



**Department of Information Technology**

**RFP for Selection of SI for Supply, Installation, Integration, Implementation and Maintenance of Hardware, Software, FM Services for Finacle Core Banking (Ver.10.X) & E-banking (FEBA) at DC, DR & NDR (Re-tendering)**  
**RFP Ref. No. DIT/BPR & BTD/OA/246/2020-21 Date: 18/05/2020**

**Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) Amendments, Addendums and Corrigendum**

Sl. No	Page No	Clause No.	Existing Clause	Queries / Recommendations - To be Included while Presenting the RFP	Bank Reply
1	14	4.Earnest Money Deposit	<p>The EMD will not bear any interest and it may be forfeited under the following circumstances:</p> <p>a) If the bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).</p> <p>b) If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or</p> <p>c) The selected bidder withdraws his tender before furnishing on unconditional and irrevocable Performance Bank Guarantee.</p> <p>d) The bidder violates any of the provisions of the terms and conditions of this tender specification.</p> <p>e) In case of the successful bidder, if the bidder fails:</p> <p>1. To sign the contract in the form and manner to the satisfaction of UCO BANK</p> <p>2. To furnish Performance Bank Guarantee</p>	<p>The EMD will not bear any interest and it may be forfeited under the following circumstances:</p> <p>a) If the bidder withdraws its bid during the period of bid validity (<del>180</del> <b>30 days</b> from the date of opening of bid).</p> <p>b) If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; <del>and / or</del></p> <p><del>e) The selected bidder withdraws his tender before furnishing on unconditional and irrevocable Performance Bank Guarantee. iv) The bidder violates any of the provisions of the terms and conditions of this tender specification.</del></p> <p><del>d) In case of the successful bidder, if the bidder fails:</del></p> <p><del>1. To sign the contract in the form and manner to the satisfaction of UCO BANK 2. To furnish Performance Bank Guarantee in the form and manner to the satisfaction of</del></p>	Clause stands as per RFP

			in the form and manner to the satisfaction of UCO BANK either at the time of or before the execution of Service Level Agreement (SLA).	<del>UCO BANK either at the time of or before the execution of Service Level Agreement (SLA).</del>	
2			New Clause	The Earnest Money Deposit may be forfeited under the following circumstances: d. The bidder violates any of the provisions of the material terms and conditions of this tender specification.	Query not admissible.
3	11	3. Eligibility Criteria Point No-5	Proposed OEMs product on (RISC/EPIC) based Enterprise Class server, Enterprise Class Storage, Tape Library, backup solution and Unix Operating System (AIX/Solaris/HP Unix) should have been supplied, integrated and running as on date in at least one Public/Private Sector Banks in Core Banking environment with Finacle in India.	Please suggest if latest product derived from earlier generation product will be accepted subject to the fact that earlier generation qualifies the eligibility requirement mentioned in this clause.	Clause is self-explanatory and Clause stands as per RFP.
4	11	3. Eligibility Criteria Point No-9	The bidder should have experience in delivery, integration, installation, management and maintenance of Core Banking Solution & Infrastructure in at least one in Public / Private Sector Bank(s) in India having more than 1000 branches operation in the last 10 years along with the following areas of Banking setup: a) IT Infrastructure like Management of Servers, Storage, SAN Switch, Backup solution. b) Database & Operating System administration & management	Requesting bank to change it bidder/ OEM should have experience in delivery, integration, installation, management and maintenance of Core Banking Solution & Infrastructure in at least one in Public / Private Sector Bank(s) in India having more than 1000 branches operation in the last 10 years along with the following areas of Banking setup: a) IT Infrastructure like Management of Servers, Storage, SAN Switch, Backup solution. b) Database & Operating System administration & management  Requesting for clarification as follows: a) IT Infrastructure like Management of Servers, Storage, SAN Switch, Backup solution - Does it mean any or part of these or all of these?  b) Database & Operating System	Clause stands as per RFP  Clause is self-explanatory and Clause stands as per RFP.

				administration & management - Should it be part of a single PO or could be through different POs.	
5	12	3. Eligibility Criteria Point No-10	Bidder should have a tie-up arrangement with external agencies (Maximum two agencies) having experience in below mentioned area for Finacle 10.x migration in Public / Private Sector Bank(s) in India having more than 1000 branches a. Functional Testing & UAT of all modules, Interface & automation experience b. Security testing c. Performance Testing d. Pre and post Data Migration checking & testing	Requesting bank to change it to Bidder/OEM should have a tie-up arrangement with external agencies (Maximum two agencies) having experience in below mentioned area for Finacle 10.x migration in Public / Private Sector Bank(s) in India having more than 1000 branches a. Functional Testing & UAT of all modules, Interface & automation experience b. Security testing c. Performance Testing d. Pre and post Data Migration checking & testing Relevant	Clause stands as per RFP
6	16	7. Modification and Withdrawal of Bids	No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by successful bidders, the EMD will be forfeited by the Bank.	No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. <del>In the event of withdrawal of the bid by successful bidders, the EMD will be forfeited by the Bank.</del>	Clause stands as per RFP
7	17	13. Disclaimer	Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Bank or any of its officers, employees, contractors, agents, or advisers.	<del>Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Bank or any of its officers, employees, contractors, agents, or advisers.</del>	Clause stands as per RFP

8	20	24. Acceptance of Terms	A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.	<del>A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.</del>	Clause stands as per RFP
9				A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP along with the assumptions as set forth in our Bid Proposal	Clause stands as per RFP
10	20	24. Acceptance of Terms	Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient ground for annulment of the award, in which event, bank may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, bank shall appropriate the EMD/invoke the PBG of the successful bidder.	Failure of the successful bidder to agree with the Draft <b><u>both parties agreed</u></b> Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient ground for annulment of the award, in which event, bank may award the contract to the next best value bidder or call for new proposals from the interested bidders. <del>In such a case, bank shall appropriate the EMD/invoke the PBG of the successful bidder.</del>	Clause stands as per RFP
11				Failure of the successful bidder to mutually agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient ground for annulment of the award, in which event, bank may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, bank shall appropriate the EMD/invoke the PBG of the successful bidder.	Clause stands as per RFP
12	24	32.8 Submission of Offer – Three Bid System	The bidder is required to guarantee that exchange rate fluctuations, changes in import duty and other taxes will not affect the Rupee value of the commercial bid over the price validity period.	The bidder is required to guarantee that exchange rate fluctuations, changes in import duty and other taxes will not affect the Rupee value of the commercial bid over the price validity period. <b><u>However, it is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR (“Base Exchange Rate”). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange</u></b>	Clause stands as per RFP

				<b><u>rate. Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of the Bank.</u></b>	
13	25	33.Other Terms and Conditions a) Cost of preparation and submission of bid document	The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part.	The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. <b><u>The Bank reserves the right to accept any bid in whole or in part.</u></b>	Clause stands as per RFP
14	27	Part-III Point 2.2 Technical Evaluation	Bidder should have successfully completed at least one supply & Installation of hardware, end-to-end migration, UAT/testing, implementation and maintain of CBS Finacle 10.x during the last ten years in at least one Public/Private Sector bank in India having a minimum of 2000 branches in India.	Can partner and bidder credentials be considered collectively/ interchangeably for evaluation of credential strengths	Clause stands as per RFP
15	31	Part-IV	Scope of Work	Please clarify whether CBS upgrade scope covers customization and modification of functional aspects too	Yes. It is clarified that Bidder should do customization during contract period. Bidder should quote price for the same as per commercial BOM.
16	37	Part-IV 4.2 Scope of Work	Integration of all proposed hardware & software for Finacle 10.x & FEBA implementation	Please confirm that integration is require between newly proposed software and hardware and no other integration is required	Clause is self-explanatory and stands as per RFP.

17	38	Part-IV 4.2 Scope of Work	If any short fall/performance degradation/unable to get response time during the benchmarking is observed, the selected bidder will be liable to pay benchmarking penalty of 2% of respective hardware component cost which could not remained within threshold of 60%. This penalty independent of Clause no. 9 (Liquidated Damage) and penalty against clause no. 8 (Service Level Agreement). In case any bidder is interested to participate this bid process, please collect business datapoint (Table R in Annexure D) by making payment of tender fee as mentioned clause no. 3 Part II in RFP.	As per our standard practice we do not recommend the Benchmarking. Any change in result to Benchmarking should be route through change request and pricing should be mutually discussed between both Parties .	Clause is self-explanatory and stands as per RFP.
18	39	Part-IV 4.2 Scope of Work Production Data Base Servers for Finacle 10x	TYPE3 (RISK/EPIC based Server) – 2 no. IBM E980 or Oracle M8-8 or HPE Superdome 2 (Annexure D) will be used for 2 RAC for UAT DB at DR site only · TYPE3 (RISK/EPIC based Server) – 1 no. IBM E980 or Oracle M8-8 or HPE Superdome 2 (Annexure D) will be used for additional report DB at DC & DR each location. · TYPE3 (RISK/EPIC based Server) -3 no. IBM E980 or Oracle M8-8 or HPE Superdome 2 (Annexure D) will be used for Training DB, Development DB, Migration DB at DR site only.	The sizing provided for Type 3 servers can be configured using mid-range UNIX Server as the total required cores per servers is under 32. Please remove the reference to E980/M8-8/ Superdome in Type 3 Servers	Please refer corrigendum.
19	50	4.64.Scope e of Work	The Bank reserves the right to shift the equipment to a suitable location during the contract period within Data Centre depending upon the need. The bidder will arrange to shift the equipment and install and commission the same without any additional cost to the Bank. However shifting the equipment to a suitable location outside data center during the contract period will be decided with mutually agreed terms and condition at that point of time. The de-commissioning and commissioning activity is required to	The Bank reserves the right to shift the equipment to a suitable location during the contract period within Data Centre depending upon the need. The bidder will arrange to shift the equipment and install and commission the same <del>without any</del> <b>at an additional cost to the Bank.</b> However shifting the equipment to a suitable location outside data center during the contract period will be decided with mutually agreed terms and condition at that point of time. The de-commissioning and commissioning activity is required to	Clause stands as per RFP

			be carried out by bidder Engineers only.	be carried out by bidder Engineers only. <b><u>The Bank shall pay the bidder for such shifting activity to be conducted.</u></b>	
20	51	4.68 Scope of Work	bidder shall ensure seamless integration of the upgraded Core Banking Solution with other existing applications/utilities, network, security, platform and storage infrastructure in the Bank's Data Center, Near Site and Disaster Recovery Site.	During the upgrade if there warrants function/ technical amendments in the existing implementations, will it be part of the bidder scope?	It is clarified that Bidder shall ensure seamless integration of the upgraded Core Banking Solution with other existing applications/utilities, network, security, platform, and storage infrastructure in the Bank's Data Centre, Near Site and Disaster Recovery Site. However, any additional requirement which will require changes in existing system hardware, is Bank's responsibility during integration/migration time.
21	46 & 48	4.36 Scope of Work Point No.D	To ensure that the application sustains a load of 39000 concurrent users NAS has to be sized according to the number of concurrent user of 50,000	Though second concurrent number is more of storage, please confirm whether Finacle CBS concurrency is for 39000 or for 50000. Similarly please advise the concurrency to be taken for Internet banking.	It is clarified that Proposed NAS should be able to handle 50000 concurrent users from day one. For other details bidder needs to collect Table R in Annexure D against Bid fee and be guided accordingly.
22	55	4.82.Scop e of Work	Bidder should deploy competent resources for the team to provide necessary maintenance and support as per the requirement of the Bank. Bidder has to deploy adequate resources to ensure that the systems are up and customer service is not impacted. To ensure that the SLAs are met, the Bidder if required will need to deploy additional resources during the contract period including implementation schedule without any additional cost to the Bank. The Bank has a right to interview and reject resources deployed by the Bidder.	Bidder should deploy competent resources for the team to provide necessary maintenance and support as per the requirement of the Bank. Bidder has to deploy adequate resources to ensure that the systems are up and customer service is not impacted. To ensure that the SLAs are met, the Bidder if required will need to deploy additional resources during the contract period including implementation schedule without any additional cost to the Bank. <del>The Bank has a right to interview and reject resources deployed by the Bidder.</del>	Clause stands as per RFP.

