Bidder to comply with RFP terms and conditions.
31	15	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Percentage of timely vulnerability corrections	Is it for the Infra(Compute/cloud Orchestration) Vulnerability or for the application, OS, DB, VLB, Firewall OR Bank is expecting a vulnerability assessment tool for all the workloads running on CSP provided IaaS component.	The bidder has the responsibility to perform vulnerability scanning of the cloud offering and rectify the same
32	15	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Security Incident and Management Reporting and Vulnerability Management SLAs	Request Client to consider Bidder's (NTT) Standard SLAs separately in case of Platform Security Services like EDR/WAF/SIEM/VAPT.	Bidder to comply with RFP terms and conditions.
33	16	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period: Security breach including Data Theft/Loss/ Corruption	Need More clarity?	Bidder to comply with RFP terms and conditions.

34	17	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.2. Penalties during the Contract Period;	Hope Bank has segregation of applications based on the RTO mentioned and has pre defined process for recovery.	Yes
35	18	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.3. Severity Levels: Severity 2 - Intermittent network connectivity	As per TRAI norms, SI is not allowed to resell any bandwidth/links. Kindly suggest what is expected in this and if the same is not provided by SI, this severity example shall be redefined	Bidder to provision and manage links and network devices under managed service. Ownership of such links and Network devices should be with the selected bidder.
36	18	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.4. The maximum penalty levied under clause 4.2 of this section shall not be more than the 25% of Monthly payment including GST.	Request to allow us to put deviations against this clause since they are not matching with our standard offerings. This is a risk bearing clause to be sorted out mutually during contract negotiation phase.	Bidder to comply with RFP terms and conditions.
37	19	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/ Liquidated Damages	4.12. All the above LDs are independent of each other and are applicable separately and concurrently.	We request the penalty cap to max of 10% of the monthly payment irrespective of the category .	Bidder to comply with RFP terms and conditions.
38	19	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5. Payment Terms		The payment terms for cloud services will be governed by CSP-Quarterly in Advance/Arrears. It will be paid to CSP. The managed services will be to bidder, request you to bifurcate the payment terms for Cloud Services and Managed Services	Bidder to comply with RFP terms and conditions.
39	19	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5. Payment Terms	5.1. All the payments will be done to the selected bidder after delivery of services and acceptance by the Bank.	Payment terms should not be linked to Delivery.	Bidder to comply with RFP terms and conditions.
40	19	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5. Payment Terms	5.5. The rates offered for cloud services must be valid for entire contract period. No variation in these quoted rates shall be allowed during this period.	Many of these prices will be linked with USD. Request you to please allow updation of these rates on yearly basis	Bidder to comply with RFP terms and conditions.
41	19	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5. Payment Terms	5.6. Bank will have liberty to order additional cloud service items, at the rates offered in commercial bid.	This is not acceptable. For additional Services, Price will be renegotiated.	Bidder to comply with RFP terms and conditions.

42	20	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Subcontracting	7.1. The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under the contract without the prior written consent of the Bank. 7.2. 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 false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.	This is confusing. Subcontract is allowed or not?	Subcontracting is not allowed
43	20	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Subcontracting	7.1. The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under the contract without the prior written consent of the Bank.	Request you to please consider group/sister companies as one entity	Bidder to comply with RFP terms and conditions.
44	20	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Subcontracting	7.1. The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under the contract without the prior written consent of the Bank.	Need more clarity?	Bidder to comply with RFP terms and conditions.
45	20	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Right to Audit	8.2. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.	We request confirmation that audit will be restricted to scope of work only and to check controls around it. Please confirm that financial details shall not be part of such audit.	Bidder to comply with RFP terms and conditions.

46	20	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Right to Audit	8.3. The Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank.	We request confirmation that audit will be restricted to scope of work only and to check controls around it. Please confirm that financial details shall not be part of such audit.	Bidder to comply with RFP terms and conditions.
47	20	C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Right to Audit	-	Kyndryl proposes that any audit by the Bank shall be done with prior written notice of not less than 14 days and without causing any disruption to the day-to-day activities of Kyndryl. Further internal cost records of the Kyndryl shall be outside the purview of this audit.	Bidder to comply with RFP terms and conditions.
48	22	D. BID PROCESS	4. Bid System Offer	This is two bid system which has following 2 (Two) parts:	GeM Portal does not accept zip files, documents consisting of more than 100 pages and of file size more than 10MB. Due to this limitation, bidders are unable upload the required documents when the situation arises. Hence, requesting you to allow the bidders to deliver the attachments in zip format by email if required.	No. Bidder to comply with RFP terms and conditions.
49	24	D. BID PROCESS	6. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD	6.2. In case the EMD is submitted in the form of Bank Guarantee the same should be valid for the minimum period of 6 months with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Appendix-E.	This is not acceptable. Extension of EMD has additional Cost.	Bidder to comply with RFP terms and conditions.
50	25	D. BID PROCESS	10. Assumptions/Presumptions/Modifications	The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., 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 etc., 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, deviation etc., in the bidder's response to this RFP document. No offer can be modified or withdrawn by a bidder after submission of Bid/s.	Canara Bank is expecting a Nil-Deviation Bid which may not be possible considering the complexity of this project. Request to kindly allow the bidders to submit their concerns in the form of Deviations which will be sorted out mutually during contract negotiation phase.	No. Bidder to comply with RFP terms and conditions.

51	28	E. SELECTION OF BIDDER	3. Evaluation of Bids	3.4. Bidders Presentation /Site Visits / Product Demonstration/POC 3.4.1. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for service delivery walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.	Demonstration of services? POC? Need more clarity ?	Bidder to comply with RFP terms and conditions.
52	30	F. OWNERSHIP & AWARDDING 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. Bid valid for any shorter period shall be rejected by the Bank.	This is contradictory to details mentioned in GeM portal instructions. Kindly amend it to 180 days from end date/last date of bid submission	Bidder to comply with RFP terms and conditions.
53	33	F. OWNERSHIP & AWARDDING OF CONTRACT	11. Order Cancellation/Termination of Contract		Before cancellation of order, the bidder should be given an opportunity of being heard and the final decision should be taken post such discussions.	Bidder to comply with RFP terms and conditions.
54	33	F. OWNERSHIP & AWARDDING OF CONTRACT	11. Order Cancellation/Termination of Contract		Kyndryl recommends the following language for termination for cause: Either party may terminate this Contract if the other materially breaches this Contract; provided that the party that is non-compliant is given a written notice by the other party and thirty (30) days' notice period to remedy such non-compliance, and the Contract shall then be terminated when the defaulting party fails to remedy such non-compliance within such notice period. In the event of such termination of this Contract, Client shall pay Kyndryl for all the Services Kyndryl delivers through the effective date of termination in addition to payment for, applicable wind -down charges and expenses incurred by Kyndryl. Secondly, in specific response to this Section 12, please note that Section 12.1.1, Section 12.1.2 and Section 12.1.3 are widely worded and can be bracketed in one category of termination of cause where Bidder has committed or materially breaches its obligations under the contract. Section 12.2 again can be bracketed as a termination for material breach for example if there is a material delay in the execution leading to a material breach of the terms of the contract. Further Section 12.2.1 is fairly stringent as any order form will be discussed by both parties and agreed upon and unilateral termination right related to to a stipulated time period may diminish the transactional requirements. Section 12.2.2 shall be applicable only where the contract has been discussed and mutually concluded by both the Parties and not accepted by CB. We would also like to discuss the notice period associated with termination in the event of a party's assets being attached or where a party goes into involuntary liquidation, Section 12.2.7 is the same as Section 12.2.2 and will be fine if the materiality of a breach is the criterion for the termination right. Section 12.2.7, we would like to discuss this with you as any	Bidder to comply with RFP terms and conditions.

55	33	F. OWNERSHIP & AWARDED OF CONTRACT	11. Order Cancellation/Termination of Contract		In case of early termination of the Bid by the bank for reasons not attributable to the bidder, then the Bank should pay all the amount that is due and payable to the bidder as on date of such termination + the amount for all the intellectual services/works done by the bidder up until the date of such termination. If the RFP is delayed for reasons attributable to the Bank, then bidder shall have the right to re-negotiate the values at the time of such extension.	Bidder to comply with RFP terms and conditions.
56	33	F. OWNERSHIP & AWARDED OF CONTRACT	11. Order Cancellation/Termination of Contract		Bank to confirm that notwithstanding anything in any other document, notice of atleast 30 days will be provided to cure any breach or default, before termination in case of default.	Bidder to comply with RFP terms and conditions.
57	33	F. OWNERSHIP & AWARDED OF CONTRACT	11. Order Cancellation/Termination of Contract		Request you to modify the clause as "Bank shall serve the notice of termination to the bidder at least 90 days prior, of its intention to terminate services without assigning any reasons."	Bidder to comply with RFP terms and conditions.
58	37	G. GENERAL CONDITIONS	10. Intellectual Property Rights		Bidder cannot provide any warranty on non infringement of IP rights. However, Bidder is willing to provide an indemnity on third party claims for infringement of IP rights.	Bidder to comply with RFP terms and conditions.
59	38	G. GENERAL CONDITIONS	11. Confidentiality and Non-Disclosure		(i) Confidentiality clause to be kept mutual. (ii) Surviving obligation shall be for a period of 3 years post expiry/ termination of agreement, (iii) We suggest to delete indemnity clause as the same is not acceptable.	Bidder to comply with RFP terms and conditions.
60	38	G. GENERAL CONDITIONS	12. Indemnity		Request to delete below clause '12.1.1.The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;' We are already providing LDs, claiming Indemnity is penalizing us twice for the same default.	Bidder to comply with RFP terms and conditions.

61	38	G. GENERAL CONDITIONS	12. Indemnity	<p>We suggest that clause for indemnity be kept mutual. We further suggest Indemnity clause to be framed as under that either party to indemnify each other for the following:</p> <p>1. For third party IPR infringement claims</p> <p>Provided that the indemnification obligations shall be subject to following :-</p> <p>a) Immediate notice to be sent by the Indemnified party.</p> <p>b) Control of the defence of the claim by the indemnifying party.</p> <p>c) Assistance by the indemnified party in the defence at the expense of the indemnifying party.</p> <p>In no event shall either party be liable to the other for any indirect, incidental, special, consequential, exemplary or punitive damages including, but not limited to, damages for lost revenue, lost profits, loss of goodwill, loss of data, technology, equipment or types of damages whatsoever, whether or not caused by any acts of omission or commission and regardless whether such party has been informed of the possibility or the likelihood of such damages.</p> <p>Maximum liability of either party be limited to annual contract value.</p> <p>Exclusion of this cap can be for confidentiality obligation. However, liability under indemnity should be capped.</p>	Bidder to comply with RFP terms and conditions.
62	39	G. GENERAL CONDITIONS	12. Indemnity	<p>Indemnification: Bidder will indemnify CB for third party claims for only any breach of IPR violations by the Bidder on material if any supplied by Bidder from the use of unaltered Company manufactured products , provided the CB gives the Company prompt notice of any such claim and Bidder is allowed to take sole defense and control of any such claim. For clarity, this does not apply to any third party Products or Software supplied by Bidder. Further, Bidder shall not indemnify CB for any <i>inter se</i> claims or for any general indemnity related to any breaches under contract as Indemnification is for specific requirements under the contract.</p> <p>Limitation of Liability: Bidder submits the following language to be included in the contract. Bidder's entire liability for all claims related to the Agreement will not exceed the aggregate amount of any actual direct damages incurred by up to the amounts paid (if recurring charges, up to 12 months' charges apply) by CB for the product or service that is the subject of the claim, regardless of the basis of the claim. This limit applies collectively to Bidder, its subsidiaries, contractors, and suppliers. Bidder will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, anticipated savings, reputation, data and third party claims, even if Bidder has been advised of possibility of such damages. The Bidder seeks deletion of the exceptions to the liability cap.</p>	Bidder to comply with RFP terms and conditions.

63	43	G. GENERAL CONDITIONS	22. Legal Disputes and Jurisdiction of the court		We would request that the Disputes should also be the subject matter of the Arbitration and Conciliation Act, 1996.	Bidder to comply with RFP terms and conditions.
64	43	G. GENERAL CONDITIONS	22. Legal Disputes and Jurisdiction of the court		Both parties shall be entitled to seek injunction, restraining orders, right for recovery, specific performance or any other equitable reliefs.	Bidder to comply with RFP terms and conditions.
65	45	H. PURCHASE PREFERENCE	3. Procurement through Local Suppliers (Make in India)		Do we have to submit MII certificate on OEM or our company letterhead.	Bidder has to submit MII certificate with their OEM's MII certificate.
66	46	H. PURCHASE PREFERENCE	3. Procurement through Local Suppliers (Make in India)	3.9. In cases of procurement for a value in excess of Rs.10 Crores, the 'Class-I Local supplier'/'Class -II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost account or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.	Request to accept this certificate signed by Authorized Signatory	Bidder to comply with RFP terms and conditions.
67	47	Annexure-1	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.	This is contradictory to details mentioned in GeM portal instructions. Kindly amend it to 180 days from end date/last date of bid submission	Bidder to comply with RFP terms and conditions.
68	47	Annexure-1	Bid Covering Letter	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.	Canara Bank is expecting a Nil-Deviation Bid which may not be possible considering the complexity of this project. Request to kindly allow the bidders to submit their concerns in the form of Deviations which will be sorted out mutually during contract negotiation phase.	Bidder to comply with RFP terms and conditions.

69	49	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 1. The bidder 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.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Certificate of local content to be submitted as per Annexure-5.</p>	We are service provider and are not manufacturing any IT components. Request you to please elaborate this point	Bidder to refer https://dpiit.gov.in/public-procurements for complete guidelines
70	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	Bidder not be able to provide the Purchase Order/ Work Order due to confidentiality reasons. Request Bank to modify the clause as Satisfactory performance certificate from client in BFSI to this effect."	Bidder to comply with RFP terms and conditions.
71	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	MSME & Startup bidders are exempted from experience criteria	As per applicable MSE and Startup guidelines.

72	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	Bidder not be able to provide the Purchase Order/ Work Order due to confidentiality reasons. Request Bank to modify the clause as "Satisfactory performance certificate from client in BFSI to this effect."	Bidder to comply with RFP terms and conditions.
73	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	We understand that that "IT Infrastructure" mentioned here will comprise of any Hardware / Software supplied to BFSI entities. Kindly confirm on this understanding.	Yes

74	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	We will not be able to provide the Purchase Order/ Work Order due to confidentiality reasons. Request Bank to modify the clause as "Satisfactory performance certificate from client in BFSI to this effect."	Bidder to comply with RFP terms and conditions.
75	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	<p>The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 5 years as on RFP date.</p>	Bidder to comply with RFP terms and conditions.

76	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	Work Order along with self declaration mentioning the total value and project status	Bidder to comply with RFP terms and conditions.
77	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	<p>Pre-Qualification Criteria :</p> <p>The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector / Banks / Financial institutes / Government / Private Sector in India during the last 5 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p>Documents to be submitted :</p> <p>Satisfactory performance certificate from client in BFSI / Banks / Financial institutes / Government / Private Sector/ purchase order/work order to this effect.</p>	Bidder to comply with RFP terms and conditions.

78	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	Please update the following clause as " <i>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 1 clients in BFSI sector in India during the last 3 years as on RFP date.</i> "	Bidder to comply with RFP terms and conditions.
79	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	Due to NDA, our customers do not provide the Satisfactory performance certificates. Hence, request to remove "Satisfactory performance certificate" and accept PO Copies	Bidder to comply with RFP terms and conditions.

80	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	As per the NDA signed with our clients, we are strictly bound to keep each and every information of our clients very confidential including their names, SOFs, PO Copies, Order values, dates of projects etc. Hence we request to allow the bidders to submit a self-declaration signed by Authorized signatory to comply with this requirement or Masked Details and Masked PO Copies.	Bidder to comply with RFP terms and conditions.
81	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	<p>We would request you to modify the clause as below</p> <p>"The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI/Govt/PSU sector in India during the last 7 years as on RFP date."</p>	Bidder to comply with RFP terms and conditions.