23	55	4.83.Scope of Work Level 1 (L1):	The Bidders should include the complete cost of the L1 helpdesk for the entire 1 years as part of the Commercial bid. Same may be renewed after completion of successful competition of L1 support.	The Bidders should include the complete cost of the L1 helpdesk for the entire 1 years as part of the Commercial bid. Same may be renewed considering <b><u>an appropriate price escalation</u></b> after completion of successful competition of L1 support.	Please refer corrigendum
24	55	4.83.Scope of Work Level 1 (L1): Para-3	The support staff in the L1 helpdesk must have a minimum relevant experience of two years each in Finacle CBS .	2 years experienced in Finacle for L1 will be challenging. Can bank can relax on this 6-10 months experience.	Clause stands as per RFP
25	57	4.84.Scope of Work Level 2 (L2):	The Bidders should include the complete cost of the L2 support for the entire 2 years as part of the Commercial bid. Same may be renewed for a further period with existing terms and condition including cost at the discretion of the Bank.	The Bidders should include the complete cost of the L2 support for the entire 2 years as part of the Commercial bid. Same may be renewed for a further period with <b><u>mutually agreed</u></b> <del>existing</del> terms and condition including cost at the discretion of the Bank <b><u>with an appropriate price escalation.</u></b>	Please refer corrigendum
26	52	4.84.Scope of Work Level 2 (L2):	The Bank also reserves the right to change the locations of helpdesks at its discretion. The Bidder is expected to quote a per resource price. The Bidder should also note that the setup at the L2 helpdesk must provide for 1 supervisor and/or 1 support personnel from the Bank.	We request this for reconsideration as it will lead lot of operational challenge	Clause stands as per RFP



27	56	4.83.Scope of Work Level 1 (L1):	The Bank expects the Bidder to provide for L1 support for all activities and services that are part of scope. Bidder shall at minimum deploy the resources as per the minimum deployment level specified. Bidder should independently arrive at the sizing and deployment plan to meet the RFP requirements (as per scope of work and SLAs), adhering to the minimum deployment level. Bidder shall deploy resources at no extra cost if the proposed deployment does not meet the RFP requirements and SLAs.	Can bank share the current L1 ticket monthly dumps ?	The required details shall be shared with the selected bidder.
28	57	4.84.Scope of Work Level 2 (L2):	The support staff in the L2 helpdesk must have a minimum relevant experience of five years. Bidder should independently arrive at the sizing and deployment plan to meet the RFP requirements (as per scope of work and SLAs). Bidder shall deploy additional resources at no extra cost if the proposed deployment does not meet the RFP requirements and SLA terms.	Can we have current monthly L2 ticket dumps for our sizing?	The required details shall be shared with the selected bidder.
29	79	Part-V	Order Details	Our understanding is that the Bank will release 1st Purchase order / Master Purchase order, 2nd Purchase order and 4th Purchase order together so that all the hardware & software will be procured and delivered together to meet the timelines of the RFP. Please confirm.	It is clarified that Bank will issue POs as per requirement stated in the RFP (Clause No. 1, Part-V, Page No.80) and bidder will be required to supply and install / deliver / integrate the required hardware / software / services as per timelines given therein during contract period.
30	80	2. Delivery and Installation	The Bank reserves the right to shift the ordered items to any location where bank has presences (DC, DR and NDR site), anywhere in India, during the warranty period.	The Bank reserves the right to shift the ordered items to any location where bank has presences (DC, DR and NDR site), anywhere in India, during the warranty period. <b><u>Any additional costs incurred by bidder for such shifting shall be borne/reimbursed by the Bank.</u></b>	Clause stands as per RFP

31	80	Part-V 2. Delivery and Installation	The selected bidder must undertake to GO LIVE (delivery, installation, configuration, migration for Hardware and including EMS solution hardware) as per SOW in the RFP as per above table (clause no.1 Part V) However, any delay of the GO Live due to site not readiness in the Bank will not attributable to the selected bidder for LD purpose.	Our understanding for Go Live is restricted to supply delivery, installation, configuration, migration for all Hardware that will be supplied as per commercial table (annexure E) table A and for the respective Purchase Order that will be released by the Bank	It is clarified that The performance testing, load testing, stress testing, Benchmark testing of proposed hardware infrastructure, UAT/functional testing security testing & data migration testing will be conducted between date of Purchase Order and December 2020 and Tentative Go live date for Finacle 10.x & FEBA within March 2021. In case of exigencies, the target date for activities may get extended for maximum of 6 months i.e. till September 2021).
32	81	3.5. Warranty, Annual Maintenance Support (AMC) Annual Technical Support (ATS)	Warranty shall not become void even if UCO Bank buys any other supplemental hardware from a third party installs it with / in these machines. However, the warranty will not be applied to such hardware installed. Besides the above, the bidder will have to enter into Service Level Agreement (SLA) with the Bank.	<del>Warranty shall not become void even if UCO Bank buys any other supplemental hardware from a third party installs it with / in these machines. However, the warranty will not be applied to such hardware installed. Besides the above, the bidder will have to enter into Service Level Agreement (SLA) with the Bank.</del>	Please refer RFP REF No. DIT/BPR & BTD/OA/246/2020-21 Date: 18.05.2020 Clause no. 3 under Part V.
33				We request Bank to modify the clause as: Hardware OEM does not own any liability of warranty of hardware, if any in case third party supplemental hardware is installed in the machine without being certified by the respective OEMs. Request to modify the clause accordingly.	

34	81	5.1.1.Hardware Costs (DC, DR and NDR) for all hardware as part of the Solution	50% of the delivered hardware cost would be payable on successful delivery and verification of BoM supplied at DC, DR and NDR respectively. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official, after realizing penalty charges for late delivery & installation, if any.	50% <del>90%</del> of the delivered hardware cost would be payable on successful delivery and verification of BoM supplied at DC, DR and NDR respectively. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official, after realizing penalty charges for late delivery & installation, if any.	Please refer corrigendum
35	81	5.1.2.Hardware Costs (DC, DR and NDR) for all hardware as part of the Solution	50% for Finacle 10.x related hardware (Server, Storage, SAN, NAS, Load Balancer, Tape Library, Disk based backup) of the delivered hardware cost would be payable on successful installation, commissioning, acceptance on successful benchmarking test and sign off by the Bank of the hardware at DC, DR and NDR respectively or payment can be released against submission of BG of equivalent amount valid for 18 months to achieve the stated objective.	50% <del>10%</del> for Finacle 10.x related hardware (Server, Storage, SAN, NAS, Load Balancer, Tape Library, Disk based backup) of the delivered hardware cost would be payable on successful installation, commissioning, acceptance on successful benchmarking test and sign off by the Bank of the hardware at DC, DR and NDR respectively or payment can be released against submission of BG of equivalent amount valid for 18 months to achieve the stated objective.	
36	82	5.1.3.Hardware Costs (DC, DR and NDR) for all hardware as part of the Solution	50% payment for UAT, Training, migration/SIT/development server, EMS hardware and FEBA related hardware (Servers & Load balancers) cost would be payable on successful installation, commissioning, acceptance on successful test application and sign off, after realizing penalty charges for late delivery & installation.	50% <del>10%</del> payment for UAT, Training, migration/SIT/development server, EMS hardware and FEBA related hardware (Servers & Load balancers) cost would be payable on successful installation, commissioning, acceptance on successful test application and sign off, after realizing penalty charges for late delivery & installation.	
37	81 & 82	Payment Terms	Point No. 5.1.1, 5.1.2 & 5.1.3	Considering the largeness of the HW and its related components, we are propose 90% and 10% of the milestones respectively. Request for consideration.	

38	81 & 82	5. Payment Terms:	<p>Hardware Costs (DC, DR and NDR) for all hardware as part of the Solution</p> <p>5.1.1 50% of the delivered hardware cost would be payable on successful delivery and verification of BoM supplied at DC, DR and NDR respectively. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official, after realizing penalty charges for late delivery &amp; installation, if any.</p> <p>5.1.2 50% for Finacle 10.x related hardware (Server, Storage, SAN, NAS, Load Balancer, Tape Library, Disk based backup) of the delivered hardware cost would be payable on successful installation, commissioning, acceptance on successful benchmarking test and sign off by the Bank of the hardware at DC, DR and NDR respectively or payment can be released against submission of BG of equivalent amount valid for 18 months to achieve the stated objective or Finacle 10.x Go live date whichever is earlier and accordingly BG will be released.</p> <p>5.1.3 50% payment for UAT, Training, migration/SIT/development server, EMS hardware and FEBA related hardware (Servers &amp; Load balancers) cost would be payable on successful installation, commissioning, acceptance on successful test application and sign off, after realizing penalty charges for late delivery &amp; installation.</p>	<p>In case of any delay not attributable solely to BIDDER, bank shall return the above submitted BG by Dec'2020.</p> <p>5.1.3 Bidder's understanding is that "successful installation, commissioning, acceptance on successful test application and sign off" means Installation, commissioning of the in scope H/W with base setup of O.S., DB, Middleware provided by bidder and release it to Bank for Installation of Test version of the application (Finacle 10.x, FEBA)</p>	
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39	81 & 82	5. Payment Terms:	<p>5.2 Application/Solution/system software Cost</p> <p>5.2.1 50% of the cost, of such Application/Solution/system software, will be payable on successful delivery of said items. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official after realizing penalty charges for late delivery, if any.</p> <p>5.2.2 20% of the cost, of application/Solution/system software, will be payable on acceptance and sign-off by the Bank after realizing penalty charges for late delivery, if any.</p> <p>5.2.3 30% of the cost, of such software, will be payable after 3 months of successful running, after realizing penalty charges for late delivery, if any</p>	<p>Bidder proposes following payment terms for Software :</p> <p>5.2 Application/Solution/system software Cost</p> <p>5.2.1 50% of the cost, of such Application/Solution/system software, will be payable on successful delivery of said items. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official after realizing penalty charges for late delivery, if any.</p> <p>5.2.2 40% of the cost, of application/Solution/system software, will be payable on acceptance and sign-off by the Bank after realizing penalty charges for late delivery, if any.</p> <p>5.2.3 10% of the cost, of such software, will be payable after 3 months of successful running, after realizing penalty charges for late delivery, if any</p> <p>Bidder's understanding of "Acceptance and sign-off" in 5.2.2 is "Software Installation of the respective components by the bidder". Bidder's understanding of "successful running" is that milestone 5.2.3 will be after 3 months of milestone 5.2.2</p>	
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40	81 & 82	5. Payment Terms:	<p>5.4 Facility Management Cost and AMC/ATS cost</p> <p>5.4.1 The fees for Facility Management Resources would be payable monthly in arrears, at the end of the month , on actuals, as per the bill submitted by the Bidder and on verification of the Bank after realizing penalty charges, if any.</p> <p>5.4.2 AMC for Hardware shall be paid in quarterly arrear basis, after realizing penalty charges, if any.</p> <p>ATS for Software shall be paid yearly in advance, after realizing penalty charges, if any.</p> <p>However, in case of order cancellation or termination, Bank should get direct support from OEM/OSD or through Bank appointed third party vendor (MAF, Annexure C).</p> <p>5.4.3 Also, the payments for that quarter will be made only after the acceptance of the milestones and relevant activities/deliverables for that quarter. Any delay in achievement of the milestones or deliverables will result in further delay of the payment.</p>	<p>Bidder requests AMC to be paid yearly in advance as per the vendor payment terms</p> <p>5.4.3 Also, the payments for that quarter will be made only after the acceptance of the milestones and relevant activities/deliverables for that quarter. Any delay solely attributable to the bidder in achievement of the milestones or deliverables will result in further delay of the payment.</p>	
41	82	5.2.1.Application/Solution/system software Cost	50% of the cost, of such Application/Solution/system software, will be payable on successful delivery of said items. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official after realizing penalty charges for late delivery, if any.	<del>50%</del> <b>80%</b> of the cost, of such Application/Solution/system software, will be payable on successful delivery of said items. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official after realizing penalty charges for late delivery, if any.	
42	82	5.2.2.Application/Solution/system software Cost	20% of the cost, of application/Solution/system software, will be payable on Successful Go-Live and sign-off by the Bank, after realizing penalty charges for late delivery, if any.	<del>20%</del> <b>10%</b> of the cost, of application/Solution/system software, will be payable on Successful Go-Live and sign-off by the Bank, after realizing penalty charges for late delivery, if any.	

43	82	5.2.3. Application/ Solution/ system software Cost	30% of the cost, of such software, will be payable after 3 months of successful ruining, after realizing penalty charges for late delivery, if any	<del>30%</del> <b>10%</b> of the cost, of such software, will be payable after 3 months of successful ruining, after realizing penalty charges for late delivery, if any	
44	82	5.3. Implementation Cost	100% of the cost, will be payable on successful implementation with all the functionalities of the said software and hardware and acceptance sign-off from the Bank realizing penalty charges, if any.	We request to make this payment as follows 1. 50% on SRS sign off 2. 50% on implentation	
45	82	5.3. Implementation Cost	100% of the cost, will be payable on successful implementation with all the functionalities of the said software and hardware and acceptance sign-off from the Bank realizing penalty charges, if any.	We are proposing for 80% and 20% for the System testing & acceptance sign-off.	
46	82	5.4.2. Facility Management Cost and AMC/ATS cost	AMC/ATS for Hardware/Software shall be paid in quarterly arrear basis, after realizing penalty charges, if any.  ATS for Software shall be paid yearly in advance, after realizing penalty charges, if any.	AMC/ATS for Hardware/Software shall be paid in quarterly <b>advance</b> <del>arrear</del> basis, after realizing penalty charges, if any.  ATS for Software shall be paid yearly in advance, after realizing penalty charges, if any.	
47		5.5 Payment against Customization Man-days and Upgradation	100% of the cost, will be payable on successful implementation with all the functionalities of the customization/ hardware and acceptance sign-off from the Bank realizing penalty charges, if any.	Bidder requests the clause to be modified as below: Payment Terms for Customization Man-days: 100% of the cost, will be payable on successful implementation with all the functionalities of the customization sign-off from the Bank realizing penalty charges, if any Payment Term for Upgradation: 100% of the cost, will be payable on successful implementation with all the functionalities of the hardware and acceptance sign-off from the Bank realizing penalty charges, if any of successful implementation is " Bidder's understanding of "Acceptance sign-off" is "Hardware Supply and Installation of the respective components by the bidder"	

48	83	7. Performance Bank Guarantee	The Selected bidder, within 15 days from the date of letter of intent (LOI) will have to furnish a Performance Bank Guarantee, format as per Annexure – G, issued by any scheduled commercial bank (other than UCO Bank) equivalent to 10% of the project cost valid for 63 months (60 months + a claim period of 3 months) from the date of Letter Of Intent (LOI). However, the selected bidder may have to extend the validity of the Performance Bank Guarantee for a period of AMC/ATS as required by the Bank. Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned.	The Selected bidder, within 15 days from the date of letter of intent (LOI) will have to furnish a Performance Bank Guarantee, format as per Annexure – G, issued by any scheduled commercial bank (other than UCO Bank) equivalent to 10% of the project cost valid for 63 months (60 months + a claim period of <del>3</del> <b>1 one</b> months) from the date of Letter Of Intent (LOI). However, the selected bidder may have to extend the validity of the Performance Bank Guarantee for a period of AMC/ATS as required by the Bank. Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned.	Clause stands as per RFP
49	83	7. Performance Bank Guarantee	The Performance Bank Guarantee shall act as a security deposit and either in case the selected bidder is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same.	<del>The Performance Bank Guarantee shall act as a security deposit and either in case the selected bidder is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same.</del>	Clause stands as per RFP
50	83	7. Performance Bank Guarantee	Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the selected bidder is not able to fulfill any and all conditions specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD (Liquidity Damage) on Delivery and installation.	Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the selected bidder is not able to fulfill any and all conditions <b><u>as agreed between both the parties/ as per signed agreement</u></b> specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD (Liquidity Damage) on Delivery and installation.	Clause stands as per RFP
51	84	7. Performance Bank Guarantee	In case the contract is getting extended, the selected bidder shall submit the Bank Guarantee of 10% of the project cost of that period of time with a validity of the extension period with 3 months claim period.	In case the contract is getting extended, the selected bidder shall submit the Bank Guarantee of 10% of the project cost of that period of time with a validity of the extension period with <del>3</del> <b>1</b> months claim period.	Clause stands as per RFP



52	86	8.Service Level Agreement  Uptime & Penalty	If bidder fails to rectify/replace faulty hardware within stipulated time mentioned above, then bidder will be penalized by 0.5%/per hours or part thereof of faulty hardware cost (maximum 10%) and same will be deducted from monthly FM changes. This penalty will be independent of other penalties	If bidder fails to rectify/replace faulty hardware within stipulated time mentioned above, then bidder will be penalized by 0.5%/per hours or part thereof of faulty hardware cost (maximum <del>10%</del> <b>2.5%</b> ) and same will be deducted from monthly FM changes. This penalty will be independent of other penalties, <b><u>but inclusive of maximum aggregate penalty as agreed deductible under the contract.</u></b>	Clause stands as per RFP
53	90	8.Service Level Agreement  Uptime & Penalty	Total penalty imposed by the Bank under this contract shall not exceed 10% of the order value (TCO).	Total penalty imposed by the Bank under this contract shall not exceed <del>10%</del> <b>3%</b> of the order value (TCO).	Clause stands as per RFP
54	90	9.Liquidated Damage	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the price of undelivered portion/ not installed services will be charged for every week's delay in the specified delivery/services schedule subject to a maximum of 10% of the total cost of ownership. Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Bidder or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis. Dispatch details shall be shared by the bidder regularly after handing over the consignment to the concerned Courier Agency/Indian Postal services.  The Bank reserves its right to recover these amounts by any mode including adjusting from any payments to be made by the Bank to the Bidder. Bank may invoke the Bank Guarantee for further delay in in delivery & migration.	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the price of undelivered portion/ not installed services will be charged for every week's delay in the specified delivery/services schedule subject to a maximum of <del>10%</del> <b>2.5%</b> of the total cost of ownership. Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Bidder or from the performance Bank Guarantee <b><u>solely attributable to this RFP.</u></b> Liquidated damages will be calculated per week basis. Dispatch details shall be shared by the bidder regularly after handing over the consignment to the concerned Courier Agency/Indian Postal services.  The Bank reserves its right to recover these amounts by any mode including adjusting from any payments to be made by the Bank to the Bidder <b><u>solely attributable to this RFP.</u></b> <del>Bank may invoke the Bank Guarantee</del>	Clause stands as per RFP

				for further delay in in delivery & migration.	
55	90	9. Liquidated Damage	Liquidated Damage	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of delayed deliverable per week's delay in the specified delivery/services schedule subject to a maximum of 10% delayed deliverable value.	Clause stands as per RFP
				Notwithstanding Bank's right to cancel the order, liquidated damages at 0.5% (point five percent) of the price of undelivered portion/ not installed services will be charged for every week's delay in the specified delivery/services schedule subject to a maximum of 5% of the total cost of ownership.	Clause stands as per RFP
				Request you to change this to:  Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the price of undelivered portion/ not installed hardware/services will be charged for every week's delay in the specified delivery/installation of services/hardware schedule subject to a maximum of 5% of the total cost of ownership.	Clause stands as per RFP
56	90	10. Price Validity	The selected bidder will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 12 months and Bank may place the additional	The selected bidder will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 12 months and Bank may place the additional	Clause stands as per RFP

			Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure – E during the price validity period of 12 months.	Purchase Orders to the selected bidder <b><u>within 6 months duration of award of contract</u></b> , for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure – E during the price validity period of 12 months.	
57	93	14. Taxes Point No-e	The payments which is/are inclusive of GST and other taxes, fees etc. as per the Payment Schedule covered herein above shall be paid by Department of Information Technology, UCO Bank, Head Office – Kolkata. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.	Bidder suggests to incorporate following changes: The payments which is/are inclusive of GST and other taxes, fees etc. as per the Payment Schedule covered herein above shall be paid by Department of Information Technology, UCO Bank, Head Office – Kolkata. However payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. along with applicable GST, taxes, duties and levies will be paid at actual at the time of resultant billing after deducting applicable penalties.	Please refer corrigendum
58	93	14. Taxes Point No-e	The payments which is/are inclusive of GST and other taxes, fees etc. as per the Payment Schedule covered herein above shall be paid by Department of Information Technology, UCO Bank, Head Office – Kolkata. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.	The payments which is/are inclusive of GST and other taxes, fees etc. as per the Payment Schedule covered herein above shall be paid by Department of Information Technology, UCO Bank, Head Office – Kolkata. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties. <b><u>Add : The price would be exclusive of all applicable taxes and inclusive of all taxes, duties, levies, charges, insurance, etc. Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer. Any increase or decrease in</u></b>	

				<b><u>the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.</u></b>	
59	95	17. Complication with Laws	If at any time during the term of this Agreement, if UCO Bank is informed or information comes to its attention that the selected service provider is or may be in violation of any terms and conditions mutually agreed between the UCO Bank and the service provider, which proves to be unsatisfactory to the UCO Bank, then the UCO Bank shall be entitled to terminate this Agreement by giving not less than three month notice in writing.	If at any time during the term of this Agreement, if UCO Bank is informed or information comes to its attention that the selected service provider is or may be in violation of any material terms and conditions mutually agreed between UCO Bank and the service provider, which proves to be unsatisfactory to the UCO Bank, then UCO Bank shall be entitled to terminate this Agreement by giving not less than three month notice in writing.	Clause stands as per RFP
60	95	18. Force Majeure	<p>Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics,</p> <ul style="list-style-type: none"> <li>• Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,</li> <li>• Terrorist attacks, public unrest in work area, Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Selected bidder or the Bank shall not be liable for delay in performing his / her obligations resulting from any Force Majeure cause as referred to and / or defined above.</li> </ul>	<p>Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics, pandemics. To avoid doubt, the ongoing impact of Novel Coronavirus Disease ("COVID-19"), including but not limited to any governmental measures, is deemed to be a Force Majeure Event under</p> <p>clause</p> <ul style="list-style-type: none"> <li>• Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,</li> <li>• Terrorist attacks, public unrest in work area, Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Selected bidder or the Bank shall not be liable for delay in performing his / her obligations resulting from any Force Majeure cause as referred to and /</li> </ul>	Clause stands as per RFP

				or defined above.	
61	96	20. Acceptance Testing	The Vendor should ensure that the tests will involve troublefree operation of the complete system apart from physical verification and testing and that there shall not be any additional charges payable by the Bank for carrying out this acceptance test.	The Vendor should ensure that the tests will involve trouble-free operation of the complete system apart from physical verification and testing and that there shall not <b><u>be an additional charges payable by the Bank for carrying out this acceptance test.</u></b>	Clause stands as per RFP
62	96	21. Order Cancellation	The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone: i. <u>The bidder commits a breach of any of the terms and conditions of the offer or any of the terms and conditions of the Purchase Order / SLA.</u> ii. <u>Serious discrepancy in the quality of service</u> expected during the implementation, rollout and subsequent maintenance process	1) Termination rights for breach with cure period of 30 days are already covered in the RFP. Hence bidder request deletion of this clause 2)The wordings serious discrepancy in the quality of service is very open ended wordings and need to be deleted	Clause stands as per RFP
63	96	21. Order Cancellation	v. The progress regarding execution of the order accepted made by the vendor is found to be unsatisfactory	Bidder request deletion of wordings satisfactorily as it is very subjective and open ended	Clause stands as per RFP
64	96	21. Order Cancellation	In case of cancellation of order i. In case the selected bidder fails to deliver the ordered hardware, software , services and FM resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure these deliverable from alternate sources at the risk, cost and responsibility of the selected bidder with the capping of 125% of the original quoted cost for such deliverable as per commercial bid. ii. If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the	1) Bidder request deletion of wordings satisfactorily as it is very subjective and open ended 2) UCO Bank reserves the right to get the balance order executed by another party of its choice by giving termination notice for convenience (90 days) or default (30 days cure period) for the same. In this event the bidder is bound to make good the additional expenditure, which UCO Bank may have to incur in executing the balance order to the extent of 10% of differential cost of such re-procurement. This clause is applicable, if for any reason, the order is cancelled.	Clause stands as per RFP

			balance order executed by another party of its choice by giving 30 days' notice for the same. In this event the bidder is bound to make good with the capping of 125% of the original quoted cost for such deliverable as per commercial bid, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.		
65	96	21. Order Cancellation	The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone: i. <u>The bidder commits a breach of any of the terms and conditions of the offer or any of the terms and conditions of the Purchase Order / SLA.</u> ii. <u>Serious discrepancy in the quality of service</u> expected during the implementation, rollout and subsequent maintenance process	1) Termination rights for breach with cure period of 30 days are already covered in the RFP. Hence bidder request deletion of this clause 2)The wordings serious discrepancy in the quality of service is very open ended wordings and need to be deleted	Clause stands as per RFP
66	96	21. Order Cancellation	i. In case the bidder fails to deliver the ordered hardware, software , services and FM resources as stipulated in the delivery schedule, UCO Bank reserves the right to procure these deliverables from alternate sources at the risk, cost and responsibility of the selected bidder with the capping of 125% of the original quoted cost for such deliverable as per commercial bid.	i. In case the bidder fails to deliver the ordered hardware, software , services and FM resources as stipulated in the delivery schedule, UCO Bank reserves the right to procure these deliverables from alternate sources at <del>the</del> <u>own</u> risk, cost and responsibility, <b><u>whereas the selected bidder shall be liable</u></b> with the capping of <del>125%</del> <b><u>10% of the undelivered or defaulted portion</u></b> of original quoted cost for such deliverable as per commercial bid.	Clause stands as per RFP
67	97	21. Order Cancellation	ii. If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by giving 10 days' notice for the same. In this event the bidder is bound to make good with the capping of 125% of the original quoted cost for such	ii. If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by giving <del>10</del> <b><u>30</u></b> days' notice for the same. In this event the bidder is bound to make good with the capping of <b><u>10% of the undelivered or defaulted</u></b>	Clause stands as per RFP

			deliverable as per commercial bid, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.	<del>portion</del> 125% of the original quoted cost for such deliverable as per commercial bid, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.	
68	97	21. Order Cancellation	iii. UCO Bank reserves the right to recover any dues payable by the bidder from any amount outstanding to the credit of the bidder, including the bills and /or invoking the Bank Guarantee under this purchase order.	iii. UCO Bank reserves the right to recover any dues payable by the bidder from any amount outstanding to the credit of the bidder, including the bills and /or invoking the Bank Guarantee under this purchase order.	Clause stands as per RFP
69	97	21. Order Cancellation	In case of cancellation of order, any advance payments (except payment against ATS) made by the Bank to the Vendor for implementation of project, would necessarily have to be returned to the Bank, if bidder fail to return such payment within 30 days, then vendor have to be returned amount to the Bank with interest @ 15% per annum , further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.	In case of cancellation of order, any advance payments (except payment against ATS) made by the Bank to the Vendor for implementation of project, would necessarily have to be returned to the Bank, if bidder fail to return such payment within 30 days, then vendor have to be returned amount to the Bank with interest @ 15% per annum , further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure <b><u>only upto maximum of 10% of such undelivered portion of the contract</u></b> to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid. <b><u>In the event of such cancellation, UCO Bank shall pay the vendor for all goods delivered and services rendered till the date of such cancellation.</u></b>	Clause stands as per RFP