82	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 4. The CSP should have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least two projects in BFSI sector in India during the last 3 years as on RFP date.</p> <p>The bidder (if the bidder is not CSP) should have experience in managing the IT Infrastructure for Data Centre/ Cloud Services to at least 3 clients in BFSI sector in India during the last 3 years as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.</p>	Bidder/ not be able to provide the Purchase Order/ Work Order due to confidentiality reasons. Request Bank to modify the clause as "Satisfactory performance certificate from client in BFSI to this effect."	Bidder to comply with RFP terms and conditions.
83	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 5. The bidder should have minimum annual turnover of Rs.20.00 Crores with Rs.5.00 Crores from Data Centre related/Cloud related Services for each year during the last three financial years (i.e. 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Bidder has to submit audited Balance Sheet copies for last 3 Years i.e. 2019-20, 2020-21 and 2021-22 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.</p>	<p>We would request you to modify the clause as below</p> <p>"The bidder should have minimum annual turnover of Rs.100 20.00 Crores with Rs.5.00 Crores from Data Centre related/Cloud related Services for each year during the last three financial years (i.e. 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies."</p>	Bidder to comply with RFP terms and conditions.

84	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 5. The bidder should have minimum annual turnover of Rs.20.00 Crores with Rs.5.00 Crores from Data Centre related/Cloud related Services for each year during the last three financial years (i.e. 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Bidder has to submit audited Balance Sheet copies for last 3 Years i.e. 2019-20, 2020-21 and 2021-22 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.</p>	Request to remove "CA Certificate" and accept Audited BS and P&L Statement	Bidder to comply with RFP terms and conditions.
85	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 6. The bidder should have positive Net Worth as on 31/03/2022 and also should have not eroded by more than 30% in the last three financial years (i.e. 2019-20, 2020-21 and 2021-22).</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> The bidder must produce a certificate from the Company's Chartered Accountant with UDIN to this effect.</p>	Request to remove "CA Certificate" and accept Audited BS and P&L Statement	Bidder to comply with RFP terms and conditions.
86	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 9. The Cloud Data Center should have a minimum of 3 ISPs as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Bidder has to submit relevant certification/documents.</p>	We cannot divulge the ISP details due to compliance and security reasons. Request you to remove the clause.	Bidder to comply with RFP terms and conditions.
87	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 9. The Cloud Data Center should have a minimum of 3 ISPs as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Bidder has to submit relevant certification/documents.</p>	We cannot divulge the ISP details due to compliance and security reasons. Request you to remove the clause, else accept undertaking letter confirming on the requirement .	Bidder to comply with RFP terms and conditions.

88	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 9. The Cloud Data Center should have a minimum of 3 ISPs as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Bidder has to submit relevant certification/documents.</p>	<p>We cannot divulge the ISP details due to compliance and security reasons. Request you to remove the clause. However, if the bank wants to establish a peer to peer/MPLS connectivity with CSP Datacenter, we can consider the option through a preferred ISP.</p>	Bidder to comply with RFP terms and conditions.
89	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 9. The Cloud Data Center should have a minimum of 3 ISPs as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Bidder has to submit relevant certification/documents.</p>	<p>Kindly mention the names of certificates or documents to be submitted by the bidders to comply with this criterion.</p>	Bidder to comply with RFP terms and conditions.
90	50	Annexure-2	Pre- Qualificati on Criteria	<p><u>Pre-Qualification Criteria</u> 9. The Cloud Data Center should have a minimum of 3 ISPs as on RFP date.</p> <p><u>Documents to be submitted</u> <u>In compliance with Pre-Qualification Criteria:</u> Bidder has to submit relevant certification/documents.</p>	<p>CSP cannot divulge the ISP details due to compliance and security reasons. Request you to remove the clause.</p>	Bidder to comply with RFP terms and conditions.
91	55	Annexure-5	Make in India Certificate		<p>Request to accept this certificate signed by Authorized Signatory</p>	Bidder to comply with RFP terms and conditions.
92	56	Annexure-6	List of Major Customers of the bidder in last 3 Years and references in providing Data Center related/ Cloud related Services		<p>Due to NDA, our customers do not provide the Satisfactory performance certificates and they do not allow us to disclose the project details. Hence, request to please remove this form.</p> <p>As per the NDA signed with our clients, we are strictly bound to keep each and every information of our clients very confidential including their names, SOFs, PO Copies, Order values, dates of projects etc. Hence we request to allow the bidders to submit a self-declaration signed by Authorized signatory to comply with this requirement or Masked Details and Masked PO Copies.</p>	Bidder to comply with RFP terms and conditions.

93	58	Annexure-8	Scope of Work	1. The selected bidder will be responsible for provisioning of required IT-Infrastructure as Infrastructure as a Service (IaaS) for hosting the applications.	Is the SI partner requirement for newly hosted applications or applies to the current applications running in Canara bank?	Current application running in Canara Bank, as well as any new applications as per Bank's requirement.
94	58	Annexure-8	Scope of Work	2. The proposed landscape for the deployment of solution is 2.1. UAT & Staging 2.2. Production 2.3. Disaster Recovery & periodical DR Drill	How many DR Drills per year?	DR drill will be Half yearly once or whenever bank decides
95	58	Annexure-8	Scope of Work	2. The proposed landscape for the deployment of solution is 2.1. UAT & Staging 2.2. Production 2.3. Disaster Recovery & periodical DR Drill	Bank will be deploying these UAT and production environment using the same Compute, network and security components or a separate sub system needs to be proposed. How many DR Drill required per year.	Currently, only production environment in cloud is required and half yearly once and whenever bank decides DR drill to be conducted. Bidder to comply with RFP terms and conditions.
96	58	Annexure-8	Scope of Work	3. The above environments are to be deployed on the Virtual Private Cloud / Government Community Cloud located in India.	Environment specifications vary based on the applications to be hosted. Is there a list of all applications running and their infrastructure requirements?	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
97	58	Annexure-8	Scope of Work	3. The above environments are to be deployed on the Virtual Private Cloud / Government Community Cloud located in India.	We request to modify the clause to host applications/platforms on a Meity approved Public Cloud providers present in Gartner Magic Quadrant for Cloud Infrastructure and Platform Service providers.	Bidder to comply with RFP terms and conditions.
98	58	Annexure-8	Scope of Work	3. The above environments are to be deployed on the Virtual Private Cloud / Government Community Cloud located in India.	VPC aligned to a particular CSP and gives an undue advantage as it will not qualify others to participate. Hence we request to modify the clause to host applications/platforms on a Meity approved Public Cloud providers present in Gartner Magic Quadrant for Cloud Infrastructure and Platform Service providers.	Bidder to comply with RFP terms and conditions.
99	58	Annexure-8	Scope of Work	3. The above environments are to be deployed on the Virtual Private Cloud / Government Community Cloud located in India.	We request to modify the clause to host applications/platforms on a Meity approved Public Cloud providers present in Gartner Magic Quadrant for Cloud Infrastructure and Platform Service providers.	Bidder to comply with RFP terms and conditions.
100	58	Annexure-8	Scope of Work	3. The above environments are to be deployed on the Virtual Private Cloud / Government Community Cloud located in India.	We request to modify the clause to host applications/platforms on a Meity approved Public Cloud providers present in Gartner Magic Quadrant for Cloud Infrastructure and Platform Service providers.	Bidder to comply with RFP terms and conditions.
101	58	Annexure-8	Scope of Work	4. The environment of Virtual Private Cloud / Government Community Cloud shall comply with the respective Provisional Empanelment Compliance Requirements published by Ministry of Electronics and Information Technology (MeitY), Government of India.	1. Single VPC for all applications or multiple VPCs? 2. Is there any Geolocation restriction for the Cloud server?	1. Single VPC only. 2. It should be in India. The same VPC must have a secondary cloud infra in another location within India, however the secondary cloud infra may not be provisioned as of now.
102	58	Annexure-8	Scope of Work	5. The selected bidder has to provide cloud services for hosting Canara Bank applications which is currently hosted on premises with the environment provided in Annexure-9 factoring appropriate buffer from the existing environment (in terms of capacity).	How many applications? What technologies are being used?	Bidder to refer Amended Annexure-9 available in Corrigendum-2.

103	58	Annexure-8	Scope of Work	5. The selected bidder has to provide cloud services for hosting Canara Bank applications which is currently hosted on premises with the environment provided in Annexure-9 factoring appropriate buffer from the existing environment (in terms of capacity).	What is the YoY growth capacity expected?	20%
104	58	Annexure-8	Scope of Work	5. The selected bidder has to provide cloud services for hosting Canara Bank applications which is currently hosted on premises with the environment provided in Annexure-9 factoring appropriate buffer from the existing environment (in terms of capacity).	What is the YoY growth capacity expected?	20%
105	58	Annexure-8	Scope of Work	5. The selected bidder has to provide cloud services for hosting Canara Bank applications which is currently hosted on premises with the environment provided in Annexure-9 factoring appropriate buffer from the existing environment (in terms of capacity).	What is the YoY growth capacity expected?	20%
106	58	Annexure-8	Scope of Work	5. The selected bidder has to provide cloud services for hosting Canara Bank applications which is currently hosted on premises with the environment provided in Annexure-9 factoring appropriate buffer from the existing environment (in terms of capacity).	Since the new setup will be on cloud we can scale the instance in real time and need not provision buffer on day one as it will save cost	Bidder to comply with RFP terms and conditions.
107	58	Annexure-8	Scope of Work	5. The selected bidder has to provide cloud services for hosting Canara Bank applications which is currently hosted on premises with the environment provided in Annexure-9 factoring appropriate buffer from the existing environment (in terms of capacity).	What is the YoY growth capacity expected?	20%
108	58	Annexure-8	Scope of Work	5. The selected bidder has to provide cloud services for hosting Canara Bank applications which is currently hosted on premises with the environment provided in Annexure-9 factoring appropriate buffer from the existing environment (in terms of capacity).	Would the bank be able to share current load patterns in terms of capacity such as Average Load, Peak Load, current utilization, Transaction volumes etc.?	Web/APP server : Average : 25% CPU and 40% Memory Peak : 80% CPU and 90% Memory DB server: Average : 25% CPU and 40% Memory Peak : 70% CPU and 80% Memory
109	59	Annexure-8	Scope of Work	5. The selected bidder has to provide cloud services for hosting Canara Bank applications which is currently hosted on premises with the environment provided in Annexure-9 factoring appropriate buffer from the existing environment (in terms of capacity).	Would the bank be able to share current load patterns in terms of capacity such as Average Load, Peak Load, current utilization, Transaction volumes etc.?	Web/APP server : Average : 25% CPU and 40% Memory Peak : 80% CPU and 90% Memory DB server: Average : 25% CPU and 40% Memory Peak : 70% CPU and 80% Memory

110	59	Annexure-8	Scope of Work	5. The selected bidder has to provide cloud services for hosting Canara Bank applications which is currently hosted on premises with the environment provided in Annexure-9 factoring appropriate buffer from the existing environment (in terms of capacity).	Would the bank be able to share current load patterns in terms of capacity such as Average Load, Peak Load, current utilization, Transaction volumes etc.?	<u>Web/APP server :</u> Average : 25% CPU and 40% Memory Peak : 80% CPU and 90% Memory <u>DB server:</u> Average : 25% CPU and 40% Memory Peak : 70% CPU and 80% Memory
111	59	Annexure-8	Scope of Work	5. The selected bidder has to provide cloud services for hosting Canara Bank applications which is currently hosted on premises with the environment provided in Annexure-9 factoring appropriate buffer from the existing environment (in terms of capacity).	Would the bank be able to share current load patterns in terms of capacity such as Average Load, Peak Load, current utilization, Transaction volumes etc.?	<u>Web/APP server :</u> Average : 25% CPU and 40% Memory Peak : 80% CPU and 90% Memory <u>DB server:</u> Average : 25% CPU and 40% Memory Peak : 70% CPU and 80% Memory
112	58	Annexure-8	Scope of Work	6. The selected bidder shall be responsible for provisioning required compute infrastructure (server/virtual machine), storage for hosting applications. The proposed infrastructure must have inbuilt Anti-Spam/ Malware/ Antivirus threats control software.	Please let us know if there are any specific antivirus or Malware products which need to implemented on IaaS platform for the compute nodes	Industry standard solution catering the Scope of Work.
113	58	Annexure-8	Scope of Work	6. The selected bidder shall be responsible for provisioning required compute infrastructure (server/virtual machine), storage for hosting applications. The proposed infrastructure must have inbuilt Anti-Spam/ Malware/ Antivirus threats control software.	Any preferred antivirus providers or can the bidder choose based on the experience and application fit?	Industry standard solution catering the Scope of Work.
114	58	Annexure-8	Scope of Work	6. The selected bidder shall be responsible for provisioning required compute infrastructure (server/virtual machine), storage for hosting applications. The proposed infrastructure must have inbuilt Anti-Spam/ Malware/ Antivirus threats control software.	Kindly clarify if the bank can bring on-prem licenses for anti-virus, anti-malware, database activity monitoring (DAM) and Vulnerability & Patch Management (VAPT) tools to cloud?	No
115	58	Annexure-8	Scope of Work	6. The selected bidder shall be responsible for provisioning required compute infrastructure (server/virtual machine), storage for hosting applications. The proposed infrastructure must have inbuilt Anti-Spam/ Malware/ Antivirus threats control software.	We recommend customer to use the existing Anti-virus, malware, DAM tools that are used On Prem.	Bidder to comply with RFP terms and conditions.
116	58	Annexure-8	Scope of Work	6. The selected bidder shall be responsible for provisioning required compute infrastructure (server/virtual machine), storage for hosting applications. The proposed infrastructure must have inbuilt Anti-Spam/ Malware/ Antivirus threats control software.	Need more clarity on Inbuilt Anti-Spam?	Bidder to comply with RFP terms and conditions.

117	58	Annexure-8	Scope of Work	7. The selected bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLA's.	Switches and routers are included in the cloud, Only Firewalls has to deploy on cloud. Please clarify	The cloud offering should have host based firewall
118	58	Annexure-8	Scope of Work	7. The selected bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLA's.	Firewalls - Bidder's choice or Bank's preference?	Industry standard solution catering the Scope of Work.
119	58	Annexure-8	Scope of Work	8. The proposed cloud solution needs to provide the ability for Bank IT Administrators to automatically provision the service via a Web Portal (Self Provisioning), provide metering and billing to provide service assurance for maintenance & operations activities. Detailed user level or group level auditing, monitoring, metering, accounting, quota and show-back information is essential for the offered cloud platform.	Does the bank Admin Intend to provision and / or deprovision service ? This may result in variable cost and the RFP ask is for a fixed cost for the duration of the project	Bidder to comply with RFP terms and conditions.
120	58	Annexure-8	Scope of Work	8. The proposed cloud solution needs to provide the ability for Bank IT Administrators to automatically provision the service via a Web Portal (Self Provisioning), provide metering and billing to provide service assurance for maintenance & operations activities. Detailed user level or group level auditing, monitoring, metering, accounting, quota and show-back information is essential for the offered cloud platform.	Is this related to Infra administration including VM OS app and DB or user accessing the application. No. of users who will be maintaining app and DB from bank side. NTT will provision services for those users.	Bidder to comply with RFP terms and conditions.
121	58	Annexure-8	Scope of Work	9. The selected bidder has to provide cloud services that are dynamic and agile which provides elasticity such as but not limited to increase or decrease in compute, memory at any point of time, dynamically on the fly, with zero dependency with the Cloud Service Provider.	More clarity is required on this point.	It is autoscaling of cloud offerings
122	58	Annexure-8	Scope of Work	10. The elasticity has to enable auto-scaling in accordance with actual utilization. The proposed cloud solution has to be capable of disabling the auto-scale feature for selected components at any point of time as decided by the bank.	How dynamic are the changes possible in the hosted applications?	Bidder to comply with RFP terms and conditions.