70	100	25. Technological Advancements	The Selected bidder shall take reasonable and suitable action, taking into account economic circumstances, at mutually agreed increase / decrease in charges, and the Service Levels, to provide the Services to the Bank at a technological level that will enable the Bank to take advantage of technological advancement in the industry from time to time.	The Selected bidder shall take reasonable and suitable action, taking into account economic circumstances, at mutually agreed increase <del>/ decrease</del> in charges, and the Service Levels, to provide the Services to the Bank at a technological level that will enable the Bank to take advantage of technological advancement in the industry from time to time.	Clause stands as per RFP
71	100	26. Exit Option And Contract Re-Negotiation	In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Selected Bidder.	<del>In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Selected Bidder.</del>	Clause stands as per RFP
72	101	30. Termination	UCO BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice in writing and recover damages, costs and expenses etc., incurred by Bank under the following circumstances: a) The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder. b) The selected bidder goes into liquidation, voluntarily or otherwise. c) The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc. d) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid. e) The selected bidder fails to complete the assignment as per the time lines prescribed in the Work Order/SLA and the extension, if any allowed. f) Deductions on account of liquidated damages exceed more than 10% of the total work order. g) In case the selected bidder fails to deliver the resources as	<del>UCO BANK</del> <b>Either party</b> reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice in writing and recover damages, costs and expenses etc., incurred by Bank under the following circumstances: a) The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder. b) The selected bidder goes into liquidation, voluntarily or otherwise. c) The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc. d) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid. e) The selected bidder fails to complete the assignment as per the time lines prescribed in the Work Order/SLA and the extension, if any allowed. f) Deductions on account of liquidated	Clause stands as per RFP



		<p>stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder. h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever. i) UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract. The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the Law(s) for the time being in force.</p>	<p>damages exceed more than 10% of the total work order. g) In case the selected bidder fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost—and responsibility of the <b><u>Bank selected bidder. The selected bidder will be liable only upto 10% of additional cost incurred for the undelivered portion of the work.</u></b> h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure <b><u>only upto maximum of 10% of such defaulted portion</u></b>, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever. i) UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills <b><u>attributable solely towards this contract</u></b> and/or invoking the Performance Bank Guarantee under this contract. The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the Law(s) for the time being in force.</p>	
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73	102	31. Termination for Convenience	The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.	<del>The Bank</del> <b><u>Either party</u></b> , by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the <del>Bank's</del> party's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective. <b><u>Add: The bidder shall be paid for the goods delivered, services rendered, work in progress, third party orders in pipeline which cannot be cancelled despite the bidder's best efforts, unrecovered investments shall be paid by customer as per termination schedule till the date of termination.</u></b>	Clause stands as per RFP.  Please refer RFP REF No. DIT/BPR & BTD/OA/246/2020-21 Date: 18.05.2020
74	102	31. Termination for Convenience	The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective. In case of Termination of Convenience Bank will provide notice period of 90 days inclusion cure period of 30 days. However, it is clarified that the notice should specifically contain that the 90 days period for cancellation is inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days time the notice for cancellation will become absolute.	Bidder suggests to incorporate following changes: All the costs incurred by the bidder / vendor till the date of termination like successful implementation Hardware, software, AMC and ATS will be paid by bank after deducting penalty/LD, if any as per the terms & condition of this RFP.	Clause stands as per RFP.  Please refer RFP REF No. DIT/BPR & BTD/OA/246/2020-21 Date: 18.05.2020
75	102	32. Termination for Insolvency	The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such	The Bank may at any time terminate the Contract by giving written notice <b><u>of 30 days</u></b> to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that	Clause stands as per RFP.  Please refer RFP REF No. DIT/BPR & BTD/OA/246/2020-21 Date: 18.05.2020

			termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.	such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank. <b>Add: <u>The bidder shall be paid for the goods delivered, services rendered, work in progress, third party orders in pipeline which cannot be cancelled despite the bidder's best efforts, unrecovered investments shall be paid by customer as per termination schedule till the date of termination.</u></b>	
76	102	32. Termination for Insolvency	Termination for Insolvency	Either Party shall be entitled to terminate this Agreement for material breach of the other party which remains uncured for a period of 30 days. In any case of termination, all incurred, accrued and non-cancellable costs shall be paid by the Bank.	Clause stands as per RFP  Please refer RFP REF No. DIT/BPR & BTD/OA/246/2020-21 Date: 18.05.2020
77	102	33. Termination For Default	The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract.	The Bank, without prejudice to any other remedy for breach of Contract, by written notice <b><u>of 30 days'</u></b> default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract. <b>Add: <u>The bidder shall be paid for the goods delivered, services rendered, work in progress, third party orders in pipeline which cannot be cancelled despite the bidder's best efforts, unrecovered investments shall be paid by customer as per termination schedule till the date of termination.</u></b>	Clause stands as per RFP.  Please refer RFP REF No. DIT/BPR & BTD/OA/246/2020-21 Date: 18.05.2020
78	103	34. Consequence Of Termination	In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by UCO Bank, the bidder herein shall be obliged to provide all such assistance to the next successor bidder or any other person as may be required and as UCO Bank may specify including training, where the successor(s) is	In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by UCO Bank, the bidder herein shall be obliged to provide all such assistance to the next successor bidder or any other person as may be required and as UCO Bank may specify including training, where the successor(s) is	Clause stands as per RFP  Please refer RFP REF No. DIT/BPR & BTD/OA/246/2020-21 Date: 18.05.2020

			a representative/personnel of UCO Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.	a representative/personnel of UCO Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof. <b><u>In such event, the bidder shall be paid for such services rendered till the last date of performance.</u></b>	
79		34. Consequence Of Termination	In the event of termination of the Contract due to any cause whatsoever, (whether consequent to the stipulated term of the Contract or otherwise), UCO Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution / continued execution of the scope of the Contract.	Bidder's understanding is that transition services will be provided by the bidder on the same terms & conditions as agreed in the contract.	Please refer the corrigendum.
80	99	34. Consequence Of Termination	Nothing herein shall restrict the right of UCO Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to UCO Bank under law or otherwise.	<del>Nothing herein shall restrict the right of UCO Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to UCO Bank under law or otherwise.</del>	Clause stands as per RFP
81	107	40. Limitation Of Liability	i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event selected bidder shall be liable for damages to the Bank arising under or in connection with this agreement for an	i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event selected bidder shall be liable for damages to the Bank arising under or in connection with this agreement for an	Clause stands as per RFP

		<p>amount exceeding the total project cost/contract value.</p> <p>ii. Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss cause.</p> <p>iii. The limitations set forth in point no. i shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.</p> <p>b) damages occasioned by the gross negligence or willful misconduct of Service Provider.</p> <p>c) damages occasioned by Service Provider for breach of confidentiality obligations.</p> <p>d) Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.</p>	<p>amount exceeding the total project cost/contract value.</p> <p>ii. Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss cause.</p> <p>iii. The limitations set forth in point no. i shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.</p> <p>b) damages occasioned by the gross negligence or willful misconduct of Service Provider.</p> <p>c) damages occasioned by Service Provider for breach of confidentiality obligations.</p> <p>d) Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.</p> <p><b><u>Add: Notwithstanding anything contained herein, neither Party shall be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through the bidder) that may arise out of or result from this Agreement. The aggregate liability of the bidder, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim.</u></b></p>	
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82				We propose addition of exception of limitation of liability clause	Clause stands as per RFP
83	107 108	40.Limitation Of Liability 42.Right to Alter Quantities	The Bank reserves the right to alter the number of hardware hardware/software/licenses specified in the tender in the event of changes in plans of the Bank. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional hardware/software/licenses at the agreed price during the contract period with the same terms and conditions. Banks is not obligate to purchase all the quantity of the hardware/software/licenses as mentioned above. Bank reserves the right to alter the quantities at any time without prior notice to the selected bidder(s).	The Bank reserves the right to alter the number of hardware hardware/software/licenses specified in the tender in the event of changes in plans of the Bank. <b><u>Such alteration in quantities shall be restricted to 10% of the scope of the RFP.</u></b> Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional hardware/software/licenses at the <b><u>mutually</u></b> agreed price during the contract period with <del>the same</del> <b><u>mutually agreed</u></b> terms and conditions. Banks is not obligate to purchase all the quantity of the hardware/software/licenses as mentioned above. Bank reserves the right to alter the quantities at any time <b><u>not exceeding 10% of the total contract value</u></b> <del>without prior notice to the selected bidder(s).</del>	Clause stands as per RFP.  Please refer RFP REF No. DIT/BPR & BTD/OA/246/2020-21 Date: 18.05.2020
84	170	<b>Annexure – E Commercial Bid</b>	f) We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.	<del>f) We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms &amp; conditions or any specification.</del>	Clause stands as per RFP.
85	170	<b>Annexure – E Commercial Bid</b>  Risk and Title	The TCO (Total cost of ownership) will be exclusive of GST and other applicable taxes. However the GST and other applicable taxes will be paid as per actuals.	In all tables of Annexure - E, bank has asked for a TCO inclusive of GST, whereas in this clause below Annexure-E, bank has specifically asked for exclude GST from TCO as evaluation is exclusive of GST. Bidder requests bank to remove the GST from TCO in all tables of Annexure - E as GST will be charged at actuals at the time of invoicing as per clause 14. Taxes or else to add a separate column in all the tables for "Price without GST" which shall be used	Please refer corrigendum

				for L1 evaluation by the bank	
86			Clause not present in RFP. To be included	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	Query not admissible
87		Non Hire Clause	Clause not present in RFP. To be included	Customer acknowledges that personnel to be provided by Bidder represent a significant investment in recruitment and training, the loss of which would be detrimental to Bidder's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Bidder employee, or induce any such individual to leave the employ of Bidder. For purposes of this clause, a Bidder employee means any employee or person who has who has been involved in providing services under this Agreement.	Query not admissible
88		Tax	Clause not present in RFP. To be included	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.	Query not admissible
89		Saving Clause	Clause not present in RFP. To be included	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	Query not admissible

90		Deemed Acceptance	Clause not present in RFP. To be included	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Customer.	Query not admissible
91		Change Order	Clause not present in RFP. To be included	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.	Query not admissible
92		Final Irrevocable Document	Clause not present in RFP. To be included	Notwithstanding anything contained elsewhere, the Request for Proposal and/or contract signed between the Customer and the successful bidder ("Contract") shall specify the document to be issued by the Customer for procuring the deliverables ("Procuring Document"). Such Procuring Document shall - (a) Be solely governed by the terms and conditions of the Contract (b) Make an express reference to the Contract It is also clarified that no pre-printed terms and conditions mentioned in the Procuring Document shall apply to the successful bidder.	Query not admissible



93		Audit	Clause not present in RFP. To be included	<p>Notice period of 30 days to be provided.</p> <p>Such audit to be conducted during normal business hours and not more than once every financial year.</p> <p>Succesful Bidder's internal cost records and sensitive financial information to be excluded from the scope of such audit.</p> <p>Such audit to be conducted at Bank's costs.</p> <p>Auditor to enter into the appropriate confidentiality obligations before conducting the audit</p>	Query not admissible
94	199	Annexure – F Eligibility Criteria Compliance	<p>Proposed x86 Enterprise Class Server OEM should have installation base in at least one Govt organization/PSU in India having minimum 40 nos. of x86 Enterprise Class Servers with minimum 400 cores with Red hat Linux Operating System and running successfully on Critical OLTP application last 3 years as on date submission of RFP.</p> <p>Copy of purchase order and reference letters/ completion certificates mentioning details of hardware used along with details of Critical OLTP system running to be enclosed containing contact details of the signing authority of the masked purchase order / authorization letter.</p>	<p>WE request bank to consider revised eligibility criteria as below in the corrigendum:</p> <p>Proposed x86 Enterprise Class Server OEM should have installation base in at least one Govt organization/PSU in India having minimum 40 nos. of x86 Enterprise Class Servers with minimum 400 cores with Red hat Linux Operating System and running successfully in last 3 years as on date submission of RFP. Copy of purchase order and reference letters/ completion certificates mentioning details of hardware running to be enclosed containing contact details of the signing authority of the masked purchase order / authorization letter.</p>	<p>Clause stands as per RFP.</p> <p>It is clarified that critical OLTP application, it is envisaged that the proposed x86 enterprise class server should be running in a Govt organization/PSU organization dealing with high volume of financial transactions in real time scenario.</p>
95	42	4.13.Application Related	Bidder needs to coordinate and implement database conversion from single byte to multi byte in Finacle 7.x database (after migration old storage to new proposed storage) and migration from Finacle 7.x (Active -Passive DB) for	Bidder understands that ownership of database conversion (single byte to multibyte) is responsibility of application vendor. However, Bidder responsibility is to coordinate with application vendor. Please confirm.	Please refer corrigendum and revised commercial BOM.