123	58	Annexure-8	Scope of Work	10. The elasticity has to enable auto-scaling in accordance with actual utilization. The proposed cloud solution has to be capable of disabling the auto-scale feature for selected components at any point of time as decided by the bank.	Only Horizontal Scaling is possible in OCI. Are you looking Horizontal or vertical Scaling	horizontal or vertical scaling is required
124	58	Annexure-8	Scope of Work	10. The elasticity has to enable auto-scaling in accordance with actual utilization. The proposed cloud solution has to be capable of disabling the auto-scale feature for selected components at any point of time as decided by the bank.	Auto scaling is more applicable for the app and web tier, is bank expecting auto scaling at DB layer too , request confirmation here.	For APP and Web alone expecting auto scaling, For DB - Vertical auto scaling
125	58	Annexure-8	Scope of Work	10. The elasticity has to enable auto-scaling in accordance with actual utilization. The proposed cloud solution has to be capable of disabling the auto-scale feature for selected components at any point of time as decided by the bank.	Auto scaling is more applicable for the app and web tier, is bank expecting auto scaling at DB layer too , request confirmation here.	For APP and Web alone expecting auto scaling, For DB - Vertical auto scaling
126	58	Annexure-8	Scope of Work	10. The elasticity has to enable auto-scaling in accordance with actual utilization. The proposed cloud solution has to be capable of disabling the auto-scale feature for selected components at any point of time as decided by the bank.	Auto scaling is more applicable for the app and web tier, is bank expecting auto scaling at DB layer too , request confirmation here.	For APP and Web alone expecting auto scaling, For DB - Vertical auto scaling
127	58	Annexure-8	Scope of Work	10. The elasticity has to enable auto-scaling in accordance with actual utilization. The proposed cloud solution has to be capable of disabling the auto-scale feature for selected components at any point of time as decided by the bank.	More clarity is required on this point.	It is to cap the autoscaling feature
128	58	Annexure-8	Scope of Work	10. The elasticity has to enable auto-scaling in accordance with actual utilization. The proposed cloud solution has to be capable of disabling the auto-scale feature for selected components at any point of time as decided by the bank.	Auto scaling is more applicable for the app and web tier, is bank expecting auto scaling at DB layer too , request confirmation here.	For APP and Web alone expecting auto scaling, For DB - Vertical auto scaling
129	59	Annexure-8	Scope of Work	10. The elasticity has to enable auto-scaling in accordance with actual utilization. The proposed cloud solution has to be capable of disabling the auto-scale feature for selected components at any point of time as decided by the bank.	Require some additional information about the applications, technologies, versions in use etc.,	Bidder to comply with RFP terms and conditions.
130	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	Do we need to work on rearchitect applications selected by Bank which are not cloud ready before migration	Yes

131	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	Please specify clearly, who is expected to migrate the workload? Is the workload only IaaS (as per RFP Annexure 9 - Existing Environment Details) that is needed to be migrated as part of this engagement? OR there are legacy applications which needs to be migrated and by whom?	Bidder should provision the cloud infrastructure and assist the bank in boarding the home grown applications
132	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	Some of the applications may not be cloud ready and may require re development or modifications, which can be handled by a (ISV/OEM/Developer). Please clarify.	The tweaking with application is to be assisted by the bidder.
133	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	Request bank to provide architecture layout of each layer to ensure lift and shift by preserving the on premises architecture	The details will be shared with the successful bidder
134	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	Bidder can do the lift and shift. However, how is bidder expected to make changes in application. Please specify. Application feasibility on Cloud has to be checked by Canara Bank	The tweaking with application is to be assisted by the bidder.
135	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	Request bank to provide architecture layout of each layer to ensure lift and shift by preserving the on premises architecture	The details will be shared with the successful bidder
136	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	Please provide the details of the applications in scope for migration.	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
137	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	Is Managed Security and SOC Service part of the requirement	Bidder to comply with RFP terms and conditions.
138	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	Request bank to provide architecture layout of each layer to ensure lift and shift by preserving the on premises architecture	The details will be shared with the successful bidder
139	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	Please specify what bank mean by "convert existing home grown apps identified by bank to cloud ready environment" ? We can help bank with lift and shift migration of the services from on prem to cloud but we can not do any code level changes in apps as we do not own the code, you may need your ISV or apps team for the same.	The tweaking with application is to be assisted by the bidder.

140	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	What are these home grown applications? What is the current deployment scenario? Application landscape and an assessment will be required?	The selected bidder should assess the same.
141	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	Please provide more details around the application landscape in terms of underlying technology, platform, version etc	IDE: Visual Studio, Framework: DOTNET 4.0 and above, Reports: Crystal Reports, Running on IIS 10 and above
142	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	It is expected that the bidder should convert existing application to make it cloud ready. We would need to know which are all these 30 applications and their status (if they are cloud enabled or not). How many such applications are in scope.	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
143	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud.	Request bank to provide architecture layout of each layer to ensure lift and shift by preserving the on premises architecture	The details will be shared with the successful bidder
144	59	Annexure-8	Scope of Work	11. The selected bidder has to convert the existing home grown applications identified by the bank to cloud ready environment and do a lift and shift of the application from on premise to the cloud. 15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	The two points are contradicting . We understand that bidder will only take care of IaaS on cloud and co-ordinate with Banks/Application/respective stake holders for smooth migration of the application. However any tweaking/changes in application will be taken care by Bank/Application OEM. Kindly confirm.	The tweaking with application is to be assisted by the bidder.
145	59	Annexure-8	Scope of Work	12. The selected bidder shall ensure that a change release management and configuration management procedure is defined and implemented to process any change to the cloud environment/ services. This procedure must include the capability to support the transition between the aforementioned environments prior to production deployment.	What is the availability of the bank's IT team for the periodical patching and upgrades	As and when required by the bank. Bidder to comply RFP terms and conditions

146	59	Annexure-8	Scope of Work	13. The selected bidder shall manage the instances of storage, compute instances, and network environments. This includes Bank-owned & installed operating systems and other system software that are outside of the authorization boundary of the CSP. The selected bidder is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations.	Does this mean the selected bidder will also be an Managed Services Provider for some native applications that can not be deployed on cloud?	The bidder is the managed service provider of the cloud offerings for the inscope applications
147	59	Annexure-8	Scope of Work	13. The selected bidder shall manage the instances of storage, compute instances, and network environments. This includes Bank-owned & installed operating systems and other system software that are outside of the authorization boundary of the CSP. The selected bidder is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations.	What does establishing Customized security control mean? Please specify.	Based on the touchpoint environments the cloud is extended, the security solutions should be customizable

148	59	Annexure-8	Scope of Work	13. The selected bidder shall manage the instances of storage, compute instances, and network environments. This includes Bank-owned & installed operating systems and other system software that are outside of the authorization boundary of the CSP. The selected bidder is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations.	Is the bidder expected to bring solution and factor additional capacity for configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations	The bidder to establish network connectivity by placing a router in banks datacenters as managed services which is outside the boundary of CSP. The bidder should also factor licenses for all points in scope of work. However the banks Active directory can be used for Identity and Access management.
149	59	Annexure-8	Scope of Work	13. The selected bidder shall manage the instances of storage, compute instances, and network environments. This includes Bank-owned & installed operating systems and other system software that are outside of the authorization boundary of the CSP. The selected bidder is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations.	Please clarify what are the other system software that will fall outside the authorization boundary of CSP	The bidder to establish network connectivity by placing a router in banks datacenters as managed services which is outside the boundary of CSP. The bidder should also factor licenses for all points in scope of work. However the banks Active directory can be used for Identity and Access management.

150	59	Annexure-8	Scope of Work	13. The selected bidder shall manage the instances of storage, compute instances, and network environments. This includes Bank-owned & installed operating systems and other system software that are outside of the authorization boundary of the CSP. The selected bidder is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations.	Please confirm if bank is talking about a setup other than cloud here? If so, do you mean that we as a service provider need to support that environment as well ?	The bidder to establish network connectivity by placing a router in banks datacenters as managed services which is outside the boundary of CSP. The bidder should also factor licenses for all points in scope of work. However the banks Active directory can be used for Identity and Access management.
151	59	Annexure-8	Scope of Work	13. The selected bidder shall manage the instances of storage, compute instances, and network environments. This includes Bank-owned & installed operating systems and other system software that are outside of the authorization boundary of the CSP. The selected bidder is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations.	Please specify the boundaries(No of devices databases, app, network components) of CSP/GCC cloud. boundaries cannot be defined, we would like this clause to be removed	The bidder to establish network connectivity by placing a router in banks datacenters as managed services which is outside the boundary of CSP. The bidder should also factor licenses for all points in scope of work. However the banks Active directory can be used for Identity and Access management.
152	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	How many applications are mission critical?	All
153	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	How many applications need hot vs cold migrations?	All are cold migration

154	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	Any applications need downtime?	Yes
155	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	How many applications are cloud ready?	The selected bidder should assess the same.
156	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	1) Need confirmation on the type of migration engagement. 2) Is it only IT Infrastructure migration (IaaS) or application migration? If application migration is a part of scope, then please share Application inventory in detail. 3) What is meant by "tweaking the existing application parameters"?	Migrating the existing application to the cloud may or maynot require a change. However the same should be studied by the bidder and assist the bank for the same
157	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	What is the responsibility matrix (RACI) for SI w.r.t to the Application design, deployment, migration, transformation and support?	The tweaking with application is to be assisted by the bidder.
158	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	How is bidder expected to make changes in application parameters. Please specify	The tweaking with application is to be assisted by the bidder.
159	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	What is the responsibility matrix (RACI) for SI w.r.t to the Application design, deployment, migration, transformation and support?	The tweaking with application is to be assisted by the bidder.
160	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	What is the responsibility matrix (RACI) for SI w.r.t to the Application design, deployment, migration, transformation and support?	The tweaking with application is to be assisted by the bidder.
161	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	We can help bank with lift and shift migration of the services from on prem to cloud but we can not do any code level changes in apps as we do not own the code, you may need your ISV or apps team for the same.	The tweaking with application is to be assisted by the bidder.
162	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	1. Annexure 8 point 11 mentions tweaking of home grown application. Does this point refers to OEM application software.	The tweaking with application is to be assisted by the bidder.

163	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	What level of support is expected in the migration of application. Is the bidder expected to perform the application tweaking to make it cloud ready and perform the migration or Canara bank will perform the application migration and vendor is expected to support	The tweaking with application is to be assisted by the bidder.
164	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	Please provide the inventory list of servers for each application instance and database that will be migrated to cloud - CPU/RAM/Operating System/Disk size/Physical/Virtual.	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
165	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	What is the responsibility matrix (RACI) for SI w.r.t to the Application design, deployment, migration, transformation and support?	The tweaking with application is to be assisted by the bidder.
166	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	Apart from Database migration to cloud is the bank also expecting the partner to migrate the application and configure it on OCI.	Yes
167	59	Annexure-8	Scope of Work	15. The selected bidder has to support the installation of the cloud components and smooth migration of the application to the cloud by tweaking the existing application parameters and make it cloud ready.	Customer or HomeGrown Applications require ISV/OEM/DEVELOPMENT support from Canara Bank	Yes the same will be provided
168	59	Annexure-8	Scope of Work	16. The applications deployed in the proposed cloud solution has to be capable of interacting with the on premises data center applications and with the applications/ services available in the internet, if required.	Please specify the on premises data center application and what type of integration is expected. One use case for better understanding of the requirement	The application hosted in cloud should interact with other services like Active directory or applications like HRMS deployed in on premises data centers
169	59	Annexure-8	Scope of Work	16. The applications deployed in the proposed cloud solution has to be capable of interacting with the on premises data center applications and with the applications/ services available in the internet, if required.	Looking for Network Establishment or Application level integrations, Please elaborate	Application level integrations
170	59	Annexure-8	Scope of Work	17. The selected bidder shall provide support to Bank's technical team or nominated agency for optimization of resources in cloud environment for better performance and also provide physical and virtual access to the technical persons for the resolution of any issue pertaining to the operation, maintenance or rectification to keep the application running without any problem, as authenticated by Bank.	Please explain the use case for physical access to technical person for resolution.	Bidder to comply with RFP terms and conditions.

171	59	Annexure-8	Scope of Work	18. The selected bidder has to provide 24x7 enterprise level technical support from the Cloud Service Provider. The selected bidder has to factor the solution such that there is a buffer of 30% reserved for handling the peak load.	Please specify if we need to factor 30% buffer per instance / VM ?	Bidder to comply with RFP terms and conditions.
172	59	Annexure-8	Scope of Work	19. The selected bidder has to provide training to Bank's nominated officials/personal on usage of the console and any other technical aspect for monitoring of applications.	Please specify the number of employee to whom the training will be imparted and the duration of the training	The RFP clause is modified as under: "19. The selected bidder has to provide training to 20 Bank's nominated officials/personal for 2 days in 2 batches on usage of the console and any other technical aspect for monitoring of applications."
173	59	Annexure-8	Scope of Work	19. The selected bidder has to provide training to Bank's nominated officials/personal on usage of the console and any other technical aspect for monitoring of applications.	Need details on the frequency of the training, total number of training and approx no of attendees in per training	The RFP clause is modified as under: "19. The selected bidder has to provide training to 20 Bank's nominated officials/personal for 2 days in 2 batches on usage of the console and any other technical aspect for monitoring of applications."
174	59	Annexure-8	Scope of Work	19. The selected bidder has to provide training to Bank's nominated officials/personal on usage of the console and any other technical aspect for monitoring of applications.	is there any APM tool envisioned for Application monitoring by bank officials	No. But the cloud offering chosen should support the same in future
175	59	Annexure-8	Scope of Work	20. Connectivity and Port charges:	How users are going to connect to the cloud setup? i.e. through internet/MPLS?point to point connectivity.	The branch users will connect to the cloud setup through the point to point connectivity established between the on premises data center and the cloud
176	59	Annexure-8	Scope of Work	20. Connectivity and Port charges: 20.2. The selected bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLA's.	Is the supply of network components also in the scope of the bidder.	Complete cloud offering is in scope
177	60	Annexure-8	Scope of Work	20. Connectivity and Port charges: 20.4. The selected bidder has to assign unique VLAN and unique IP address for different applications hosted in a single server/VM. Eg. If four applications run in a single VM, each application has to be assigned with unique IP address and VLAN.	Need more clarity on this requirement.	Bidder to comply with RFP terms and conditions.
178	60	Annexure-8	Scope of Work	20. Connectivity and Port charges: 20.5. The proposed cloud solution has to be capable of extending Canara bank's IP schema to Bank's tenant in cloud.	Will Canara Bank retain the existing IP addresses on Cloud or new IP addresses will be assigned to applications after migration on Cloud? Are IP addresses bound in applications?	The cloud offering should be capable of both implementation
179	60	Annexure-8	Scope of Work	20. Connectivity and Port charges: 20.5. The proposed cloud solution has to be capable of extending Canara bank's IP schema to Bank's tenant in cloud.	Please confirm if bank want to extend IP schema from on prem data center to cloud ?	Yes

180	60	Annexure-8	Scope of Work	20. Connectivity and Port charges: 20.5. The proposed cloud solution has to be capable of extending Canara bank's IP schema to Bank's tenant in cloud.	Since this is in GCC, every csp will have their own IP to be provisioned, Can this be excluded.	Bidder to comply with RFP terms and conditions.
181	60	Annexure-8	Scope of Work	20. Connectivity and Port charges: 20.6. The proposed cloud solution has to be capable of assigning both private IPv4, IPv6 and public IPv4, IPv6 to the cloud offerings and enabled as per Bank's discretion.	Oracle - Please comment	No query
182	60	Annexure-8	Scope of Work	21. Connectivity between Bank's DC & DR and Proposed Cloud solution: 21.1. The selected bidder has to establish two point to point connectivity (Primary and secondary path) between Bank's DC & DR and the cloud service provider with 100 Mbps bandwidth each and has to be upgraded or downgraded whenever Bank decides. The Bank's Data Center and Disaster Recovery Center has to be connected to the cloud location as mentioned below: 21.1.1. Bank Data Center to Cloud location with primary and secondary path 21.1.2. Bank Disaster Recovery Center to Cloud location with primary and secondary path.	CSP to provide p2p ports and the Bandwidth will be directly taken by the bank from the ISPs. Please confirm.	The selected bidder should take care of both
183	60	Annexure-8	Scope of Work	21. Connectivity between Bank's DC & DR and Proposed Cloud solution: 21.1. The selected bidder has to establish two point to point connectivity (Primary and secondary path) between Bank's DC & DR and the cloud service provider with 100 Mbps bandwidth each and has to be upgraded or downgraded whenever Bank decides: The Bank's Data Center and Disaster Recovery Center has to be connected to the cloud location as mentioned below: 21.1.1. Bank Data Center to Cloud location with primary and secondary path 21.1.2. Bank Disaster Recovery Center to Cloud location with primary and secondary path.	Whether Bidder need to supply Network Bandwidth or Bank will provide such bandwidth? Please clarify	Bidder to provision and manage links and network devices under managed service. Ownership of such links and Network devices should be with the selected bidder.

184	60	Annexure-8	Scope of Work	<p>21. Connectivity between Bank's DC & DR and Proposed Cloud solution:</p> <p>21.1. The selected bidder has to establish two point to point connectivity (Primary and secondary path) between Bank's DC & DR and the cloud service provider with 100 Mbps bandwidth each and has to be upgraded or downgraded whenever Bank decides. The Bank's Data Center and Disaster Recovery Center has to be connected to the cloud location as mentioned below:</p> <p>21.1.1. Bank Data Center to Cloud location with primary and secondary path</p> <p>21.1.2. Bank Disaster Recovery Center to Cloud location with primary and secondary path.</p>	<p>Bidder will provide required ports on Cloud DCs to terminate ISP links. However, Canara Bank will have to provide redundant ISP links between on-prem and Cloud DCs.</p>	<p>Bidder to provision and manage links and network devices under managed service. Ownership of such links and Network devices should be with the selected bidder.</p>
185	60	Annexure-8	Scope of Work	<p>21. Connectivity between Bank's DC & DR and Proposed Cloud solution:</p> <p>21.1. The selected bidder has to establish two point to point connectivity (Primary and secondary path) between Bank's DC & DR and the cloud service provider with 100 Mbps bandwidth each and has to be upgraded or downgraded whenever Bank decides. The Bank's Data Center and Disaster Recovery Center has to be connected to the cloud location as mentioned below:</p> <p>21.1.1. Bank Data Center to Cloud location with primary and secondary path</p> <p>21.1.2. Bank Disaster Recovery Center to Cloud location with primary and secondary path.</p>	<p>We assume the Bandwidth of 100Mbps will be provisioned by the bank directly through its ISP</p>	<p>Bidder to provision and manage links and network devices under managed service. Ownership of such links and Network devices should be with the selected bidder.</p>
186	60	Annexure-8	Scope of Work	<p>21. Connectivity between Bank's DC & DR and Proposed Cloud solution:</p> <p>21.1. The selected bidder has to establish two point to point connectivity (Primary and secondary path) between Bank's DC & DR and the cloud service provider with 100 Mbps bandwidth each and has to be upgraded or downgraded whenever Bank decides. The Bank's Data Center and Disaster Recovery Center has to be connected to the cloud location as mentioned below:</p> <p>21.1.1. Bank Data Center to Cloud location with primary and secondary path</p> <p>21.1.2. Bank Disaster Recovery Center to Cloud location with primary and secondary path.</p>	<p>100 GB egress per month - Expected growth? what is the DC/DR location Need more clarity on required connectivity?</p>	<p>DC at Bangalore and DR at Mumbai. Bidder to comply with RFP terms and conditions.</p>

187	60	Annexure-8	Scope of Work	<p>21. Connectivity between Bank's DC & DR and Proposed Cloud solution:</p> <p>21.1. The selected bidder has to establish two point to point connectivity (Primary and secondary path) between Bank's DC & DR and the cloud service provider with 100 Mbps bandwidth each and has to be upgraded or downgraded whenever Bank decides. The Bank's Data Center and Disaster Recovery Center has to be connected to the cloud location as mentioned below:</p> <p>21.1.1. Bank Data Center to Cloud location with primary and secondary path</p> <p>21.1.2. Bank Disaster Recovery Center to Cloud location with primary and secondary path.</p>	<p>1. What is the bandwidth available in the existing link?</p> <p>2. Request you to confirm the Data centre location, is it in Bank premise or third party data centre?</p> <p>3. Please provide requirements for BCP-DR. How many DR drills are required per Year?</p>	<p>1. Bidder to comply with RFP terms and conditions.</p> <p>2. DC- Bangalore, DR-Mumbai</p> <p>3. Business continuity should be ensured for all cloud hosted applications with on premises datacenters as DR. DR drill will be on Half yearly and whenever bank decides</p>
188	61	Annexure-8	Scope of Work	<p>21. Connectivity between Bank's DC & DR and Proposed Cloud solution:</p> <p>21.1. The selected bidder has to establish two point to point connectivity (Primary and secondary path) between Bank's DC & DR and the cloud service provider with 100 Mbps bandwidth each and has to be upgraded or downgraded whenever Bank decides. The Bank's Data Center and Disaster Recovery Center has to be connected to the cloud location as mentioned below:</p> <p>21.1.1. Bank Data Center to Cloud location with primary and secondary path</p> <p>21.1.2. Bank Disaster Recovery Center to Cloud location with primary and secondary path.</p>	<p>1. What is the bandwidth available in the existing link?</p> <p>2. Request you to confirm the Data centre location, is it in Bank premise or third party data centre?</p> <p>3. Please provide requirements for BCP-DR. How many DR drills are required per Year?</p>	<p>1. Bidder to comply with RFP terms and conditions.</p> <p>2. DC- Bangalore, DR-Mumbai</p> <p>3. Business continuity should be ensured for all cloud hosted applications with on premises datacenters as DR. DR drill will be on Half yearly and whenever bank decides</p>
189	61	Annexure-8	Scope of Work	<p>21. Connectivity between Bank's DC & DR and Proposed Cloud solution:</p> <p>21.1. The selected bidder has to establish two point to point connectivity (Primary and secondary path) between Bank's DC & DR and the cloud service provider with 100 Mbps bandwidth each and has to be upgraded or downgraded whenever Bank decides. The Bank's Data Center and Disaster Recovery Center has to be connected to the cloud location as mentioned below:</p> <p>21.1.1. Bank Data Center to Cloud location with primary and secondary path</p> <p>21.1.2. Bank Disaster Recovery Center to Cloud location with primary and secondary path.</p>	<p>1. What is the bandwidth available in the existing link?</p> <p>2. Request you to confirm the Data centre location, is it in Bank premise or third party data centre?</p> <p>3. Please provide requirements for BCP-DR. How many DR drills are required per Year?</p>	<p>1. Bidder to comply with RFP terms and conditions.</p> <p>2. DC- Bangalore, DR-Mumbai</p> <p>3. Business continuity should be ensured for all cloud hosted applications with on premises datacenters as DR. DR drill will be on Half yearly and whenever bank decides</p>



190	61	Annexure-8	Scope of Work	<p>21. Connectivity between Bank's DC & DR and Proposed Cloud solution:</p> <p>21.1. The selected bidder has to establish two point to point connectivity (Primary and secondary path) between Bank's DC & DR and the cloud service provider with 100 Mbps bandwidth each and has to be upgraded or downgraded whenever Bank decides. The Bank's Data Center and Disaster Recovery Center has to be connected to the cloud location as mentioned below:</p> <p>21.1.1. Bank Data Center to Cloud location with primary and secondary path</p> <p>21.1.2. Bank Disaster Recovery Center to Cloud location with primary and secondary path.</p>	<p>1. What is the bandwidth available in the existing link?</p> <p>2. Request you to confirm the Data centre location, is it in Bank premise or third party data centre?</p> <p>3. Please provide requirements for BCP-DR. How many DR drills are required per Year?</p>	<p>1. Bidder to comply with RFP terms and conditions.</p> <p>2. DC- Bangalore, DR-Mumbai</p> <p>3. Business continuity should be ensured for all cloud hosted applications with on premises datacenters as DR. DR drill will be on Half yearly and whenever bank decides</p>
191	60	Annexure-8	Scope of Work	<p>21. Connectivity between Bank's DC & DR and Proposed Cloud solution:</p> <p>21.2. The selected bidder has to provide equivalent cloud port bandwidth as of the service provider with unlimited data in ingress traffic and 100 GB per month egress traffic in the pipe between bank's data center and cloud service provider. There has to be provision to increase/reduce the egress traffic data size anytime as per Bank's discretion.</p>	<p>Considering there are 30 Applications (Annexure-9 Existing Environment details) to be hosted othn the cloud each application may require more than 1TB as an egress traffic therfore 100 GB per month would seem to be on the lower side, hence we recommend the egress traffic requirements at 1 TB per application considering the margin of safety and ensuring smooth migration of 31 TB data if in future bank chooses to make cloud DC as primary and on premises as DR site.</p>	<p>The RFP clause is modified as under:</p> <p>"21.2. The selected bidder has to provide equivalent cloud port bandwidth as of the service provider with unlimited data in ingress traffic and 3TB per month egress traffic in the pipe between bank's data center and cloud service provider. There has to be provision to increase/reduce the egress traffic data size anytime as per Bank's discretion."</p>
192	60	Annexure-8	Scope of Work	<p>21. Connectivity between Bank's DC & DR and Proposed Cloud solution:</p> <p>21.2. The selected bidder has to provide equivalent cloud port bandwidth as of the service provider with unlimited data in ingress traffic and 100 GB per month egress traffic in the pipe between bank's data center and cloud service provider. There has to be provision to increase/reduce the egress traffic data size anytime as per Bank's discretion.</p>	<p>Considering there are 30 Applications (Annexure-9 Existing Environment details) to be hosted othn the cloud each application may require more than 1TB as an egress traffic therfore 100 GB per month would seem to be on the lower side, hence we recommend the egress traffic requirements at 1 TB per application considering the margin of safety and ensuring smooth migration of 31 TB data if in future bank chooses to make cloud DC as primary and on premises as DR site.</p>	<p>The RFP clause is modified as under:</p> <p>"21.2. The selected bidder has to provide equivalent cloud port bandwidth as of the service provider with unlimited data in ingress traffic and 3TB per month egress traffic in the pipe between bank's data center and cloud service provider. There has to be provision to increase/reduce the egress traffic data size anytime as per Bank's discretion."</p>
193	60	Annexure-8	Scope of Work	<p>21. Connectivity between Bank's DC & DR and Proposed Cloud solution:</p> <p>21.2. The selected bidder has to provide equivalent cloud port bandwidth as of the service provider with unlimited data in ingress traffic and 100 GB per month egress traffic in the pipe between bank's data center and cloud service provider. There has to be provision to increase/reduce the egress traffic data size anytime as per Bank's discretion.</p>	<p>Considering there are 30 Applications (Annexure-9 Existing Environment details) to be hosted othn the cloud each application may require more than 1TB as an egress traffic therfore 100 GB per month would seem to be on the lower side, hence we recommend the egress traffic requirements at 1 TB per application considering the margin of safety and ensuring smooth migration of 31 TB data if in future bank chooses to make cloud DC as primary and on premises as DR site.</p>	<p>The RFP clause is modified as under:</p> <p>"21.2. The selected bidder has to provide equivalent cloud port bandwidth as of the service provider with unlimited data in ingress traffic and 3TB per month egress traffic in the pipe between bank's data center and cloud service provider. There has to be provision to increase/reduce the egress traffic data size anytime as per Bank's discretion."</p>



194	60	Annexure-8	Scope of Work	21. Connectivity between Bank's DC & DR and Proposed Cloud solution: 21.2. The selected bidder has to provide equivalent cloud port bandwidth as of the service provider with unlimited data in ingress traffic and 100 GB per month egress traffic in the pipe between bank's data center and cloud service provider. There has to be provision to increase/reduce the egress traffic data size anytime as per Bank's discretion.	Considering there are 30 Applications (Annexure-9 Existing Environment details) to be hosted othn the cloud each application may require more than 1TB as an egress traffic therefore 100 GB per month would seem to be on the lower side, hence we recommend the egress traffic requirements at 1 TB per application considering the margin of safety and ensuring smooth migration of 31 TB data if in future bank chooses to make cloud DC as primary and on premises as DR site.	The RFP clause is modified as under: "21.2. The selected bidder has to provide equivalent cloud port bandwidth as of the service provider with unlimited data in ingress traffic and 3TB per month egress traffic in the pipe between bank's data center and cloud service provider. There has to be provision to increase/reduce the egress traffic data size anytime as per Bank's discretion."
195	60	Annexure-8	Scope of Work	21. Connectivity between Bank's DC & DR and Proposed Cloud solution: 21.2. The selected bidder has to provide equivalent cloud port bandwidth as of the service provider with unlimited data in ingress traffic and 100 GB per month egress traffic in the pipe between bank's data center and cloud service provider. There has to be provision to increase/reduce the egress traffic data size anytime as per Bank's discretion.	To our estimate 100 GB egress traffic is very less for 30 applications, please provide appropriate egress traffic estimate	The RFP clause is modified as under: "21.2. The selected bidder has to provide equivalent cloud port bandwidth as of the service provider with unlimited data in ingress traffic and 3TB per month egress traffic in the pipe between bank's data center and cloud service provider. There has to be provision to increase/reduce the egress traffic data size anytime as per Bank's discretion."
196	60	Annexure-8	Scope of Work	22. Connectivity between Proposed Cloud solution and Internet:	Bank will have to provide redundant ISP links between on-prem and Cloud DCs.	Bidder to provision and manage links and network devices under managed service. Ownership of such links and Network devices should be with the selected bidder.
197	60	Annexure-8	Scope of Work	22. Connectivity between Proposed Cloud solution and Internet: 22.1. The selected bidder has to establish a connectivity from the cloud to the internet whenever Bank decides, with requested bandwidth and has to be upgraded or downgraded as per Bank's discretion.	What is the expected Maximum speed between the cloud to on premises application?	Bidder to comply with RFP terms and conditions.
198	59	Annexure-8	Scope of Work	23. Connectivity between Primary cloud location and Secondary cloud location: 23.1. The selected bidder has to establish almost zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future.	Both redundant zones must be localized to India or can a DR center be elsewhere?	All cloud offerings should be within India including secondary cloud
199	59	Annexure-8	Scope of Work	23. Connectivity between Primary cloud location and Secondary cloud location: 23.1. The selected bidder has to establish almost zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future.	Need more information	Any licenses which a cloud offering requires to run the application should be provided by the bidder. However, Bank will provide Oracle DB licenses.

200	60	Annexure-8	Scope of Work	23. Connectivity between Primary cloud location and Secondary cloud location: 23.1. The selected bidder has to establish almost zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future.	Request to modify the Clause. CSP cannot provide zero latency connectivity between their primary and secondary cloud location located in the different seismic zone because two seismic zones always have a 500/600 KM distance. Hence it would be near zero latency connectivity between two cloud DCs cloud locations.	The RFP clause is modified as under: "23.1. The selected bidder has to establish near zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future."
201	60	Annexure-8	Scope of Work	23. Connectivity between Primary cloud location and Secondary cloud location: 23.1. The selected bidder has to establish almost zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future.	Request to modify the Clause. CSP cannot provide zero latency connectivity between their primary and secondary cloud location located in the different seismic zone because two seismic zones always have a 500/600 KM distance. Hence it would be near zero latency connectivity between two cloud DCs cloud locations.	The RFP clause is modified as under: "23.1. The selected bidder has to establish near zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future."
202	60	Annexure-8	Scope of Work	23. Connectivity between Primary cloud location and Secondary cloud location: 23.1. The selected bidder has to establish almost zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future.	Request to modify the Clause. CSP cannot provide zero latency connectivity between their primary and secondary cloud location located in the different seismic zone because two seismic zones always have a 500/600 KM distance. Hence it would be near zero latency connectivity between two cloud DCs cloud locations.	The RFP clause is modified as under: "23.1. The selected bidder has to establish near zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future."
203	60	Annexure-8	Scope of Work	23. Connectivity between Primary cloud location and Secondary cloud location: 23.1. The selected bidder has to establish almost zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future.	DC in two different seismic zone needs to be 100's of KM apart hence near zero latency is not feasible. Can this condition be relaxed	The RFP clause is modified as under: "23.1. The selected bidder has to establish near zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future."
204	60	Annexure-8	Scope of Work	23. Connectivity between Primary cloud location and Secondary cloud location: 23.1. The selected bidder has to establish almost zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future.	Since DC and DR for the cloud would be in different seismic zone they will be quite far and near zero latency seems a bit difficult. Request you to please review this point	The RFP clause is modified as under: "23.1. The selected bidder has to establish near zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future."
205	60	Annexure-8	Scope of Work	23. Connectivity between Primary cloud location and Secondary cloud location: 23.1. The selected bidder has to establish almost zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future.	Need more clarity on this requirement.	The RFP clause is modified as under: "23.1. The selected bidder has to establish near zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future."