			Finacle 10.x (4 node RAC) and migration of Internet banking database to FEBA (2 node RAC) in consultation with Finacle 10.x & FEBA application vendor.		
96	167	Table E Applicati on Related	Finacle10.x - One-time Third-party Performance testing, Automation implementation, UAT, Functional testing, security & Migration testing cost and Benchmarking testing	Bidder understands that performance benchmarking needs to be carried out before Go-Live in DR environment. Kindly let us know stage to carry out this activity. i.e. 10 months post PO issuance to bidder. Please confirm. Bidder understands that Bank will provide installed version of Fin10.x , provisioning of benchmarking data, uploading of data in database and all application related activities to conduct performance benchmarking activity. Please confirm.	It is clarified that The performance testing, load testing, stress testing, Benchmark testing of proposed hardware infrastructure, UAT/functional testing security testing & data migration testing will be conducted between date of Purchase Order and December 2020 and Tentative Go live date for Finacle 10.x & FEBA is March 2021. In case of exigencies, the target date for activities may get extended for maximum of 6 months i.e. till September 2021).
97	167	Table E Applicati on Related	FEBA - UAT, Functional testing, security & Migration testing cost	Bidder understands that testing for FEBA and Core Banking are in bidder's scope for Domestic branches only. Please confirm	It is clarified that testing for FEBA and Core Banking are in bidder's scope for Domestic branches only.
98	50	4.66 Applicati on Related	Bidder has to provide soft copies of Job Cards of Finacle menu & FEBA, User & Technical Manuals, Configuration Documents, Standard Operating Procedure , Deployment architecture for all the functionalities/modules/hardware/tools proposed for the solution separately. In addition, all the applications/utilities should have online contextual help with search option for all the users.	Request Bank to incorporate job card header in Bill Of Material (BOM)	Please refer RFP (Re-tender) clause no. 4.66 under Part IV
99	53	4.81 Applicati on	Bidder need to perform minimum of 4 DC-DR drill in each year ( at least once in a quarter) during the contract period and as	Bidder understands that application vendor will create DC-DR setup (domestic branches only) and Bank to ensure	It is clarified that Bidders need to perform minimum of 4 DC-DR drill (domestic &

		Related	per the discretion of the bank as and when required.	availability of application vendor resources during subsequent drills as and where required. Please confirm	overseas) in each year (at least once in a quarter) during the contract period and as per the discretion of the bank as and when required.
100	41	4.7 Applicati on Related	Bidder needs to provide SSL certificate for Finacle 10.x Web(HTTP) service.	Request Bank to incorporate SSL certificate header in Bill Of Material (BOM) Further Bidder understands that Bidder to provide wild card certificate for production servers with 256 bit encryption for 4 load balancer servers. Please confirm	It is clarified that Bidder needs to quote any other software and OS required for implementation of deliverables as per SOW, Technical requirement mentioned in RFP under Commercial BOM (Table A & C Sl. no. 22 and Table B & D sl. no. 15)
101	71	4.99 Applicati on Rela	Bidder needs to do Finacle CBS and FEBA Performance tuning twice in a year in consultation with application OEM/OSD	Bidder understands to conduct infrastructure performance tuning (Hardware/OS) and ownership of Finacle CBS and FEBA performance tuning activity is responsibility of application vendor. Please confirm	Clause is self-explanatory
102	66	4.89 Applicati on Related	The OEM may from time to time release Updates/ Upgrades/New releases/New versions and notify the Bank about the same. The Bidder agrees that all such Updates/Upgrades/ new releases/New versions, as and when released during the term of warranty or AMC will be implemented without any additional cost to the bank.	Bidder understands that all updates/upgrades for softwares procured by Bank e.g. FEBA , CBS is responsibility of Bank. However bidder will do update for OS, softwares and database patches supplied by bidder as part of managed services. Please confirm.	Please refer corrigendum.
103	51	4.72 Applicati on Related	Bidder need to ensure that Report, UAT and Training environment need to be in sync with Production environment in terms of data and script. All the customization / enhancement / products / parameter change needs to be applied in these environments on periodic basis which should not be greater than 7 days for training & UAT and report server sync with production on daily basis. Bidder needs to	Bidder understands that all application related activities like masking, data cleaning is responsibility of application vendor. Please confirm	It is clarified that all Application related activities will be under Application L2 scope during contract period.

			ensure that all the data such as customer information and balances needs to be masked before releasing the Non-Production environment to the end user as and when required. Non-Production environment here refers to UAT, Development and Training		
104	37 & 158	Table P Application Related	Performance testing, load testing, stress testing, Benchmark testing of proposed hardware infrastructure, UAT/ functional testing, security testing & Pre and post data migration checking & testing using reliable testing tools through external testing agency. and Table P	Bidder understands that all application related performance tuning parameters that are required to meet specified benchmarking standards will have to be carried out by Bank/application vendor. Please confirm.	Clause stands as per RFP
105	37	4.1 Application Related	Work closely with application vendor for Finacle 10.x for smooth migration of the database from Finacle 7 database to Finacle 10.x database and Internet banking database to FEBA with DEH database.	Bidder understand that ownership of Application and database migration is responsibility of application vendor. Please confirm	Clause is self-explanatory
106	51	4.69 Application Related	Bidder will do the partitioning of the production Finacle core banking application database and FEBA with help/recommendation of Application vendor as and when required, however bidder needs to relook the same and need to maintain and perform activities to increase the performance of the database and application.	Bidder understands that ownership to do partitioning of production Finacle core banking application database and FEBA is responsibility of application vendor. However bidder responsibility is to co-ordinate with application vendor. Please confirm.	It is clarified that bidder will have to do the partitioning of the production Finacle core banking application database and FEBA with help/recommendation of Application vendor as and when required, however bidder needs to relook the same and need to maintain and perform activities to increase the performance of the database and application.
107	116	Table A Application Related	FEBA DB, APP, WEB, DEH, FAS UAT environment Enterprise Class Rack Servers for UAT for FEBA DB, Application, DEH,FAS, WEB mention as 4	Bidder understands that total 4 number of machines are mentioned for non-production (FEBA , FAS ) environments like UAT, training, development and migration. Please confirm the non-production environments for FEBA & FAS to be	It is clarified that as per application OEM/OSD recommendation same non-production servers for FEBA & DEH will be used for UAT, SIT/development and

				mapped for aforesaid header.	migration and UAT purpose.
108	46	4.36 Application Related	Functional testing Number of interfaces (100 interfaces during the engagement) Interfaces (Internal+ External) testing. Maximum 50 interfaces during the engagement	Bidder understands that total number of interfaces to be tested during the engagement are 100. Please confirm	It is clarified that maximum total no of interface will be 100 during the engagement
109	49	4.60i Part IV - Scope of Work	Supply and integrate other applications/tools/solutions for configuration management, change management, release and deployment management, application performance monitoring, service level monitoring etc.	There is a clear mention of Application performance monitoring tool / solution in the RFP Point 4.60 , but there is no specific Minimum Technical Requirements mentioned in RFP under Annexure D like Table- N for Load Balancer , request / suggest bank to include the same as part of RFP so that bidder can decide on right APM against the defined specs	It is clarified that application OEM will provide application performance monitoring tool Finassure. Regarding this hardware already provision in this RFP. However, bidder need to monitor all supplied hardware & software, Middleware through proposed EMS tool solution.
110	54	4.82 Part IV - Scope of Work	Application maintenance would include installation, re-installation, troubleshooting, performance tuning, performance monitoring, applications of patches, bug fixing, improvements in presentation and / or functionality during contract period. Application Management Services team should provide support to all applications & modules referred in the RFP.	There is a clear mention of Application performance monitoring in the RFP Point 4.82 , but there is no specific Minimum Technical Requirements mentioned in RFP under Annexure D like Table- N for Load Balancer , request / suggest bank to include the same as part of RFP so that bidder can decide on right APM against the defined specs	
111	60	4.86 Hardware Management (Servers, Middleware, storage etc.)	Server Planning: Ø Configuration Management Ø Performance Management Ø Capacity Management	Performance management and Capacity management is incomplete or void without taking real user transactions load & batch transactions (i.e. workload) in to consideration , the workload and relative infrastructure Behavioural KPI's (i.e. Resource utilization ) should be corelated together to derive the actual performance metrics and accordingly the capacity planning and management. The measure of any system's / application performance is a direct function of the workload that it is subjected to and performance is the key parameter for capacity planning and management. Monitoring various Infra	It is clarified that bidder needs to provide all related hardware & software to comply scope of work & technical requirement mentioned in this RFP.

				(underlying infra of an application) and real user transactions experience in silos will end up into wrong estimations and SLA's. We request bank to clearly indicate the requirement of an AI Ops APM to the Bidders, so that competitive quotes can be submitted without as per convenience and will of any bidder.	
112	61	4.87 Hardware Management	Evaluate the impact of new operating system upgrades or releases on existing applications and performance.	Please clarify how a SI can identify and define the impact, (upgrade or degrade of performance), of an application from any new change or upgrade of release on performance without having a continuous Application performance monitoring tool in place. As actual impact can be only defined based on change in response time correlated with utilization of base infra. Bank to clarify / include / mention clear compulsory requirement of an APM for all such activity, so that no manual data can be manipulated to provide a report rather provide a automatic system generated report based on continuous learning of applications performance.	It is clarified that bidder should upgrade /patch operating system and other supplied software as and when required or released by OEM . Before upgradation or deployment of patches bidder should conduct thorough testing in UAT/DR environment with consultation of application OEM/OSD.
113	65	4.87 Hardware Management	Provide, install and maintain performance monitoring software.	Bank is requested to please provide minimum technical requirement for the Application Performance monitoring software, which can help Bank as well as SI to manage the Performance SLA's during the tenure of contract .	
114	65	4.87 Hardware Management	Maintain system parameters to manage subsystem performance and workload throughput.	Applications in the Banks IT environments are multi-layered and interdependent like UPI, FEBA , Mobile Banking , NEFT, RTGS, Core banking are dependent on each in terms of Performance and workload throughput, which makes the monitoring with interdependencies is a complex activity. To understand the subsystem's (dependent applications) performance , SI	It is clarified that application OEM will provide application performance monitoring tool Fin assure. Regarding this hardware already provision in this RFP. However, bidder need to monitor all supplied hardware & software, Middleware through

				need a clear and complete view of the transactions cycle / flow from start to end, when a transaction hits the first service at DC till the response is served by DC to the end user, this is only possible using Morden APM solutions which understands the workload throughput and its impact on various subsystems. Request Bank to suggest / include minimum technical specifications for APM tool.	proposed EMS tool solution.
115	65	4.87 Hardware Management	Perform capacity trend analysis.	Capacity trend analysis is a derivative of Workload (Real user transactions and Batch Jobs / Background Transactions) and the resource utilization pattern of the underlying Infra. Based on continuous learning and correlation of Workload and its impact on underlying infra can provide more accurate Capacity trend analysis. Request bank to mandate a APM solution which can guide to proper Capacity trend analysis with the help of continuous learning and correlation of Workload and Infra utilization pattern.	Bidder needs to provide all related hardware & software to comply scope of work & technical requirement mentioned in this RFP.
116	64	4.87 Hardware Management	<ul style="list-style-type: none"> <li>· Provide performance management functions and establish performance monitoring thresholds for major processes.</li> <li>· Proactively identify performance problems and improvements</li> </ul>	Performance management and performance monitoring thresholds are incomplete with monitoring of real user workload like Transaction response time, status of transactions (Good, slow, failed, time-out), Transaction volume KPI's, which is not the part of EMS but part of Application Performance monitoring. Request bank to clearly highlight and mention such critical parameters for better monitoring and SLA adherence.	Bidder needs to provide all related hardware & software to comply with the scope of work & technical requirement mentioned in this RFP.
117	64	4.87 Hardware Management	<ul style="list-style-type: none"> <li>· Provide capacity planning processes, for short term and long term planning, forecasting resource requirements, and analysing and reporting resource trends.</li> <li>· Monitor server utilization, CPU usage and I/O activity, produce capacity projection reports and develop plans for</li> </ul>	In todays environment, the workload is dynamic and imposed from various channels like UPI, NEFT, RTGS, 3rd Party Payment Gateways , FEBA, Mobile banking, monitoring only Infra / servers in Silo will never provide a perfect vision on capacity planning, considering the	Bidder needs to provide all related hardware & software to comply with the scope of work & technical requirement mentioned in this RFP.