206	60	Annexure-8	Scope of Work	23. Connectivity between Primary cloud location and Secondary cloud location: 23.1. The selected bidder has to establish almost zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability, whenever decided by bank in future.	Request to modify the Clause. CSP cannot provide zero latency connectivity between their primary and secondary cloud location located in the different seismic zone because two seismic zones always have a 500/600 KM distance. Hence it would be near zero latency connectivity between two cloud DCs cloud locations.	The RFP clause is modified as under: "23.1. The selected bidder has to establish near zero latency connectivity between their primary and secondary cloud location located in different seismic zone, with requested data transfer to maintain high availability"
207	60	Annexure-8	Scope of Work	23. Connectivity between Primary cloud location and Secondary cloud location: 23.2. The link bandwidth and port bandwidth has to be upgradable and downgradable as per the Bank's requirement during the contract period.	Oracle - Please comment	No query
208	61	Annexure-8	Scope of Work	24. Licensing: 24.1. The selected bidder has to support BYOL (Bring Your Own License) for the components offered in the cloud. However, the selected bidder has to also be ready to provide licenses from the cloud as per the environment as per the discretion of the Bank.	Can you please elaborate of the license requirement here, provide list of current available licenses with Canara Bank.	All the licenses required to complete the scope of work to be factored and provided by the selected bidder. Bank will provide only Oracle DB licenses, if required.
209	61	Annexure-8	Scope of Work	24. Licensing: 24.4. The selected bidder has to factor licenses to take backup of the application deployed in the cloud and restore the same in Bank's Datacenter or Disaster Recovery Center.	Please specify Existing Backup Tools and policies	The details will be shared with the successful bidder
210	61	Annexure-8	Scope of Work	24. Licensing: 24.4. The selected bidder has to factor licenses to take backup of the application deployed in the cloud and restore the same in Bank's Datacenter or Disaster Recovery Center.	1. Current backup policy ? 2. Current disaster recovery strategy RTO and RPO ?	1. The details will be shared with successful bidder 2. RTO - 2hrs RPO - 15 min
211	61	Annexure-8	Scope of Work	24. Licensing: 24.4. The selected bidder has to factor licenses to take backup of the application deployed in the cloud and restore the same in Bank's Datacenter or Disaster Recovery Center.	Is back up required at Cloud DR during Business at Usual or DR invocation?	Business at usual
212	61	Annexure-8	Scope of Work	24. Licensing: 24.4. The selected bidder has to factor licenses to take backup of the application deployed in the cloud and restore the same in Bank's Datacenter or Disaster Recovery Center.	1. Current backup policy ? 2. Current disaster recovery strategy RTO and RPO ?	1. The details will be shared with successful bidder 2. RTO - 2hrs RPO - 15 min
213	61	Annexure-8	Scope of Work	24. Licensing: 24.4. The selected bidder has to factor licenses to take backup of the application deployed in the cloud and restore the same in Bank's Datacenter or Disaster Recovery Center.	1. Current backup policy ? 2. Current disaster recovery strategy RTO and RPO ?	1. The details will be shared with successful bidder 2. RTO - 2hrs RPO - 15 min



214	61	Annexure-8	Scope of Work	24. Licensing: 24.4. The selected bidder has to factor licenses to take backup of the application deployed in the cloud and restore the same in Bank's Datacenter or Disaster Recovery Center.	Please note that backup taken in the cloud can be restored in the cloud only. Also please confirm if bank is looking for a snapshot based backup or via a 3rd party backup solution. Also if you can help us with the backup solution that you are using on - prem	For Database ODG replication is in use For application server no replication is in place it will be synced manually to cloud from DC
215	61	Annexure-8	Scope of Work	24. Licensing: 24.4. The selected bidder has to factor licenses to take backup of the application deployed in the cloud and restore the same in Bank's Datacenter or Disaster Recovery Center.	Does this restoration required in Bank's existing DR site or bidder needs to setup a DR in Cloud. Hot or cold DR	The existing DR should be Bank's on premises Data centers located in Bangalore and Mumbai. The DR failover for all applications should be configured with banks on premises datacenter, However the proposed cloud offering should have a redundant cloud location in India empannelled with MeITY
216	61	Annexure-8	Scope of Work	24. Licensing: 24.4. The selected bidder has to factor licenses to take backup of the application deployed in the cloud and restore the same in Bank's Datacenter or Disaster Recovery Center.	1. Current backup policy ? 2. Current disaster recovery strategy RTO and RPO ?	1.The details will be shared with successful bidder 2. RTO - 2hrs RPO - 15 min
217	61	Annexure-8	Scope of Work	24. Licensing: 24.6. The selected bidder has to factor all licenses for the integrations requested by the Bank, elsewhere in this scope of work.	This is a very open ended statement. Please define what services need to be integrated and bank need to ensure that they have an API exposed by the vendor or by the bank. Shall we assume that we only need to integrate services as mentioned under "point 25 Integration on page 61"	The RFP clause is modified as under: "24.6. The selected bidder has to factor all licenses, hardware, middleware, software etc., for the integrations requested by the Bank, elsewhere in this scope of work."
218	61	Annexure-8	Scope of Work	24. Licensing: 24.6. The selected bidder has to factor all licenses for the integrations requested by the Bank, elsewhere in this scope of work.	The clause talks about "all" the licenses, we would need to know which are all licenses to be factored for integration, please provide the list so that we can estimate it accordingly.	All the licenses required to complete the scope of work to be factored and provided by the selected bidder. Bank will provide only Oracle DB licenses, if required.
219	59	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security Information and Event Management 25.1.5. Privilege Identity Management	Do these applications need an upgrade?	No

220	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Need more information on the solutions used by Canara Bank on premises ▫Active Directory ▫Biometric Solution ▫Single Sign On ▫Security Information and Event Management ▫Privilege Identity Management	The details will be shared with the successful bidder
221	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	We assume that cloud-based applications use on-prem Active Directory for authentication and authorization. Kindly confirm	Yes
222	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Which Bio metric solution is in use by Bank which needs integration with cloud post migration?	The details will be shared with the successful bidder
223	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Does Bank is using PAM solution currently? If Yes, what is the make and model number	Yes. The details will be shared with the successful bidder

224	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Please share the privilege users details need to be onboarded on cloud	The bidder should integrate with the Banks PIM solution
225	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Total number is devices that need to be integrate with PAM	All cloud offerings are to be integrated with PIM for login
226	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Bidder request to provide additional information on the Biometric Solution/Security Information and Event Management etc.	The details will be shared with the successful bidder
227	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Please provide the list of services along with their version and the host operating system.	The details will be shared with the successful bidder

228	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Can you explain the existing solutions like Biometric Solution integration, SSO, SIEM and PIM	The details will be shared with the successful bidder
229	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Does bidder have to factor any solution related to this scope in proposed solution on Cloud DC and DR?	Bidder to comply with RFP terms and conditions.
230	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Please elaborate on the requirement of Biometric solution for cloud hosting	It is only integration of the application with the existing on premises solution
231	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	1. Biometric use case? 2. SSO - IDP provider? Is this required for servers or Application SSO. 3. What is expected from Bidder when SSO comes in picture.	It is an application SSO. The tweaking with application is to be assisted by the bidder.

232	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Will this be done as part of current project or in future? Also the Scope & Objective expectations of the Integration?	During contract period.
233	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Hope the mentioned Solutions running on-prem or cloud (AD/Biometric/SSO/SIEM/PIM) will continue to be managed by Client themselves.	Yes
234	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	is there requirement of ingesting proposed EDR/WAF logs into Bank's SIEM Solution	WAF is a future requirement
235	61	Annexure-8	Scope of Work	25. Integration: 25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion 25.1.1. Active Directory 25.1.2. Biometric Solution 25.1.3. Single Sign On 25.1.4. Security 25.1.5. Privilege Identity Management	Hope NTT need not consider separate SIEM/PIM solution on proposed GCC setup? If NTT to consider separate SIEM/PIM service then kindly provide inputs on the below SIEM & PIM queries OR else ignore it if these SIEM/PIM services not needed from NTT on proposed GCC setup.	Yes. Bidder has to integrate with banks SIEM/PIM solution

236	62	Annexure-8	Scope of Work	<p>25. Integration:</p> <p>25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion</p> <p>25.1.1. Active Directory</p> <p>25.1.2. Biometric Solution</p> <p>25.1.3. Single Sign On</p> <p>25.1.4. Security</p> <p>25.1.5. Privilege Identity Management</p>	<p>1.This integration of On-Prem AD is with which part of CSP and what functionalities are expected?</p> <p>2.What is the current SSO, SIEM & PIM solution?</p> <p>3. Please elaborate on the requirement of Biometric solution integrations CSP?</p>	<p>1.The cloud servers should be added to on prem Active Directory</p> <p>2&3.The details will be shared with the successful bidder</p>
237	62	Annexure-8	Scope of Work	<p>25. Integration:</p> <p>25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion</p> <p>25.1.1. Active Directory</p> <p>25.1.2. Biometric Solution</p> <p>25.1.3. Single Sign On</p> <p>25.1.4. Security</p> <p>25.1.5. Privilege Identity Management</p>	<p>1.This integration of On-Prem AD is with which part of CSP and what functionalities are expected?</p> <p>2.What is the current SSO, SIEM & PIM solution?</p> <p>3. Please elaborate on the requirement of Biometric solution integrations CSP?</p>	<p>1.The cloud servers should be added to on prem Active Directory</p> <p>2&3.The details will be shared with the successful bidder</p>
238	62	Annexure-8	Scope of Work	<p>25. Integration:</p> <p>25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion</p> <p>25.1.1. Active Directory</p> <p>25.1.2. Biometric Solution</p> <p>25.1.3. Single Sign On</p> <p>25.1.4. Security</p> <p>25.1.5. Privilege Identity Management</p>	<p>1.This integration of On-Prem AD is with which part of CSP and what functionalities are expected?</p> <p>2.What is the current SSO, SIEM & PIM solution?</p> <p>3. Please elaborate on the requirement of Biometric solution integrations CSP?</p>	<p>1.The cloud servers should be added to on prem Active Directory</p> <p>2&3.The details will be shared with the successful bidder</p>
239	62	Annexure-8	Scope of Work	<p>25. Integration:</p> <p>25.1. The proposed cloud solution has to be capable of integrating with the following Bank's on premises/cloud solutions as per Bank's discretion</p> <p>25.1.1. Active Directory</p> <p>25.1.2. Biometric Solution</p> <p>25.1.3. Single Sign On</p> <p>25.1.4. Security</p> <p>25.1.5. Privilege Identity Management</p>	<p>1.This integration of On-Prem AD is with which part of CSP and what functionalities are expected?</p> <p>2.What is the current SSO, SIEM & PIM solution?</p> <p>3. Please elaborate on the requirement of Biometric solution integrations CSP?</p>	<p>1.The cloud servers should be added to on prem Active Directory</p> <p>2&3.The details will be shared with the successful bidder</p>
240	61	Annexure-8	Scope of Work	<p>26. Security and Statutory Requirements:</p> <p>26.1. The proposed cloud solution has to be factored with basic firewall services to whitelist or black list any IP address.</p>	<p>Since the applications are not connected to internet, a Host level firewall would suffice the purpose. Please clarify.</p>	<p>Yes</p>

241	61	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.2. Certification/Compliances: 26.2.10. The proposed solution has to be capable of providing advanced encryption options with cloud service provider keys, however, the same has to also be capable of encrypting using Bank's encryption keys.	Would the customer be providing their own keys (Bring own keys from On Prem) or use Cloud managed keys ?	Both should be supported
242	62	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.3. Data Privacy and Security Safeguards: 26.3.1. The CSP/ selected bidder to ensure that the data is encrypted as part of a standard security process for highly sensitive content or choose the right cryptographic algorithms evaluating security, performance, and compliance requirements specific to their application and may choose from multiple key management options.	Kindly clarify if bank will use client side encryption or server side encryption	Server side encryption
243	62	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.3. Data Privacy and Security Safeguards: 26.3.1. The CSP/ selected bidder to ensure that the data is encrypted as part of a standard security process for highly sensitive content or choose the right cryptographic algorithms evaluating security, performance, and compliance requirements specific to their application and may choose from multiple key management options.	Need More clarity?	The bidder should ensure security of data in rest and transit with latest encryption techniques
244	63	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.3. Data Privacy and Security Safeguards: 26.3.1. The CSP/ selected bidder to ensure that the data is encrypted as part of a standard security process for highly sensitive content or choose the right cryptographic algorithms evaluating security, performance, and compliance requirements specific to their application and may choose from multiple key management options.	Please detail what are the mandatory security solutions like data encryption, masking etc. which need to be implemented for each of the application and database instance	The bidder should ensure security of data in rest and transit with latest encryption techniques
245	63	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.3. Data Privacy and Security Safeguards: 26.3.9. The selected bidder shall not allow any audit activities of the Bank's infrastructure on the cloud without getting the written permission from the Bank. The selected bidder has to ensure periodic Vulnerability Scanning and Penetration Testing of the Cloud set up as per, regulator/government authorities' guidelines.	Total number of Internal IPs in VA scope?	Each VM may have multiple applications hosted and each application will have separate IP address from Web, App and DB. Bidder to assess the same for 30 applications

246	63	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.3. Data Privacy and Security Safeguards: 26.3.9. The selected bidder shall not allow any audit activities of the Bank's infrastructure on the cloud without getting the written permission from the Bank. The selected bidder has to ensure periodic Vulnerability Scanning and Penetration Testing of the Cloud set up as per, regulator/government authorities' guidelines.	Total number of External IPs in PT scope?	There is no external integration as of now
247	63	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.3. Data Privacy and Security Safeguards: 26.3.9. The selected bidder shall not allow any audit activities of the Bank's infrastructure on the cloud without getting the written permission from the Bank. The selected bidder has to ensure periodic Vulnerability Scanning and Penetration Testing of the Cloud set up as per, regulator/government authorities' guidelines.	Frequency of VA and PT?	VA is quartely and PT is annual
248	63	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.3. Data Privacy and Security Safeguards: 26.3.9. The selected bidder shall not allow any audit activities of the Bank's infrastructure on the cloud without getting the written permission from the Bank. The selected bidder has to ensure periodic Vulnerability Scanning and Penetration Testing of the Cloud set up as per, regulator/government authorities' guidelines.	Hope, Web App VAPT would be taken care by Client themselves? If this too expected from NTT then would need below details - - Total Number of Applications in scope? - For each application need following details:- a. Application Name? b. Application Type {Web / Mobile (Android/iOS/Windows)}? c. Total number of dynamic pages? d. Total Number of User roles? e. Total number of API Endpoints? f. Public (Internet) / Internal(Intranet)? - Web App VAPT Frequency?	It will be taken care by bank. However, the selected bidder has to rectify the observations, if any.
249	63	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.4. Audit, Reports and Analytics: 26.4.3. The selected bidder has to provide appropriate Disaster recovery plan for the applications deployed in the cloud with a fall back option in Banks on-premises Datacenters.	What is required from CSP needs to be clarified. Does this imply that Bank will always have equivalent compute readily available for restoration in on premises DC.	Bidder has to provide appropriate plan to failover to our on premises Data centers for the applications deployed in cloud
250	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.1. The selected bidder has to establish high availability of the instances created in cloud service provider with on premises banks data center and disaster recovery center. However, the cloud service provider has to also have a secondary cloud in different seismic zone within India.	For high availability do Bank has configured any Cluster w.r.t DB/OS/Application. We will configure infra across multiple availability zones. Please confirm	Yes HA (high Availability) is required for web/app/DB in the same cloud location

251	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.1. The selected bidder has to establish high availability of the instances created in cloud service provider with on premises banks data center and disaster recovery center. However, the cloud service provider has to also have a secondary cloud in different seismic zone within India.	Kindly confirm if the bank wants to use multi-availability zone active-active deployment of the application as part of the modernization exercise in the future.	Yes
252	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.1. The selected bidder has to establish high availability of the instances created in cloud service provider with on premises banks data center and disaster recovery center. However, the cloud service provider has to also have a secondary cloud in different seismic zone within India.	High Availability of VMs required between On-Prem and cloud? We recommend to maintain DR at another cloud region.	Bidder to comply with RFP terms and conditions.
253	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.1. The selected bidder has to establish high availability of the instances created in cloud service provider with on premises banks data center and disaster recovery center. However, the cloud service provider has to also have a secondary cloud in different seismic zone within India.	We recommend a Multi AZ deployment for the applications for high availability. Please suggest if a Multi Node architecture is possible for the applications. The Bank can also leverage Managed Database Service from CSP (Multi AZ) for lower RTO and RPO.	Bidder to comply with RFP terms and conditions.
254	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.1. The selected bidder has to establish high availability of the instances created in cloud service provider with on premises banks data center and disaster recovery center. However, the cloud service provider has to also have a secondary cloud in different seismic zone within India.	Please specify this point. Are we saying that virtual machine should be able to fail over to bank data center if required ?	The existing DR should be Bank's on premises Data centers located in Bangalore and Mumbai. The DR failover for all applications should be configured with banks on premises datacenter. However the proposed cloud offering should have a redundant cloud location in India empannelled with MeITY
255	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.3. Whenever there is a service outage in the primary cloud Data Center, the service has to be made available immediately from the on premises Data Center (Failover). Application data and application states will be replicated between Data Centers so that when an outage occurs, failover to the surviving Data Center can be accomplished within the specified RTO.	We understand that Application will hosted Primary DC on Cloud and Disaster Recovery will be on Bank's on-premises Data Center. Kindly confirm.	Yes



256	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.3. Whenever there is a service outage in the primary cloud Data Center, the service has to be made available immediately from the on premises Data Center (Failover). Application data and application states will be replicated between Data Centers so that when an outage occurs, failover to the surviving Data Center can be accomplished within the specified RTO.	In case of primary Cloud DC outage, failover should happen onto Secondary Cloud DC but in the RFP failover is mentioned onto on-premises DC. Please confirm.	Secondary cloud is for future requirement. Currently it should failover to existing on premises datacenters
257	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.3. Whenever there is a service outage in the primary cloud Data Center, the service has to be made available immediately from the on premises Data Center (Failover). Application data and application states will be replicated between Data Centers so that when an outage occurs, failover to the surviving Data Center can be accomplished within the specified RTO.	IF there is service outage at primary cloud DC - Should the failover be done to Cloud DR site OR Bank's onpremise ?	The existing DR should be Bank's on premises Data centers located in Bangalore and Mumbai. The DR failover for all applications should be configured with banks on premises datacenter. However the proposed cloud offering should have a redundant cloud location in India empanelled with MeITY
258	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.3. Whenever there is a service outage in the primary cloud Data Center, the service has to be made available immediately from the on premises Data Center (Failover). Application data and application states will be replicated between Data Centers so that when an outage occurs, failover to the surviving Data Center can be accomplished within the specified RTO.	By design we would like to propose that service failover to cloud DR site rather than bank on prem data centers	Bidder to comply with RFP terms and conditions.
259	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.5. The selected bidder will formulate appropriate Disaster Recovery plan for the solutions hosted in cloud and align with the Bank's RTO and RPO.	What is existing backup policy of Bank and total size of the backup as on date. It will help to finalize the storage solution for backup	The details will be shared with the successful bidder
260	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.5. The selected bidder will formulate appropriate Disaster Recovery plan for the solutions hosted in cloud and align with the Bank's RTO and RPO.	What is current RTO & RPO of the bank& expected RPO & RTO Application wise?	RTO - 2hrs RPO - 15 min
261	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.6. The proposed cloud solution has to take the backup of the application and synchronize the same with both the on premises Data Center of the Bank.	Application Backup will taken at Primary Cloud DC. Please confirm backup is required at both Cloud DC, primary and secondary.	Backup is required in the same Cloud.

262	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.6. The proposed cloud solution has to take the backup of the application and synchronize the same with both the on premises Data Center of the Bank.	Backup copy should be at Cloud DR site or Bank onpremise DC	Backup is required in the same Cloud.
263	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.6. The proposed cloud solution has to take the backup of the application and synchronize the same with both the on premises Data Center of the Bank.	Please provide the details of your existing backup solution as we will need to use your existing backup solution and more so need to check if we can do this replication in first place If we sync backup from cloud to on prem, we will incur egress cost.	For Database ODG replication is in use For application server no replication is in place it will be synced manually to cloud from DC
264	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.6. The proposed cloud solution has to take the backup of the application and synchronize the same with both the on premises Data Center of the Bank.	HA is required across DC DR and cloud setup. Need more clarity	The existing DR should be Bank's on premises Data centers located in Bangalore and Mumbai. The DR failover for all applications should be configured with banks on premises datacenter. However the proposed cloud offering should have a redundant cloud location in India empannelled with MeITY
265	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.5. Business Continuity, Backup and Restore: 26.5.6. The proposed cloud solution has to take the backup of the application and synchronize the same with both the on premises Data Center of the Bank.	need clarification as it is just lift and shift	The cloud offering should be IaaS, however application migration assistance is also under the scope of the bidder
266	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	Does the Bank plan moving to a multi Node active-active configuration running on different availability zones in the future ?	Yes
267	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	Kindly confirm if the CSP has to provide oracle database as a fully managed service in the future.	Any Database as a service
268	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	Do we need to consider these requirements for costing now.? Please clarify	No. But the cloud offering chosen should support the same in future
269	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	For future modernization, market place where cost effective solution/software are readily available is very important, we suggest bank to consider only CSPs which have market place offerings	Bidder to comply with RFP terms and conditions.
270	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	For the future need of app/infra modernization , we would recommend solutions cost to be estimated and discussed transparently by the bank with the bidder (SI).we suggest bank to consider only CSPs who have listed unit price of IAAS and PAAS on public websites. This will help the Bank to avoid future cost surprises, when the bank would like to expand their cloud services beyond the scope of this RFP.	Bidder to comply with RFP terms and conditions.
271	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	For future modernization, market place where cost effective solution/software are readily available is very important, we suggest bank to consider only CSPs which have market place offerings	Bidder to comply with RFP terms and conditions.

272	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	For the future need of app/infra modernization, we would recommend solutions cost to be estimated and discussed transparently by the bank with the bidder (SI).we suggest bank to consider only CSPs who have listed unit price of IAAS and PAAS on public websites. This will help the Bank to avoid future cost surprises, when the bank would like to expand their cloud services beyond the scope of this RFP.	Bidder to comply with RFP terms and conditions.
273	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	For future modernization, market place where cost effective solution/software are readily available is very important, we suggest bank to consider only CSPs which have market place offerings	Bidder to comply with RFP terms and conditions.
274	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	For the future need of app/infra modernization, we would recommend solutions cost to be estimated and discussed transparently by the bank with the bidder (SI).we suggest bank to consider only CSPs who have listed unit price of IAAS and PAAS on public websites. This will help the Bank to avoid future cost surprises, when the bank would like to expand their cloud services beyond the scope of this RFP.	Bidder to comply with RFP terms and conditions.
275	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	Preparing the application for serverless architecture? Need more clarity	Yes
276	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	Is the understanding correct that WAF Service mentioned here may be needed in future & need not be proposed now? If WAF Service to be proposed now itself then kindly share below inputs or else ignore the queries:- - Total numbers of Web App FQDNs (i.e. unique URLs) count to be protected behind WAF? Kindly share the FQDNs list along with its Port Nos. - Out of client's current Total Internet Bandwidth (i.e. Total Mbps), what will be the clean Web Application Internet traffic (in Mbps) to be assumed for protection? - Current Websites' Domains DNS hosting provider name? Also does the current Domains DNS hosting provider support DNS CNAME Flattening?	These are future requirements
277	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	Please provide details of current application and infrastructure monitoring systems	Inhouse monitoring tool is in use
278	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	For future modernization, market place where cost effective solution/software are readily available is very important, we suggest bank to consider only CSPs which have market place offerings	Bidder to comply with RFP terms and conditions.
279	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready:	For the future need of app/infra modernization, we would recommend solutions cost to be estimated and discussed transparently by the bank with the bidder (SI).we suggest bank to consider only CSPs who have listed unit price of IAAS and PAAS on public websites. This will help the Bank to avoid future cost surprises, when the bank would like to expand their cloud services beyond the scope of this RFP.	Bidder to comply with RFP terms and conditions.

280	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready: 26.6.1. The selected bidder has to recommend to containerize the services wherever possible and migrate the existing application to containerized services.	Does that mean Bank expect CSP to provide the Managed Cloud Native Infrastructure to application containerization for future app modernization?	Yes
281	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready: 26.6.1. The selected bidder has to recommend to containerize the services wherever possible and migrate the existing application to containerized services.	Does that mean Bank expect CSP to provide the Managed Cloud Native Infrastructure to application containerization for future app modernization?	Yes
282	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready: 26.6.1. The selected bidder has to recommend to containerize the services wherever possible and migrate the existing application to containerized services.	Does that mean Bank expect CSP to provide the Managed Cloud Native Infrastructure to application containerization for future app modernization?	Yes
283	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready: 26.6.1. The selected bidder has to recommend to containerize the services wherever possible and migrate the existing application to containerized services.	Is this future requirement or it has to be included in the commercials as part of this FRP response	It is a future requirement
284	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready: 26.6.1. The selected bidder has to recommend to containerize the services wherever possible and migrate the existing application to containerized services.	We would request you to please review this point as we can provide container platform but we might not be able to help with app containerization as it can only be done by application owner	Bidder to comply with RFP terms and conditions.
285	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.6. Future requirements ready: 26.6.1. The selected bidder has to recommend to containerize the services wherever possible and migrate the existing application to containerized services.	Does that mean Bank expect CSP to provide the Managed Cloud Native Infrastructure to application containerization for future app modernization?	Yes
286	64	Annexure-8	Scope of Work	26. Security and Statutory Requirements: 26.8. E-Discovery: Electronic discovery (e-discovery) is the process of locating, preserving, collecting, processing, reviewing, and producing Electronically Stored Information (ESI) in the context of or criminal cases/proceedings or investigation. Bank must be able to access and retrieve such data in a CSP environment in a timely fashion for normal work purposes..	Which data bank is referring to. Please specify. Need more clarity on how search will be performed.	Bidder to refer complete Scope of Work

287	65	Annexure-8	Scope of Work	26.10. Performance Management: The critical SLAs for cloud services are as defined in this RFP.	As a bidder (SI) we suggest bank to consider CSPs with clearly defined SLAs and compliances on their public websites.	Bidder to comply with RFP terms and conditions.
288	65	Annexure-8	Scope of Work	26.10. Performance Management: The critical SLAs for cloud services are as defined in this RFP.	As a bidder (SI) we suggest bank to consider CSPs with clearly defined SLAs and compliances on their public websites.	Bidder to comply with RFP terms and conditions.
289	65	Annexure-8	Scope of Work	26.10. Performance Management: The critical SLAs for cloud services are as defined in this RFP.	As a bidder (SI) we suggest bank to consider CSPs with clearly defined SLAs and compliances on their public websites.	Bidder to comply with RFP terms and conditions.
290	65	Annexure-8	Scope of Work	26.10. Performance Management: The critical SLAs for cloud services are as defined in this RFP.	As a bidder (SI) we suggest bank to consider CSPs with clearly defined SLAs and compliances on their public websites.	Bidder to comply with RFP terms and conditions.
291	64	Annexure-8	Scope of Work	27. Audit and Governance Requirements:	Need More clarity?	Bidder to comply with RFP terms and conditions.
292	64	Annexure-8	Scope of Work	27. Audit and Governance Requirements: 27.5. Logs of all user activity within an account. The recorded information has to include the identity of the API caller, the time of the API call, the source IP address of the API caller, the request parameters, and the response elements returned by the cloud service. This is required to enable security analysis, resource change tracking, and compliance auditing.	Need More clarity?	Bidder to comply with RFP terms and conditions.
293	66	Annexure-8	Scope of Work	28. Exit Management / Transition-Out Responsibilities:	Please note that we can help the bank with the same but in case it require some additional tools to perform the migration to the new platform, bank has to borne such additional cost	Bidder to comply with RFP terms and conditions.
294	66	Annexure-8	Scope of Work	28. Exit Management / Transition-Out Responsibilities:	Does this mean that the bidder has to migrate workload from differnet CSP. Need more clarity?	No. Bidder should assit bank's application migration from on-premises to cloud offerings
295	67	Annexure-8	Scope of Work	28. Exit Management / Transition-Out Responsibilities:	Need More clarity?	Bidder to comply with RFP terms and conditions.
296					Hope Client OK with proposed Platform Security Services components of EDR/WAF/SIEM & so on.. Service running outside GCC setup in either NTT DC or OEM Cloud BUT in India location itself?	Bidder to comply with RFP terms and conditions.
297					Canara Bank is expecting a Nil-Deviation Bid which may not be possible considering the complexity of this project. Request to kindly allow the bidders to submit their concerns in the form of Deviations which will be sorted out mutually during contract negotiation phase.	Bidder to comply with RFP terms and conditions.
298	68	Annexure-9	Existing Environment details		What are the Technologies used to build in the inhouse solutions?	IDE: Visual Studio, Framwwork: DOTNET 3.5 and above, Reports: Crystal Reports, Running on IIS 10 and above
299	68	Annexure-9	Existing Environment details		Are there existing processes in place for building applications?	Yes

300	68	Annexure-9	Existing Environment details		Are all the scripts to deploy weblogic application written in Teraform?	Applications run on IIS, so not applicable
301	68	Annexure-9	Existing Environment details		What mechanism are used to measure the performance of the in house solutions?	The application maintenance is not the scope of the bidder. Only assistance in tweaking during cloud migration is expected
302	68	Annexure-9	Existing Environment details		For all the CI/CD, what technology is used? Jenkins or Any other technology?	Not applicable
303	68	Annexure-9	Existing Environment details		If weblogic is used to host the inhouse solution, Are you using enterprise or standard edition?	Not applicable
304	68	Annexure-9	Existing Environment details		Number of Environments (DEVELOPMENT, UAT, STAGE, PRODUCTION, DR)?	Bidder to refer Scope of Work
305	68	Annexure-9	Existing Environment details	Environments	Please clarify the environment (Prod/ Non Prod) for the servers.	All are production environment
306	68	Annexure-9	Existing Environment details	Number of Applications	Please clarify the total number of applications that are part of this migration	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
307	68	Annexure-9	Existing Environment details	Utilisation	Please share the Utilization details of each VM	APP server : Average : 25% CPU and 40% Memory Peak : 80% CPU and 90% Memory DB server: Average : 25% CPU and 40% Memory Peak : 70% CPU and 80% Memory
308	68	Annexure-9	Existing Environment details	Databases	Please clarify how many Database servers are required? Also, please mention whether there are DB servers apart from Oracle in the BOM	Bidder to refer Amended Annexure-14 available in Corrigendum-2.
309	68	Annexure-9	Existing Environment details	Processor details	Please provide the existing processor information where these apps are running. Also please clarify whether the No. of core mentioned for Virtual servers are vCPU or pCPUs	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
310	68	Annexure-9	Existing Environment details	Licenses	Please clarify whether the Bidder/ CSP needs to provide OS licenses. Also, please clarify whether Canara Bank would be providing Oracle Licences	The selected bidder has to provide OS licenses. Bank will provide Oracle DB licenses.