			<p>improvements.</p> <ul style="list-style-type: none"> <li>· Review server capacity and advice where future additional capacity may be required or archiving policies need reviewing or implementing.</li> </ul>	<p>unforeseen situations like current lockdown the UPI and other channels transactions load plays a critical role and may the previously planned capacity done in a monotonic way based on trend analysis may not hold correct. The tool should consider the workload and underlying infra with a 360 degree view and provide methodologies for user guided capacity trending analysis other than normal system driven trend analysis , where in user can increase or decrease a specific type of transaction load based on scenarios like in lock down Branch transactions getting reduced and UPI or particular channel transaction getting increase by user defined percentage to identify exact hotspot in the underlying infra and also highlighting the oversized infra at any layer so that accordingly Bank can allocate or deallocate the resources to handle the changed load scenarios, This is a functionality of Morden day self healing APM tools which are highly AI Ops driven, request bank to include clear requirements through Minimum technical specifications</p>	
118	64	4.87 Hardware Management	<ul style="list-style-type: none"> <li>· Use standard operating system utilities and/or other third party tools where appropriate, to project the effects of new changes and workload changes or when large configuration changes are performed in the environment on request of the bank.</li> </ul>	<p>This is a clear requirement of a APM solution, request bank to replace third party tool to APM solution and mandate the same for betterment of overall SLA adherence and suffice the current requirement of workload analysis and performance impacts.</p>	<p>Bidder needs to provide all related hardware &amp; software to comply with the scope of work &amp; technical requirement mentioned in this RFP.</p>
119	66	4.87 Hardware Management	<p>Conduct Cluster tests as a part of DR drills.</p>	<p>Cluster Tests are critical but complex process of DR activities , such critical activities should not be manual but automated to ensure proper policy adherences and automated reports on</p>	<p>Bidder needs to provide all related hardware &amp; software to comply with the scope of work &amp; technical requirement mentioned in</p>



				such complex activities. This requirement can be sufficed using Automated Disaster Recovery Tools , request bank to make a clear mention for Automated DR monitoring tool requirement, so as to enable all bidders to provision better automated solution with competitive bids.	this RFP.
120	149	Annexure D - Table M Point no 8	The EMS solution should have dashboard to showcase business and IT KPI onto a single dashboard view and should be drill downable	Real user transactions and the performance of services exposed for serving end user requests are the real linkage between Business and IT KPI's . This is a exact function of Morden day APM solution to provide direct drill down from Real user transactions performance in to the performance of services and underlying Infra KPI's based on Application topology and Service Maps. Request bank to publish a separate Minimum Technical specification for APM and bring this point under the same for consideration of bidders.	Bidder needs to provide all related hardware & software to comply with the scope of work & technical requirement mentioned in this RFP.
121	149	Annexure D - Table M Point no 17	The system should have context-based analysis and forecasting based on performance data with automated policy deployment with detailed, intelligent monitoring of performance and availability data collection	Bank has very clearly mentioned the requirement of APM in multiple place like this point which actually needs to be brought under a separate Table of Minimum Technical specification for APM. Request bank to create a specific section under Annexure D for APM and bring all related (already mentioned ) points under the specs for clarity to bidders to propose a market standard APM solution and provide better SLA adherence and visibility to Bank IT.	Bidder needs to provide all related hardware & software to comply scope of work & technical requirement mentioned in this RFP.
122	149	Annexure D - Table M Point no 19	Solution should provide alarm correlation and facilitate reduction of total number of alarms displayed by means of intelligent alarm correlation, suppression and root cause analysis techniques built in to the system. The system must ensure reduction in MTTR by means of advanced event correlation, filtering and root cause	Bank has very clearly mentioned the requirement of APM in multiple place like this point which actually needs to be brought under a separate Table of Minimum Technical specification for APM. Request bank to create a specific section under Annexure D for APM and bring all related (already mentioned ) points under	Bidder needs to provide all related hardware & software to comply scope of work & technical requirement mentioned in this RFP.

			analysis.	the specs for clarity to bidders to propose a market standard APM solution and provide better SLA adherence and visibility to Bank IT.	
123	150	Annexure D - Table M Point no 21	It should have capability to perform cross domain correlation with alarm correlation from Network Monitoring tool, Systems monitoring tool and other domain monitoring tools.	This is a advance technical feature of AI-Ops driven APM tools where in the correlation of cross domain Performance KPI's including Application , Infra , Network etc. Request bank to create a specific section under Annexure D for APM and bring all related (already mentioned ) points under the specs for clarity to bidders to propose a market standard APM solution and provide better SLA adherence and visibility to Bank IT.	Bidder needs to provide all related hardware & software to comply scope of work & technical requirement mentioned in this RFP.
124	150	Annexure D - Table M Point no 23	The proposed solution should provide out of the box root cause analysis with multiple root cause algorithms inbuilt for root cause analysis.	RCA is incomplete without taking Workload (Real user Transactions and Batch jobs ), application topology and Infra performance KPI's in to consideration and correlate all the above parameters to derive a proper causation. This is a actual functionality of AI OPs driven APM's, Request bank to create a specific section under Annexure D for APM and bring all related (already mentioned ) points under the specs for clarity to bidders to propose a market standard APM solution and provide better SLA adherence and visibility to Bank IT.	Bidder needs to provide all related hardware & software to comply scope of work & technical requirement mentioned in this RFP.
125	152	Annexure D - Table M Point no 53	It should be able to collect and collate information regarding relationship between IT elements and business service, clearly showing how infrastructure impacts business service levels.	Real user transactions and the performance of services exposed for serving end user requests are the real linkage between Business and IT KPI's . This is a exact function of Morden day APM solution to provide direct drill down from Real user transactions performance in to the performance of services and underlying Infra KPI's based on Application	Bidder needs to provide all related hardware & software to comply scope of work & technical requirement mentioned in this RFP.

				topology and Service Maps. Request bank to publish a separate Minimum Technical specification for APM and bring this point under the same for consideration of bidders.	
126	158	Annexure D - Table P Recommended Response Application time and RTO	Simple transactions like Balance Enquiry, Limit Update, etc. can achieve a 0.15 to 0.2 seconds. Medium Financial transactions like POS, ATM, IMPS, UPI, Internet Banking, Mobile Banking cash withdrawal can achieve a 0.5 to 0.7 seconds response time. Complex transactions like Account Opening, Customer Creation, etc. can achieve 2 to 3 seconds response time.	How bank wants to monitor the response time SLA's on real time during the duration of contract tenure. This SLA's are for continuous monitoring and on deviations bank should get intimated through notification / alert, so that 1. Bank can understand the exact SLA adherence and violations 2. Bank and bidder can look in to such deviations to predict and prevent any unforeseen issue which is popping up slowly Request bank to clearly mention the requirement of APM solution to adhere to this response time SLA monitoring in continuity.	Bidder needs to provide all related hardware & software to comply scope of work & technical requirement mentioned in this RFP.
127	158	Annexure D - Table P Recommended Response Application time and RTO	Response time should be less than <2ms for DC & NDR sync. Archive Replication gap should be less than <10 min for DC & DR replication. Recovery point objective (RPO) is ZERO Recovery Time objective (RTO) is 60 min.	This are very stringent SLA's and can only be adhered if there is a proper tool for Replication monitoring of RPO-RTO and Automation of DR activities like Switch over , Switch back, Fail over and Fall back. Request bank to clearly mention the requirement for an Disaster Recovery Automation and monitoring tool, to ensure technically complaint and competitive bids by all the bidders based on clear scope and not as per convenience.	Bidder needs to provide all related hardware & software to comply scope of work & technical requirement mentioned in this RFP.
128	159	Annexure D - Table R Growth Projections	Avg. No. of Financial transaction per day from Branch network Avg. No. of Financial transaction per day from channels (Through ISO 8583 format) Avg. No. of Financial transaction per day	Request bank to provide the volumetric in terms of Peak TPS rather than average as this makes it open for bidder to pre-assume the load and accordingly drive the performance benchmarking exercise	Interested Bidder needs to collected Annexure D - Table R data sheet against bid fee from UCO Bank Head Office DIT.

		Considered for the RFP	through interface (Through Finacle Integrator) Avg. No. of Non-Financial transaction per day from Branch network Avg. No. of Non-Financial transaction per day from channels (Through ISO 8583 format) Avg. No. of Non-Financial transaction per day through interface (Through Finacle Integrator)	which is actually may not suffice banks requirement	
129	126	Table D	All servers should be supplied with OEM Rack along with required redundant PDUs	Bidder understood that it is referring Industry standard Data Center Racks and not from Server OEMs. As most of the server OEMs do not provide the racks. Please confirm	Please refer corrigendum
130	128	Table E, Point 25	High end Enterprise Class Rack Servers with no single point of failure should be quoted. Only mentioned Server Model should be quoted. The server should be quoted with OEM rack.	Bidder understood that it is referring Industry standard Data Center Racks and not from Server OEMs. As most of the server OEMs do not provide the racks. Please confirm	Please refer corrigendum
131	132	Minimum additional technical requirement for servers mentioned at Table B (2. REPORT/UPDATE/MIGRATION/Development DB), Point 25	High end Enterprise Class Rack Servers with no single point of failure should be quoted. Only mentioned Server Model should be quoted. The server should be quoted with OEM rack.	Bidder understood that it is referring Industry standard Data Center Racks and not from Server OEMs. As most of the server OEMs do not provide the racks. Please confirm	Please refer corrigendum

132	169	Commercial Bid, Table H, Point 7	**Phase 1 Upgrade with 3 years warranty: Storage Coach Memory by 1 TB (From 2 TB to 3 TB)	Can bidder supply phase 2 storage cache upgrade in phase 1? As additional controller upgrade supports minimum 2TB cache upgrade.	It is clarified that selected bidder will be required to supply, install, upgrade and maintain hardware as per minimum sizing, configuration mentioned in Annexure D and Annexure E. If required, bidder can propose hardware sizing over and above minimum sizing mentioned in Annexure D and Annexure E.
133	169	Commercial Bid, Table H, Point 8	**Phase 2 Upgrade with 3 years warranty: Storage Coach Memory by 1 TB (From 3 TB to 4 TB)	Can bidder supply phase 2 storage cache upgrade in phase 1? As additional controller upgrade supports minimum 2TB cache upgrade.	
134	44	Part IV, SOW, Point 4.26	Bidder proposed OEM of storage has to migrate Bank's all Data from existing storage on XP9500 storage to proposed enterprise storage with zero data loss and data integrity at Primary (DC) and Disaster Recovery (DR) within the stipulated time frame specified by Bank. For this purposed any required software/tool utility to provide by selected bidder without any additional cost to bank.	Please Clarify The storage capacity & number of Hosts to be migrated from old storage to new storage. Type of Databases, host and type of implemented cluster to be migrated.	It is clarified that bank will share with only selected bidder and Bidder proposed OEM of storage has to migrate Bank's all Data from existing storage on XP9500 storage to proposed enterprise storage with zero data loss and data integrity at Primary (DC) and Disaster Recovery (DR) within the stipulated time frame specified by Bank. For this purposed any required software/tool utility to be provided by selected bidder without any additional cost to bank.
135	44	Part IV, SOW, Point 4.26	Bidder proposed OEM of storage has to migrate Bank's all Data from existing storage on XP9500 storage to proposed enterprise storage with zero data loss and data integrity at Primary (DC) and Disaster Recovery (DR) within the stipulated time frame specified by Bank. For this purposed any required software/tool utility to provide by selected bidder without any additional cost to bank.	Bidder understood that bidder's scope will be limited to integration of existing host with the new storage along with storage volume allocation as per requirement (To be shared by existing vendor/SI).	Bidder will also be required to integrate existing host with new storage along with storage volume as per requirement with coordination with existing vendor/SI.

136	44	Part IV, SOW, Point 4.26	Bidder proposed OEM of storage has to migrate Bank's all Data from existing storage on XP9500 storage to proposed enterprise storage with zero data loss and data integrity at Primary (DC) and Disaster Recovery (DR) within the stipulated time frame specified by Bank. For this purposed any required software/tool utility to provide by selected bidder without any additional cost to bank.	Bidder understood that any host level activity will be carried out by existing vendor/Sl.	It is clarified that bidder should in coordination with exiting vendor for any change in existing database server for new storage integration.
137	44	Part IV, SOW, Point 4.26	Bidder proposed OEM of storage has to migrate Bank's all Data from existing storage on XP9500 storage to proposed enterprise storage with zero data loss and data integrity at Primary (DC) and Disaster Recovery (DR) within the stipulated time frame specified by Bank. For this purposed any required software/tool utility to provide by selected bidder without any additional cost to bank.	Any DC-DR & NDR replication of existing host will be carried out by existing vendor/Sl.	It is clarified that Bidder should implement DC-DR & NDR replication for all database server mentioned in this RFP which will be bidder scope as per RFP scope.
138	44	Part IV, SOW, Point 4.26	Bidder proposed OEM of storage has to migrate Bank's all Data from existing storage on XP9500 storage to proposed enterprise storage with zero data loss and data integrity at Primary (DC) and Disaster Recovery (DR) within the stipulated time frame specified by Bank. For this purposed any required software/tool utility to provide by selected bidder without any additional cost to bank.	Please share the number of free ports available on existing Brocade SAN Switches 1-DC 2-DR 3-NDR	It is clarified that no. of free port in SAN switch at  DC- 15 No. DR – 15 No. NDR- 14 No  For migration of new storage and implementation of NDR if additional Fibre module required at above mentioned SAN switches free port, bidder needs to provide same without any additional cost to bank.