311	68	Annexure-9	Existing Environment details	Security	The bank can explore reusing the existing on-prem DAM, VAPT, anti-virus and anti-malware. Kindly clarify if bank is planning to bring existing on-prem DAM, VAPT, anti-virus and anti-malware to cloud.	No
312	68	Annexure-9	Existing Environment details	Databases	What is existing Database Oracle version bank using?	Oracle 19 C
313	68	Annexure-9	Existing Environment details	Storage	For non production environment instead of SSD HDD will be configure to save the cost. Please confirm	SSD is required as its production server
314	68	Annexure-9	Existing Environment details	Databases	Do Bank uses any scripts in oracle Database?	Bank is not using any scripts for database creation
315	68	Annexure-9	Existing Environment details	Existing Environment sizing table	1. Bidder seeks clarification for the "CPU Socket" mentioned in the table. For DB instance it is showing 4 Number of cores & 48 CPU Socket. 2. Bidder seeks clarification for "Type of Storage Media/ Drive" the storage mentioned is inclusive of OS storage or Exclusive of OS storage.	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
316	68	Annexure-9	Existing Environment details	Existing Environment sizing table	Bidder request to add additional column in same table for better understanding. a) Application Stack b) Environment - Prod/UAT/SIT/BETA c) Middleware (If Any) d) current Application OEM/Vendor	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
317	68	Annexure-9	Existing Environment details	Existing Environment sizing table	Kindly let us know the environments(UAT, Staging, prod) for each of the servers. Also please let us know the details of usage of the machines (whether the machines are used 24x7 or will be used only during working hours)	24*7 production environments
318	68	Annexure-9	Existing Environment details	Existing Environment sizing table	Please share the average utilization and peak utilization metrics of each of the servers	APP server : Average : 25% CPU and 40% Memory Peak : 80% CPU and 90% Memory DB server: Average : 25% CPU and 40% Memory Peak : 70% CPU and 80% Memory
319	68	Annexure-9	Existing Environment details	Existing Environment sizing table	Please provide the exact number of application servers and database servers.	Application Server : 2 server for load balancing (HA) Web Server : 2 Server for load balancing (HA) DB server : 2 server in Active-Passive
320	68	Annexure-9	Existing Environment details	Existing Environment sizing table	Kindly share the existing processor details for the physical servers.	Existing APP and WEB are in the VM environment with 2 2.12.0 Intel(R) Xeon(R) CPU E5-2683 v3 @ processor Existing DB is from Physical server with Intel(R) Xeon(R) Gold 6246 CPU @ 3.30GHz processor

321	68	Annexure-9	Existing Environment details	Existing Environment sizing table	We understand the physical to virtual ratio is 1:4 for virtual servers	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
322	68	Annexure-9	Existing Environment details	Existing Environment sizing table	Request resource clarity about the Oracle servers i.e. how many instances, cpu/ instance, RAM/ instabnce, processor	Require 2 VMs (Active & Passive/ Active - Active) with the following configuration. 2 DB Instances OS: Redhat OS with Latest Version, Oracle Database Ver 19c, CPU: 16 core, Memory: 128GB, Storage (SSD): 1 TB
323	68	Annexure-9	Existing Environment details	Existing Environment sizing table	Kindly provide the database version and database engine details.	Oracle 19 C
324	68	Annexure-9	Existing Environment details	Existing Environment sizing table	Kindly let us know if the bank can bring the on-prem Windows and RHEL licenses to the cloud	No
325	68	Annexure-9	Existing Environment details	Existing Environment sizing table	Does any of the servers host multiple applications?	Yes
326	68	Annexure-9	Existing Environment details	Existing Environment sizing table	Request IOPS details of the exisiting storage	IOPS for app maximum 19000KBps, average 600KBps For DB maximum 22000 IOPS, average 10000 IOPS
327	68	Annexure-9	Existing Environment details	Environment Details	Provided exisitng Environmental details are not clear in terms of Individual vm configuration and Software components running on them, Please specify Application / Web Tier (Technical Specification) Number of Oracle Database instances running on a single host.	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
328	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.	For each of the listed entry in the table what is the App type ?	Bidder to comply with RFP terms and conditions.
329	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.	what are the versions of DB Type mentioned as Oracle?	Oracle 19 C
330	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.	For some of the entries in the table such as 22-30 there is no underlying DB mentioned. Are these standalone apps? Please provide more details	Bidder to refer Amended Annexure-9 available in Corrigendum-2.

331	68	Annexure-9	Existing Environment details		Given table doesn't clarify compute requirement for App and DB. Also, need more clarity on - Virtual and Physical Machines, OS, Cores vs Socket. Sockets are mentioned 48, doesn't seem right. Are applications and DB running on physical or virtual machines?	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
332	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications	<p>Please provide :</p> <p>a) the server Utilization data with more information around the current Physical Processor</p> <p>b) Also, the Bid mentions Production, Staging and Pre-Production environment. Please provide the environment wise Inventory. Also, please inform us the Uptime/ Usage of each of the Environment</p> <p>c) Please provide what licenses are expected to be included and what licenses will be brought by the Bank</p> <p>4) Please provide the version of Database for each instance</p> <p>5) What is the existing Hypervisor ? We understand that the oversubscription ratio is 1:4 for Physical servers. Please confirm.</p> <p>6) We understand that the cores mentioned are virtual vCPUs for virtual servers</p> <p>7) Please provide more clarity on the Sockets and Cores mentioned for DB servers.</p> <p>8) Is a single instance of 24 Physical Cores and 755 GB RAM used for all applications ? Please clarify the total number of Instances required and with resource details and utilization.</p> <p>9) Are there any other Database apart from Oracle ?</p>	<p>a) Bidder to refer Amended Annexure-9 available in Corrigendum-2</p> <p>b) Currently, only production is required, Bidder to comply with RFP terms and conditions.</p> <p>c) All required license for hosting application on cloud is to be provided by the bidder. Bank will provide Oracle DB licenses.</p> <p>4) Oracle 19c</p> <p>5) ESXI 6.7 U3 ratio is 1:2 for physical servers</p> <p>6) yes its vCPU</p> <p>7) Bidder to refer Amended Annexure-9 available in Corrigendum-2</p> <p>8) Bidder to refer Amended Annexure-9 available in Corrigendum-2</p> <p>9) No</p>
333	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.	For each of the listed entry in the table what is the App type ?	Bidder to comply with RFP terms and conditions.
334	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.	what are the versions of DB Type mentioned as Oracle?	Oracle 19 C
335	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.	For some of the entries in the table such as 22-30 there is no underlying DB mentioned. Are these standalone apps? Please provide more details	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
336	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.	For each of the listed entry in the table what is the App type ?	Bidder to comply with RFP terms and conditions.
337	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.	what are the versions of DB Type mentioned as Oracle?	Oracle 19 C

338	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.	For some of the entries in the table such as 22-30 there is no underlying DB mentioned. Are these standalone apps? Please provide more details	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
339	68	Annexure-9	Existing Environment details	Server Type (physical/ VM)	Kindly let us know if the physical servers are expected as bare metal instances in the cloud or virtual instance is also acceptable	Virtual instance is expected
340	68	Annexure-9	Existing Environment details	Operating system	Our understanding is that OS, database, middleware and app server licenses (Windows, Redhat, Oracle, MSSQL etc.) will be provided by the bank for BYOL, please confirm.	Bank will provide only Oracle DB license. All other licenses should be factored and provided by bidder
341	68	Annexure-9	Existing Environment details	Operating system	some of the physical servers don't have any mention of OS for DB but the CPU memory and disk allocation are given for DB, DB type is also missing, are these MSSQL server databases or some other database? please clarify.	Only Oracle DB is required
342	68	Annexure-9	Existing Environment details	General	Please let us know how these servers are categorized, how many of them are prod/Dev and Test servers. Do we have to create separate Zone/subnet and segregate them or they all can be in same zone.	Currently, one production environment is required. Bidder to comply with RFP terms and conditions.
343	68	Annexure-9	Existing Environment details	General	Please let us know any HA/multi-region/availability-zone deployment requirement of these servers	One instance in cloud and the failover in banks on premises datacenters
344	68	Annexure-9	Existing Environment details	Sizing Table	"Number of Cores" refers to physical or Virtual cores	Virtual Cores
345	68	Annexure-9	Existing Environment details	Sizing Table	Storage for each row is for App Server or DB server Example in Row no 1 Storage is 500 GB - What is the storage for App and What is the storage for DB	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
346	68	Annexure-9	Existing Environment details	Sizing Table	What does Socket indicates ? Example in Row 2, DB Cores is 24 and Socket is 48	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
347	68	Annexure-9	Existing Environment details	Sizing Table	Row number 22,23,24 DB OS is not mentioned	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
348	68	Annexure-9	Existing Environment details	Sizing Table	What is the backup Requirement and Retention policy	The details will be shared with the successful bidder

349	68	Annexure-9	Existing Environment details	Sizing Table	What is the sizing for different environments SIT/UAT, Prod, DR	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
350	68	Annexure-9	Existing Environment details	CPU Socket	In the table there are servers where it says it has 48 sockets. It seems wrong. 1. Please confirm if you mean 2 socket per DB server and 48 cores per server 2. Also, please confirm if all the database servers are physical servers 3. Please share high level architecture for this setup	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
351	68	Annexure-9	Existing Environment details	VM Specification	1. CPU socket count needs justification 2. storage remains same for both APP and DB 3. OS and DB license cost should be factored in the commercial? 4. What is the RPO expected for VM's. 5. What is the RPO expected for database.	1. Bidder to refer Amended Annexure-9 available in Corrigendum-2. 2. Yes 3. Bank will provide only Oracle DB license. All other licenses should be factored and provided by bidder 4. RPO - Not applicable for App VMs and DB VMs 5. RPO - 15min For DB
352	68	Annexure-9	Existing Environment details	Its mentioned Oracle DB in virtual IaaS environment	Please clarify if we propose Physical bare metals environment instead due to oracle licensing policy (https://www.oracle.com/assets/cloud-licensing-070579.pdf) ?	Bidder to comply with RFP terms and conditions.
353	68	Annexure-9	Existing Environment details	Others	Number of Environments (DEVELOPMENT, UAT, STAGE, PRODUCTION, DR)?	Currently, only production environment in cloud is required. Bidder to comply with RFP terms and conditions.
354	68	Annexure-9	Existing Environment details	Others	Number of Environments (DEVELOPMENT, UAT, STAGE, PRODUCTION, DR)?	Currently, only production environment in cloud is required. Bidder to comply with RFP terms and conditions.
355	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.	For each of the listed entry in the table what is the App type ?	Bidder to comply with RFP terms and conditions.
356	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.	What are the versions of DB Type mentioned as Oracle?	Oracle 19 C
357	68	Annexure-9	Existing Environment details	Bidder has to factor appropriate buffer from the below existing environment (in terms of capacity) and provision required compute infrastructure (server/virtual machine), storage for hosting applications.	For some of the entries in the table such as 22-30 there is no underlying DB mentioned. Are these standalone apps? Please provide more details	Bidder to refer Amended Annexure-9 available in Corrigendum-2.

358	74	Annexure-14	Bill of Material	Table-A Item Descriptions, Type 1, Type 2, Type 3, Type 4	Defination of Type-1, type-2 etc missing. This may lead to confusion and impact bidder to bidder assumption	Bidder to refer Amended Annexure-14 available in Corrigendum-2.
359	81	Appendix-F	Proforma of Bank Guarantee for Contract Performance		Kyndryl seeks deviation. The provisions of the Bank Guarantee viz invocation , duration and extension needs to be discussed and mutually agreed.	Bidder to comply with RFP terms and conditions.
360	84	Appendix-G	Pre Contract Integrity Pact		Do we have to submit the hard copy of Integrity pact.	Yes
361	89	Appendix-G	Pre Contract Integrity Pact	Appendix-G: Pre Contract Integrity Pact 8. FALL CLAUSE 8.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not	We request Bank to delete Fall Clause from the Integrity Pact, since prices quotes are subject to various factors, like location of delivery, volume of transaction and other contractual risks. We agree to sign the Integrity Pact without the Fall Clause	Bidder to comply with RFP terms and conditions.
362	89	Appendix-G	Pre Contract Integrity Pact	Appendix-G: Pre Contract Integrity Pact 8. FALL CLAUSE 8.1. 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 be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.	Is there any scope to remove the clause 8.1?	Bidder to comply with RFP terms and conditions.

363	89	Appendix-G	Pre Contract Integrity Pact	<p>FALL CLAUSE</p> <p>8.1.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 be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.</p>	<p>The fall clause is widely worded enough to even apply to private entities and also doesn't limit itself to services at hand and leaves Bidder with very little wriggle room to define any form business propositions to other client. We would like to discuss this with you.</p>	<p>Bidder to comply with RFP terms and conditions.</p>
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364	91	Appendix-H	Draft Contract Agreement	8. ORDER CANCELLATION/TERMINATION OF CONTRACT:	<p>8.3. Bank is seeking a right to terminate this agreement for convenience. Business team to confirm if any termination fees are to be levied in case bank intends to terminate the agreement for convenience.</p> <p>8.5 Upon termination for any reason whatsoever, Bidder shall not be liable for any loss/ cost to the bank. In case the Bank intends to get the contract executed by a third party then cost towards the same shall be borne by the Bank.</p> <p>10. Bidder cannot provide any warranty on non infringement of IP rights. However, Bidder is willing to provide an indemnity on third party claims for infringement of IP rights.</p> <p>11. We suggest that clause for indemnity be kept mutual. We further suggest Indemnity clause to be framed as under that either party to indemnify each other for the following:</p> <p>A. For third party IPR infringement claims</p> <p>Provided that the indemnification obligations shall be subject to following :-</p> <p>a) Immediate notice to be sent by the Indemnified party.</p> <p>b) Control of the defence of the claim by the indemnifying party.</p> <p>c) Assistance by the indemnified party in the defence at the expense of the indemnifying party.</p> <p>In no event shall either party be liable to the other for any indirect, incidental, special, consequential, exemplary or punitive damages including, but not limited to, damages for lost revenue, lost profits, loss of goodwill, loss of data, technology, equipment or types of damages whatsoever, whether or not caused by any acts of omission or commission and regardless whether such party has been informed of the possibility or the likelihood of such damages.</p>	Bidder to comply with RFP terms and conditions.
365	93	Appendix-H	Draft Contract Agreement	8. ORDER CANCELLATION/TERMINATION OF CONTRACT:	Before cancellation of order, the bidder should be given an opportunity of being heard and the final decision should be taken post such discussions.	Bidder to comply with RFP terms and conditions.
366		General Terms and Conditions on GeM	19	Termination for Default	Before cancellation of order, the bidder should be given an opportunity of being heard and the final decision should be taken post such discussions.	Bidder to comply with RFP terms and conditions.
367				Service Levels	Bidder requests that the total Penalty under this contract should be capped at % of the Total Contract Value. All Penalties and LDs put together.	Bidder to comply with RFP terms and conditions.
368				General Query	As a bidder, we highly recommended that the CSPs should be in the Gartner Magic Quadrant for Cloud Infrastructure and Platform Services.	Bidder to comply with RFP terms and conditions.
369				General	Kindly let us know the application stack (database with size, middleware, apps server, web server, integrations etc.) for migration planning and effort estimate. We presume functional testing of migrated applications will be done by Bank's team, please confirm.	IDE: Visual Studio, Framework: DOTNET 3.5 and above, Reports: Crystal Reports, Running on IIS 10 and above
370				General	Kindly let us know the authentication and authorization mechanism of the applications proposed for cloud migration, do they have any - dependency/integration with AD and DNS, if so then will the on-prem AD and DNS server will continue to be used or new AD and DNS server will have to be deployed in cloud and required data/policies/configurations will need to be migrated/copied as well	In scope servers to be integrated with on premises Active Directory

371			General	Kindly let us know the Maximum Network Band width (in Gbps) required for these servers.	Bidder to refer Corrigendum-2
372			General	Sensitive Data : What percentage of confidential/secret information has been identified and how it has been ensured that only authorized individuals access it?	The details will be shared with the successful bidder
373			General	Compliance : Is there any compliance framework like PCI-DSS, CIS or HIPAA etc. has been identified as a point of interest?	PCI-DSS to be adhered in the cloud offerings
374			General	Firewalls or Endpoint Security : Since RFP details out VPCs & legacy endpoints, do we have firewalls and endpoints protection platform presence as well?	The cloud offering should provide the necessary security as quoted in RFP
375			General	Incident Response & Remediation : Since RFP details out requirements for Monitoring SLA & incident response, Is there a specific Ticketing Tool, notifications channel or SIEM platform identified to be integrated?	The cloud offering should be capable of integrating with Banks ITSM tool
376			General	Vulnerability Management : Since RFP mentions Vulnerability Management, what is the most important requirement that is expected out of a Vuln Management platform (For example - opensource/commercial security scanning tool)	The bidder has the responsibility to perform vulnerability scanning of the cloud offering and rectify the same
377			General	Network Devices Scan & Monitoring : Since RFP mentions this, are there requirements to detect change or drift in custom defined monitoring?	Bidder to comply with RFP terms and conditions.
378			General	Reports : For third party assessment operators (3PAQ), are there some specific auditing that is being targeted to have report generated for?	Bidder to comply with RFP terms and conditions.
379			Connectivity/links	As mentioned on multiple pages of RFP including 59,60 etc. Connectivity for internet/Bandwidth/link can only be sold by ISP to client directly and SI is not allowed to resell it as per TRAI norms. Kindly suggest if the bandwidth mentioned here is w.r.t. the same or cloud port only else remove amend the clauses w.r.t. connectivity in RFP.	Bidder to provision and manage links and network devices under managed service. Ownership of such links and Network devices should be with the selected bidder.
380			Submission Date	Request the bank to allow extension of 4-6 weeks from date of publishing of query responses for submission of bid response	Bidder to comply with RFP terms and conditions.
381			General Query	As a bidder, we highly recommended that the CSPs should be in the Gartner Magic Quadrant for Cloud Infrastructure and Platform Services.	Bidder to comply with RFP terms and conditions.
382				Volume of transactions/sec supposedly need to get handled?	Bidder to comply with RFP terms and conditions.
383				Peak transaction limit?	Bidder to comply with RFP terms and conditions.
384				Environment should have threshold/throttling functionality?	Bidder to comply with RFP terms and conditions.
385				SLA functionality and alert generation capability when SLA is breached?	Bidder to comply with RFP terms and conditions.
386				Recovery and Backup configuration?	Bidder to comply with RFP terms and conditions.
387				Does the ESB should have functionality to listen to Database notifications to minimize the number of failures?	Bidder to comply with RFP terms and conditions.

388				Does the bank already have a token generation system, Eg: Oauth tokens	Bidder to comply with RFP terms and conditions.
389				Real time monitoring dashboard and expose business/technical reports?	Bidder to comply with RFP terms and conditions.
390				API exposure [REST,SOAP or BOTH]?	The details will be shared with the successful bidder
391				All the internal/peripheral applications are api exposed? If yes, all would be API calls or will there be DB,File systems,queues to be integrated with. If no, is there a need to expose applications as API's?	The details will be shared with the successful bidder
392				How many API's might be there to integrate or expose?	The details will be shared with the successful bidder
393				API Manager would have to be deployed over firewall and also with in bank's internal network too? [HTTPS/HTTP with Auth]?	The details will be shared with the successful bidder
394				Object Storage for Backup and Archive?	Yes object storage is required for both backup and archival
395				Please confirm your preferred CSP & currently on which CSP you have hosted your data.	Bidder to comply with RFP terms and conditions.
396				Which scenario from the below required from SIEM Solution Resiliency perspective if needed :- Single Central Location SIEM Setup to be in HA or Standalone? OR DC & DR SIEM setup will be independent stand-alone setup with no dependency on each other & cater to its respective DC & DR setup. (i.e. SIEM for DC & DR)?	The bidder has to integrate with bank SIEM to push your interesting logs for analysis
397				Log retention period:- Online Log retention period (in months)? Offline Log retention period (in months) if in case needed for long term retention purpose on-disk or on-tape or on-cloud object storage?	The bidder has to integrate with bank SIEM to push your interesting logs for analysis
398				Application & DB Audit Security Logs both to be ingested or only OS logs ingestion are OK? App/DB name-version details would be needed if in case their Logs too to be ingested in SIEM.	The bidder has to integrate with bank SIEM to push your interesting logs for analysis
399				If in case NBAD/Flows processing required then Please share the total Ingress/egress points - Server and workstations endpoints count connected behind the ingress/outgress gateway? OR else ignore this.	The bidder has to integrate with bank SIEM to push your interesting logs for analysis
400				If in case of UBA needed then Total number of your organization users who have accounts either in AD/VPN/Proxy & so on? OR else ignore this.	The bidder has to integrate with bank SIEM to push your interesting logs for analysis
401				Existing SIEM name & current EPS details?	The bidder has to integrate with bank SIEM to push your interesting logs for analysis
402				Numbers of your Users who will need access to the proposed setup thru NTT PIM Service?	The bidder has to integrate with bank SIEM to push your interesting logs for analysis
403				Any third party app/bank owned apps integration needed post cloud migration of mentioned application?	Yes
404				Do bidder has to suggest ITSM tool also for Incident/Service Request/Change Management or Bank has any existing ITSM tool which can be used. Please confirm.	The cloud offering should be capable of integrating with Banks ITSM tool
405				What is the frequency of DR drills ?	DR drill will be-Half yearly once or whenever bank decides

406					Volume of transactions/sec supposedly need to get handled?	Bidder to comply with RFP terms and conditions.
407				General Query	As a bidder, we highly recommended that the CSPs should be in the Gartner Magic Quadrant for Cloud Infrastructure and Platform Services.	Bidder to comply with RFP terms and conditions.
408					Peak transaction limit?	Bidder to comply with RFP terms and conditions.
409					Environment should have threshold/throttling functionality?	Bidder to comply with RFP terms and conditions.
410					SLA functionality and alert generation capability when SLA is breached?	Bidder to comply with RFP terms and conditions.
411					Recovery and Backup configuration?	Bidder to comply with RFP terms and conditions.
412					Does the ESB should have functionality to listen to Database notifications to minimize the number of failures?	Bidder to comply with RFP terms and conditions.
413					Does the bank already have a token generation system, Eg: Oauth tokens	Bidder to comply with RFP terms and conditions.
414					Real time monitoring dashboard and expose business/technical reports?	Bidder to comply with RFP terms and conditions.
415					API exposure [REST, SOAP or BOTH]?	The details will be shared with the successful bidder
416					All the internal/peripheral applications are api exposed? If yes, all would be API calls or will there be DB, File systems, queues to be integrated with. If no, is there a need to expose applications as API's?	The details will be shared with the successful bidder
417					How many API's might be there to integrate or expose?	The details will be shared with the successful bidder
418		General Terms and Conditions on GeM	19	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, extended 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.	Either party may terminate this Contract if the other materially breaches this Contract; provided that the party that is non-compliant is given a written notice by the other party and thirty (30) days' notice period to remedy such non-compliance, and the Contract shall then be terminated when the defaulting party fails to remedy such non-compliance within such notice period. In the event of such termination of this Contract, Client shall pay Kyndryl for all the Services Kyndryl delivers through the effective date of termination in addition to payment for, applicable wind -down charges and expenses incurred by Kyndryl.	Bidder to comply with RFP terms and conditions.

419		General Terms and Conditions on GeM	18	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.	The rationale for the requirement of these GeM terms is not clear as there are many conflicting provisions between the RFP and the GeM terms. Further the limitation of liability is drafted in a way where all breaches under the contract are outside the exclusions of indirect damages which is not how Section 73 of the Indian contract looks at indirect damages and it also defeats the purpose of having a clause on indirect damages in a contract. Secondly, the amount of monetary cap shouldnt be as high as the contract value vis-a-vis GeM. It is also not clear whether the RFP terms will be applicable here or not.	Bidder to comply with RFP terms and conditions.
420		General Terms and Conditions on GeM	23.2	23.2.1Indemnification: 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, damages, demands, costs and expenses (including legal and other statutory fees and disbursements in connection therewith and interest chargeable thereon) asserted against or incurred by the indemnified parties that arise out of, result from, or in connection with 23.2.1Breach of the contract(s); or 23.2.2Any claims made by any third party due to, or arising out of, or in connection with, use of the	Bidder will indemnify CB for third party claims for only any breach of IPR violations by the Bidder on material if any supplied by Bidder from the use of unaltered Company manufactured products , provided the CB gives the Company prompt notice of any such claim and Bidder is allowed to take sole defense and control of any such claim. For clarity, this does not apply to any third party Products or Software supplied by Bidder. Further, Biddher shall not indemify CB for any inter se claims or for any general indemnity related to any breaches under contract as Indemnification is for specific requirements under the contract.	Bidder to comply with RFP terms and conditions.
421					API Manager would have to be deployed over firewall and also with in bank's internal network too? {HTTPS/HTTP with Auth?}	The details will be shared with the successful bidder

422					Object Storage for Backup and Archive?	Yes object storage is required for both backup and archival
423					How many DB instances are in RAC? Please specify DB versions? How many DB instances are virtual and Physical?	Bidder to refer Amended Annexure-9 available in Corrigendum-2.
424				General	<p>Please add the following clause:</p> <p>1.Lock-in period: Bank acknowledges and accepts that the provision of Services by the Bidder shall be subject to Lock-In Period as provided herein. The Bank shall not be entitled to terminate this Agreement during the Lock-In Period for any reasons whatsoever except for the sole reason as specified under 11 of Section F. If the Bank terminates this Agreement before the expiry of Lock-In Period, then the Bank undertakes and agrees to pay the bidder, on or before the effective date of termination of this Agreement, an early termination compensation of an amount equivalent to the fee payable for the balance period of such Lock-In Period, calculated as per such effective date of termination of this Agreement.</p>	Bidder to comply with RFP terms and conditions.
425				General	<p>Please add the following clause:</p> <p>2.Suspension of services: Bidder may suspend or limit Bank's or any End User's right to access or use any portion or all of the Services immediately upon prompt notice to the Bank if the Bidder determines:</p> <ul style="list-style-type: none"> (a) Bank's or an End User's use of the Services; •poses an immediate security risk to the Hosted System or any third party, •could adversely impact Bidder's systems, the Services or the systems or content of any other Bank, •could be fraudulent or be utilized to cause fraud or be illegal or be utilized to aid or abet illegal activities; (b) Bank is in breach of this Agreement and fails to cure such breach within a period of ten (10) days.(or such mutually agreeable period) of Bidder notifying the Bank of such breach; (c) Bank is in breach of its payment obligations under Section 5 and fails to cure such breach within the Cure Period. (d) In all events where such suspension or limitation is required by law. <p>In all events of suspension under Clause 9.1(a)(i) and Clause 9.1(a)(ii), the Bidder must furnish a detailed Root Cause Analysis (RCA) Report to the Bank evidencing and justifying such reason for suspension and the cause for such suspension attributable to the acts and/or omissions of the Bank/End User. Further, Bidder will limit a suspension and/or limitation in time and scope as reasonably possible under the circumstances</p> <p>Effect of Suspension. In the event Bidder suspends Bank's right to access or use any portion or all of the Services under Clause 9.1 above:</p>	Bidder to comply with RFP terms and conditions.

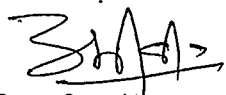
426			General	<p>Please add the following clause: LIMITATION ON DAMAGES: Notwithstanding anything in the Agreement to the contrary: (a) Either Party's liability arising out of any loss or damages for which limitation is expressly prohibited by Applicable Laws, shall be unlimited. (b) Subject to Clause 12.1(a), the maximum aggregate monetary liability of either Party and any of its representatives in connection with the Services or this Agreement under any theory of law shall not exceed the actual damages incurred up to the greater of: (i) an amount equal to six times the Fees payable by Customer for the Services in the first month of the Initial Term, or (ii) the total amount paid by Customer to the Service Provider for the Services that are the subject of the claim in the 12 months immediately preceding the event(s) that first gave rise to the claim. Neither party (nor any of its representatives) is liable to the other party for any indirect, special, incidental, exemplary, or consequential loss or damages of any kind. Neither party is liable for any loss that could have been avoided by the damaged party's use of reasonable diligence, even if the party responsible for the damages has been advised or should be aware of the possibility of such damages. In no event shall either party be liable to the other for any punitive damages; or for any loss of profits, data, revenue, business opportunities, customers, contracts, goodwill, or reputation.</p>	Bidder to comply with RFP terms and conditions.
427			Generic Oracle DB License Query	Is bank going to provide license for Oracle in case bank has EULA with Oracle ?	Bank will provide Oracle DB licenses.
428				Is there any backed data which is required to be moved to cloud? Please specify data size at DC and DR Backup Softwrae OEM.	Details will be shared with the selected bidder.
429				Is back backup required at both DC and DR?	Backup is required in the same Cloud.
430				Does bidder need to continue with existing Backup OEMs on Cloud or Cloud Native Backup could be proposed?	Cloud Native Backup could be proposed
431				Whether the in-scope servers needs only domain change or any additional activity to be performed? Please detail.	In scope servers to be integrated with on premises Active Directory
432				Is it confirmed whether the homed applications will be functional after domain switch?	There is no domain switch, it is just integration
433				Who will be mitigating the application authentication issues-after migration (if any)?	Selected bidder
434				Who will be managing Application - Domain level integration post migration?	Selected bidder
435				Who will be mitigating Application - Service ID dependency issues (if any) post migration?	Selected bidder
436				Whether the cross domain/forest trust and required permissions can be achieved to perform the domain change (if needed)	We are not going to establish an AD server in cloud. Bidder has to ensure integration with the on premises AD
437				Is 100% DR required?	DR is our on premises data centers for which 100% required
438				Volume of transactions/sec supposedly need to get handled?	Bidder to comply with RFP terms and conditions

439				Peak transaction limit?	Bidder to comply with RFP terms and conditions.
440				Environment should have threshold/throttling functionality?	Bidder to comply with RFP terms and conditions.
441				SLA functionality and alert generation capability when SLA is breached?	Bidder to comply with RFP terms and conditions.
442				Recovery and Backupconfiguration?	Bidder to comply with RFP terms and conditions.
443				Does the ESB should have functionality to listen to Database notifications to minimize the number of failures?	Bidder to comply with RFP terms and conditions.
444				Does the bank already have a token generation system, Eg: Oauth tokens	Bidder to comply with RFP terms and conditions.
445				Real time monitoring dashboard and expose business/technical reports?	Bidder to comply with RFP terms and conditions.
446				API exposure {REST,SOAP or BOTH}?	The details will be shared with the successful bidder
447				All the internal/peripheral applications are api exposed? If yes, all would be API calls or will there be DB,File systems,queues to be integrated with. If no, is there a need to expose applications as API's?	The details will be shared with the successful bidder
448				How many API's might be there to integrate or expose?	The details will be shared with the successful bidder
449				API Manager would have to be deployed over firewall and also with in bank's internal network too? {HTTPS/HTTP with Auth}?	The details will be shared with the successful bidder
450				Object Storage for Backup and Archive?	Yes object storage is required for both backup and archival
451				Please provide the architecture diagram for each applications that will be migrated to cloud	The details will be shared with the successful bidder
452				Volume of transactions/sec supposedly need to get handled?	Bidder to comply with RFP terms and conditions.
453				Peak transaction limit?	Bidder to comply with RFP terms and conditions.
454				Environment should have threshold/throttling functionality?	Bidder to comply with RFP terms and conditions.
455				SLA functionality and alert generation capability when SLA is breached?	Bidder to comply with RFP terms and conditions.
456				Recovery and Backupconfiguration?	Bidder to comply with RFP terms and conditions.
457				Does the ESB should have functionality to listen to Database notifications to minimize the number of failures?	Bidder to comply with RFP terms and conditions.
458				Does the bank already have a token generation system, Eg: Oauth tokens	Bidder to comply with RFP terms and conditions.
459				Real time monitoring dashboard and expose business/technical reports?	Bidder to comply with RFP terms and conditions.
460				API exposure {REST,SOAP or BOTH}?	The details will be shared with the successful bidder
461				All the internal/peripheral applications are api exposed? If yes, all would be API calls or will there be DB,File systems,queues to be integrated with. If no, is there a need to expose applications as API's?	The details will be shared with the successful bidder

462					How many API's might be there to integrate or expose?	The details will be shared with the successful bidder
463					API Manager would have to be deployed over firewall and also with in bank's internal network too? {HTTPS/HTTP with Auth}?	The details will be shared with the successful bidder
464					Number of Environments (DEVELOPMENT, UAT, STAGE, PRODUCTION, DR)?	Currently only production. Bidder to comply with RFP terms and conditions.
465					Object Storage for Backup and Archive?	Yes object storage is required for both backup and archival
466		General Terms and Conditions on GeM	18. Limitation of Liability:	General Terms and Conditions on GeM 4.0 (Version 1.6) dt 29th Dec 2022 18. Limitation of Liability: 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.	Bank to confirm that GeM clause on Limitation of Liability shall apply for the RFP and contract executed thereunder.	Bidder to comply with RFP terms and conditions.

Date: 31/01/2023

Place: Bangalore


Deputy General Manager