139	44	Part IV, SOW, Point 4.26	Bidder proposed OEM of storage has to migrate Bank's all Data from existing storage on XP9500 storage to proposed enterprise storage with zero data loss and data integrity at Primary (DC) and Disaster Recovery (DR) within the stipulated time frame specified by Bank. For this purposed any required software/tool utility to provide by selected bidder without any additional cost to bank.	Bidder understood that, bidder scope is limited to RAC/Host level configuration on the proposed/new servers. Any kind of host/RAC reconfiguration in existing environment is out of bidder scope. Please confirm	It is clarified that Bidder should implement RAC for Finacle 10.x, FEBA+DEH and FAS Data Base. Regarding this any configuration would be under bidder scope.
140	35	Table A, Point 16	Bidder needs to provide all OS, software, license and hardware for EMS solution. EMS tool covering features like call & IT service desk/helpdesk management, change management, patch management, asset management (DC, DR infrastructure and network devices) along with Server, database monitoring & network monitoring, overall reporting to bank irrespective of any location. Bidder should supply, install and maintain EMS tool related hardware & software at DC and DR both locations. However, EMS tools database should be in high availability mode at DC site only and whole EMS tool solution should be able to run from DR also during DR-Dill or in case of any exigency.	Bidder understood that bidder can propose the EMS storage either in asked enterprise storage BOX (Banking applications) or in a separate storage box as well. Please confirm	It is bidder can allocate EMS storage space in proposed enterprise storage. But bidder needs to factor addition storage space for EMS solution over & above storage space requirement at DC & DR mentioned in RFP.
141	25	Table E, Point 25	High end Enterprise Class Rack Servers with no single point of failure should be quoted. Only mentioned Server Model should be quoted. The server should be quoted with OEM rack.	As per bidder understanding, processors does not fall under single point of failure condition. Bidder can provide single socket servers meeting the minimum RFP ask of number of cores. Please confirm	It is clarified that Proposed Each server must have redundant architecture – Internal Storage Disks, HBAs, Network Card, Interface Cards (I/O cards), Power Supply and Cooling FANs etc.
142	132	Minimum additional	High end Enterprise Class Rack Servers with no single point of failure should be quoted. Only mentioned Server Model should be	As per bidder understanding, processors does not fall under single point of failure condition. Bidder can provide single	It is clarified that Proposed Each server must have redundant architecture –

		technical requirement for servers mentioned at Table B (2. REPORT/UPDATE/MIGRATION/Development DB), Point 25	quoted. The server should be quoted with OEM rack.	socket servers meeting the minimum RFP ask of number of cores. Please confirm	Internal Storage Disks, HBAs, Network Card, Interface Cards (I/O cards), Power Supply and Cooling FANs etc.
143	128	Table E: Point 17	The Server should be configured with latest generation Unix 64 bit operating system with all the current patches and bug-fixes including software features such as Volume Management, OS Clustering, DB integration with Cluster agents., etc.	Bidder understanding is that OS Cluster licenses are not required in Nodes to be configured on Oracle RAC and standalone nodes. Please confirm	It is clarified that bidder should provide OS cluster license for all RISK/EPIC TYPE-1, 2 & 3 servers and quote the price at revised commercial BOM Annexure-E.
144	131	REPORT/UPDATE/MIGRATION/Development DB	The Server should be configured with latest generation Unix 64 bit operating system with all the current patches and bug-fixes including software features such as Volume Management, OS Clustering, DB integration with Cluster agents., etc.	Bidder understanding is that OS Cluster licenses are not required in Nodes to be configured on Oracle RAC and standalone nodes. Please confirm	
145	73	Section 4.103	NDR Setup Details	Bidder understood that the listed existing devices in the RFP is for reference only. Any kind of maintenance/support for the existing devices will be taken care by bank/existing vendor.	Please refer clause 4.103 under Part IV in this RFP
146	119	Table A, Point 16 EMS Tools	Bidder needs to provide all OS, software, license and hardware for EMS solution. EMS tool covering features like call & IT service desk/helpdesk management, change management, patch management, asset	Bidder requests to remove the clause of 70% utilisation of EMS hardware.	Clause stands as per RFP



		<p>management (DC, DR infrastructure and network devices) along with Server, database monitoring &amp; network monitoring, overall reporting to bank irrespective of any location. Bidder should supply, install and maintain EMS tool related hardware &amp; software at DC and DR both locations. However, EMS tools database should be in high availability mode at DC site only and whole EMS tool solution should be able to run from DR also during DR-Dill or in case of any exigency.</p> <p>Licenses requirement:  Call/Helpdesk with Change management feature – 50 nos. of concurrent users. Additionally, bidder should implement call/helpdesk management solution such as way that branch/corporate office users should be able to access call management/helpdesk portal/URL for call ticketing/call lodge at any point of time and that should be attended by L1 &amp; L2 support team for resolution accordingly. DC, DR infrastructure monitoring and Patch management for 500 devices. Middleware monitoring (JOBSS): 40 (DC &amp; DR).</p> <p>Network monitoring and configuration automation for 8000 devices. Asset management for 8000 devices. Database monitoring 30 nos. of various application DB instances. Bidder needs to factor EMS hardware in such a way that any point time same hardware is able to handle the load from day one implementation and system resources should not go beyond 70% at any point of time during contract period. If any point of time during contract period system resources utilization goes beyond 70%, bidder needs to upgrade EMS</p>		
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			hardware within 1 month without any additional cost to Bank.		
147	119	Table A,Point 16 EMS Tools	Bidder needs to provide all OS, software, license and hardware for EMS solution. EMS tool covering features like call & IT service desk/helpdesk management, change management, patch management, asset management (DC, DR infrastructure and network devices) along with Server, database monitoring & network monitoring, overall reporting to bank irrespective of any location. Bidder should supply, install and maintain EMS tool related hardware & software at DC and DR both locations. However, EMS tools database should be in high availability mode at DC site only and whole EMS tool solution should be able to run from DR also during DR-Dill or in case of any exigency. Licenses requirement: Call/Helpdesk with Change management feature – 50 nos. of concurrent users. Additionally, bidder should implement call/helpdesk management solution such as way that branch/corporate office users should be able to access call management/helpdesk portal/URL for call ticketing/call lodge at any point of time and that should be attended by L1 & L2 support team for resolution accordingly. DC, DR infrastructure monitoring and Patch management for 500 devices. Middleware monitoring (JOBSS): 40 (DC & DR). Network monitoring and configuration automation for 8000 devices. Asset management for 8000 devices. Database monitoring 30 nos. of various application DB instances.	Bidder are providing infrastructure for DC / DR and NDR and no network component is part of this, what are the component which will be monitor by EMS tools, please provide the details and number to monitor	Clause is self-explanatory.
148	119	Table A,Point 16 EMS Tools		Bidder understood that the EMS DB server should be in HA mode only and rest of the app and Web servers can be provided in standalone mode/ Without HA at DC and DR both. Please confirm	Clause is self-explanatory.
149	42	Part IV, SOW, Point 4.13		As per bidder understanding, all the oracle Database licenses for banking and Non banking application(EMS etc.) will be provided by bank only.	Bank will provide Oracle database license.

			<p>Bidder needs to factor EMS hardware in such a way that any point time same hardware is able to handle the load from day one implementation and system resources should not go beyond 70% at any point of time during contract period. If any point of time during contract period system resources utilization goes beyond 70%, bidder needs to upgrade EMS hardware within 1 month without any additional cost to Bank.</p> <p>Point 4.13</p>		
150	129	Table E, Point 33	<p>The system should be quoted with 5 years with 24 x 7 and 4 HR CTR Support by the OEM. (3 years Upfront warranty and AMC for year 4 and Year 5) The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 support 24x7 support All the hardware should be quoted with 99.99% SLA uptime (calculated monthly) with 4 hours response time. Proactive services like Patches &amp; fixes for the OS shall be provided free of cost during contract period for all the systems quoted</p>	<p>Please modify the clause as mentioned below for all the environments. "The system should be quoted with 5 years with 24 x 7 and 6 HR CTR Support by the OEM. (3 years Upfront warranty and AMC for year 4 and Year 5) The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 support 24x7 support All the hardware should be quoted with 99.99% SLA uptime (calculated monthly) with 4 hours response time. Proactive services like Patches &amp; fixes for the OS shall be provided free of cost during contract period for all the systems quoted.</p>	<p>Please refer corrigendum.</p>

151	129  145	Table E, Point 33  Table j, Point 5	The system should be quoted with 5 years with 24 x 7 and 4 HR CTR Support by the OEM. (3 years Upfront warranty and AMC for year 4 and Year 5) The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 support 24x7 support All the hardware should be quoted with 99.99% SLA uptime (calculated monthly) with 4 hours response time. Proactive services like Patches & fixes for the OS shall be provided free of cost during contract period for all the systems quoted	HPE offers committed resolution support of minimum 6 hours. Kindly ammend the clause as 6Hr CTR.	
152			Offered device shall support NAS target like CIFS	Request the bank to remove this clause  Justification:Modern backup strategies are either SAN based or LAN based Backup directly onto the block based backup target to achieve lower backup window and high performance. Currently , as per general best practices in industry, CIFS based backup target are not used by large enterprise customers due to many limitations like performance, capacity scaling etc. Secondly, there are very few vendors who still support CIFS based backup just because their product has a functionality which they have simply inherited as a legacy from ages.	The clause Offered device shall support NAS target like CIFS -- stands deleted.

153 154	145	Table j, Point 4	Offered device shall be protected with hardware raid 6 from the factory so that no raid configuration is required in field for data drives.	Please modify the clause as "Offered device shall be protected either from the factory or in field data drives with RAID 6 configuration.	Please refer corrigendum.
				Offered device shall be protected with hardware raid 6 or equivalent from the factory/pre-validated design so that no raid configuration is required in field for data drives. We uses EC technique which is equivalent to raid 6.	
				Factory configuration is not provided by all OEMs. Request to remove this point and allow to configure it at site.	
				Relaxation on Factory RAID configuration Please provide relaxation on this point to allow onsite configuration. Since some of the OEMs do not have factory configuration of RAID	
	158	Taple P	Recovery point objective (RPO) is ZERO Recovery Time objective (RTO) is 60 mi	Bidder understanding is that this RPO RTP in Table P is for infrastructure and not application	It is clarified that RPO & RTO in Table P is for infrastructure and application both.
155	117	Table A, Point 2 .	r. HA Proxy 1.8.3 (HA Proxy will be used for as a webserver/load-balancer for servlet application and load-balancer for Rest APIs. Load balancer is mandatory for Rest APIs in OCH.HA Proxy would be needed to act as a load balancer for the DEH REST APIs which would be consumed by external applications like Mobile Banking, IVR etc. The load coming in to access the DEH REST APIs would be distributed using HA Proxy. For deployment of HA proxy bidder needs to factor additional 2 no. of X86 Type-8 servers with RHEL OS at each DC & DR location as per revised commercial BOM in corrigendum. HA proxy should deploy with high availability mode at DC & DR both locations.)	Bidder understood that this is typo. As per commercial format, HA proxy server is the Part of Type 7 Server. Please modify this statement as	Please refer point no. 4.7 page 41 in SOW in RFP.

156	50	Part IV SOW, Point 4.62	Bidder has to guarantee minimum uptime as per SLA for all systems supplied under this tender and should be ready to execute service level agreement for the same.	Where as SLA mentioned in the product compliance is all together different from the SLA table (Page 86) Bidder understod that, bidder needs to follow the SLA and should ignore the point mentioned in compliance. If yes, kindly make the changes in product compliance as per the SLA table mantioned on Page 86.	It is clarified that Bidder has to guarantee minimum uptime as per SLA (clause 8 under Part V) and Point no. 4.107 in Part IV for all systems supplied under this tender and should be ready to execute service level agreement for the same.
157		General	JBOSS Licenses	Does bidder need to factor 100% Active-Active licenses for DC and DR (All environments) separately?	Bidder needs provide full licensees for DC, DR and NDR location as per requirement mentioned in this RFP to comply SOW and Technical requirement.
158	37	Part IV, SOW, Point r	After Go live selected bidder needs to maintain environment (Production, Report, UAT, Training, development) of Core banking System & FEBA. If required Bank may ask successful bidder to create & maintain additional two environment for Core Banking Solution (Finacle 10.2.25 & FEBA) like report/Training/UAT during the contract period without any additional cost to the Bank.	Bidder understood that any additional hardware (Server, Storage, SAN Switch etc) and all necessary licenses for the new two environments will be provided by bank. Please confirm	For creation additional environment as mentioned in Point 4.1 (r) if additional hardware & software is required, bank will provide additional PO.  However as per SOW and technical requirement in this RFP, bidder needs to provide all necessary all necessary 3 <sup>rd</sup> party software including middleware and hardware for production, MIS, report, training, UAT, migration and development environment.
159	37	Part IV, SOW, Point r	After Go live selected bidder needs to maintain environment (Production, Report, UAT, Training, development) of Core banking System & FEBA. If required Bank may ask successful bidder to create & maintain additional two environment for Core Banking Solution (Finacle 10.2.25 & FEBA) like report/Training/UAT during the	Please share the count of servers, Storage capacity, Software licenses that will be implemented for these two new environments to factor the implementation cost.	It is clarified that  Additional 1 Type 3 (RISK/EPIC) server for at DC and DR (Migration DB) as an additional report server.  2 no. of Type 1(x86) at Each

			contract period without any additional cost to the Bank.		DC & DR site for additional report application and web  Bidder needs to provide OS, all necessary 3rd party software & middleware software for implementation of Report/training environment.
160	137	Table G	The Storage System should have minimum of 2048 GB of Cache and should be scalable to 4 TB Cache for data and control operation. The write cache must be mirrored / protected to avoid any data loss in case of a failure.	<p>The Storage System should have minimum of 2048 GB or higher (DC &amp; DR Storage) and 1024GB or higher (NDR Storage) of Global Cache (for DC &amp; DR Storage) for data and control operation. The write cache must be mirrored / protected to avoid any data loss in case of a failure.</p> <p>Justification: The enterprise storage systems are designed to deliver desired performance as asked in the RFP and can be achieved by all OEM's in their different ways as everyone has different performance optimization architectures with 2TB cache only. There are vendors who need higher cache because their architectures are completely cache driven, (for eg: Other vendor Storage System averages upto 40-50% cache for Reads only). Our Storage systems have inbuilt intelligence to offload the reads on to the specially designed hardware which will be there on every controller. Hence we feel additional cache scalability asked is just an overkill which only escalates the cost unnecessarily for us only. Although we can deliver max performance with just 2 TB Cache on the DC and DR Storages and with just 1 TB cache at Near Line Site. Note : if any supplementary documents are required to support this claim, we can share the same.</p>	Clause stands as per RFP

161	137	Table G	The Storage System should have minimum of 2048 GB of Cache and should be scalable to 4 TB Cache for data and control operation. The write cache must be mirrored / protected to avoid any data loss in case of a failure.	Considering the Performance requirement at NDR, which is much lower than DC and DR, we would request modification on the NDR spec" The Storage system at NDR should have minimum 256 GB of Cache and should be scalable to 512 GB for data and control operation the write cache must be mirrored / protected to avoid any data loss in case of a failure" Request the final spec to be modified to "The Storage System at DC and DR should have minimum of 2048 GB of Cache and should be scalable to 4 TB Cache for data and control operation. The Storage system at NDR should have minimum 256 GB of Cache and should be scalable to 512 GB for data and control operation. The write cache must be mirrored / protected to avoid any data loss in case of a failure"	Clause stands as per RFP
162	137	Table G	The Storage System should have minimum of 2048 GB of Cache and should be scalable to 4 TB Cache for data and control operation. The write cache must be mirrored / protected to avoid any data loss in case of a failure.	Our proposed storage system today scales to a maximum of 2TB cache. Upgradeability of cache to 3TB and 4TB is on our roadmap and we will be able to meet the required by UCO bank for upgradeability of cache. Request confirmation from your side that this is acceptable.	Clause stands as per RFP
163	137	Table G	The Storage System should have minimum of 2048 GB of Cache and should be scalable to 4 TB Cache for data and control operation. The write cache must be mirrored / protected to avoid any data loss in case of a failure.	Please amend the clause as " The Storage System should have minimum of 2048 GB of Cache and should be scalable to 3.5 TB Cache for data and control operation. The write cache must be mirrored / protected to avoid any data loss in case of a failure. However NDR storage would be provided with 800 GB Cache. Bidder has observed that the storage required at NDR is only 10 TB which is a fraction of that required in DC & DR and hence the cache requirement also needs to be in a similar proportion.	Clause stands as per RFP



				<p>1. The existing storage systems implemented in the Bank for Core Banking has 128GB of cache and the system that HPE would like to propose is scalable to 3.5 TB which is 27 times the current cache and hence possibly suffice to meet future business needs</p> <p>2. Additionally, the drives currently being used are mechanical; whereas the latest drives being offered are all flash, further bringing down the load on cache</p> <p>3. The front end IOPs (final outcome for the Bank) are achieved through different components (hard components like cache and software components like algorithms). Hence some OEMs may need 4 TB cache to achieve the referred outcomes and in case of HPE we can achieve upto 10 lakh IOPs with full scalability of 3.5 TB available within the box.</p> <p>4. As per Industry Sizing Standard for Storage 512 GB controller cache is more than sufficient to cater to 1 PB capacity. i.e 1024 GB Cache is sufficient to cater to 2 PB scalability.</p>	
164	137	Table G Point No-9	<p>Minimum 5,00,000 IOPS at Block size - 8 KB and 70:30 Read Write for Storage DC &amp; DR</p> <p>Minimum 2,00,000 IOPS at Block size - 8 KB and 70:30 Read Write for Storage NDR</p>	<p>Request the Bank to include a clause for OEM's to provide Legal guarantee of the specified performance.</p> <p>Request the final spec to be modified to "Minimum 5,00,000 IOPS at Block size - 8 KB and 70:30 Read Write for Storage DC &amp; DR</p> <p>Minimum 2,00,000 IOPS at Block size - 8 KB and 70:30 Read Write for Storage NDR</p> <p>The above performance figures should be provided with a legal guarantee from the OEM.</p>	Clause stands as per RFP

165	138	Table G Point No-13	Storage should have minimum 2 PB Usable space in RAID 6 with 8,00,000 IOPS for DC & DR Storage. Storage should have minimum 100 TB Usable space in RAID 6 with 5,00,000 IOPS for NDR Storage.	This point conflicts with the capacity requirement mentioned in the point no 8 of the same table ref. It seems that these are scalability ask for the proposed solution.	Please refer corrigendum
166	138 139	Table G Point No-13  Table G	Storage should have minimum 2 PB Usable space in RAID 6 with 8,00,000 IOPS for DC & DR Storage. Storage should have minimum 100 TB Usable space in RAID 6 with 5,00,000 IOPS for NDR Storage.  Licenses for point in time copies, full volume copies should be provided for the complete proposed capacity that is being supplied and configured in DC, DR and NDR Storage. However minimum 10 TB synchronous replication license to be factored both in DC and NDR storage for Near DR storage base synchronous replication for near ZERO data loss from day one.	This looks like typo error. Please confirm if capacities mentioned are scalability numbers.	
167				Licenses for point in time copies, full volume copies should be provided for the complete proposed capacity that is being supplied and configured in DC, DR and NDR Storage. However minimum 10 TB synchronous replication license to be factored both in DC and NDR storage for Near DR storage base synchronous replication for near ZERO data loss from day one with delta resync between NDR & DR site in the event of disaster at DC site. Proposed storage should support cascade and concurrent replication.  Justification: Cascade and Concurrent replication are Enterprise Class Storage features and are necessary for Zero Data Loss. This clause ensures that every OEM proposes high end Enterprise Storage to the Bank.	Clause stands as per RFP.  It is also clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW & performance, if any additional feature / requirement / hardware/software license are required bidder needs to provide same without any additional cost to Bank.
168	141	Table H Point No-2	Propose Network Attached Storage System (NAS) with no single point of failure architecture. NAS solution should have file access with host connectivity for CIFS and NFS.	We request the bank to modify the OS to purpose built NAS optimized OS as it will provide much better and reliable performance than a general Windows based NAS. Request for amendment, "Propose Network Attached Storage System (NAS) should be purpose built with NAS optimized OS and no single point of failure architecture. NAS solution should have file access with host	Clause stands as per RFP.  It is also clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW & performance, if any additional feature /

				connectivity for CIFS and NFS.	requirement/ hardware/software license are required bidder needs to provide same without any additional cost to Bank.
169	141	Table H Point No- 3	Proposed storage must have minimum two numbers of active-active SAN storage controllers for better performance and redundancy and should be scalable up to 6 node	Proposed storage must have symmetric active-active architecture and should have NAS capability i.e. should support block and file access with host connectivity for better performance and redundancy and should be scalable up to 4 nodes.  Justification: Every OEM has a different architecture for NAS, In our High performing NAS, we can achieve desired maximum performance by just 2 nodes and with 4 nodes, we achieve double the maximum performance asked. Request the bank to consider this point.	Clause stands as per RFP.
170	141			Request for amendment , Since the specification mentions Active Active SAN, and the requirement is for NAS protocols, this clause should be amended to Unified Storage. Request for amendment to " Proposed Unified storage must have minimum two numbers of active-active controllers for better performance and redundancy and should be scalable up to 6 nodes.	Clause stands as per RFP.
171	141	Table H Point no- 6	The proposed storage array must support all Industry Standard RAID levels including 0, 1, 10, 5 and 6. The storage array should allow online expansion of existing RAID/Disk group.	The proposed storage array must support all Industry Standard RAID levels including 10, 5 and 6. The storage array should allow online expansion of existing RAID/Disk group. Please remove " Raid 0 & 1", Industry Standard RAID array supporting minimum 10, 5 and 6.	Please refer corrigendum.

172	141			RAID 0 and RAID 1 are not supported by the Storage system anymore. RAID 10, 5, 6 are supported. Please remove RAID 0 and RAID 1. Further RAID 0 and 1 are not recommended any more, especially in high capacity flash systems and these are not used by customers anymore.	
173	141	Table H Point No-14	The cache management should be adaptive as per the I/O workload. The storage should dynamically allocate cache to accommodate the changing I/O workload and not restrict the write cache to value less than 20% of total cache available.	Since scalability of nodes is being asked hence please confirm whether - Cache shall also be global so that each and every LUN created on storage shall be able to access the cache of every offered controller.	Clause stands as per RFP. It is also clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW & performance, if any additional feature / requirement/ hardware/software license are required bidder needs to provide same without any additional cost to Bank.
174	142	Table H Point No-15	The proposed storage array systems must natively support automated Sub-LUN tiering of data within the Storage to achieve improved performance and lower Total cost of Ownership.	Please remove this clause as all flash storage is required to be quoted.	Clause stands as per RFP.
175	141	Table H	The proposed storage array must have minimum 128 GB memory across the two SAN controllers and scalable to 256 GB	The proposed Network Attached storage array must have minimum 128 GB memory per system and scalable to 256 GB  Justification: Since Cache is spread across NAS and underlying storage system, so cache asked has to be for the entire system and not for SAN Controllers. Similarly cache scalability also should be for the entire system and not only for the SAN controllers	It is clarified that the proposed Network Attached storage array must have minimum 128 GB memory across the two SAN controllers and scalable to 256 GB

176	141	Table H	The proposed storage array must have minimum 128 GB memory across the two SAN controllers and scalable to 256 GB	Considering the performance requirements of the NAS Storage for Finnacle App layer, we would request to modify the cache to Min 64 GB scalable to 128 GB. Request for amendment to "The proposed storage array must have minimum 64 GB memory across the two controllers and scalable to 256 GB	
177	142	Table H	Should support minimum of 65534 subdirectories for a given directory or share as a part of the proposed NAS	Please modify the clause as Should support minimum of 65534 directories for a given directory or share as a part of the proposed NAS	Clause stands as per RFP.
178	141	Table H	The Storage should be supplied with 20 TB usable with all flash drives to support 10,000 NFS IOPS and above over 10Gbps Ethernet with response time of less than 2 milliseconds excluding all overhead configuration like RAID (RAID 6 or equivalent) configuration formatting and hot spare disk. The storage array must support online expansion of RAID Group/Disk Group. The proposed storage system should be scalable to reach 200,000 NFS IOPS and 30 TB with the above workload characteristic. The compliance document should be accompanied with a letter from the OEM, confirming to this requirement.	Clarification required "Instead of proposing separate NAS Controllers/Storage for Finnacle App layer, can this 20 TB capacity be provisioned from the Primary Enterprise Storage, across 2 sites in DC and DR	It is clarified that Bidder should provide and factor separate NAS.
179	141	Table H	Storage should be configured minimum 8*16 Gbps FC port and support minimum of 8 *10 G base SR ports cluster interconnect overall and the storage array should have minimum 4 back end ports on 12Gbps SAS technology.	Request for amendment, As FC ports are required which supports Block protocol, This clause should be amended to provide Unified Storage as per the earlier specifications. Request for amendment to " Unified Storage should be configured minimum 8*16 Gbps FC port and support minimum of 8 *10 G base SR ports cluster interconnect overall and the storage array should have minimum 4 back end ports on 12Gbps SAS	Clause stands as per RFP.

				technology.	
180	147	Table L	Redundant 2 no. of SAN Switch with latest generation 32/16 Gbps FC Switches with enterprise-class availability features such as Dual-redundant control processors, hot swappable FC modules, power and cooling subsystems at DC & DR	The current generation of SAN Switches offered in the market is 32Gbps. This point creates ambiguity for the Bidder's because the RFP points mentions "latest generation" as well "32/16Gbps" as requirement. Please make the change as follows : Redundant 2 no. of SAN Switch with latest generation 32 Gbps FC Switches with enterprise-class availability features such as Dual-redundant control processors, hot swappable FC modules, power and cooling subsystems at DC & DR	Clause stands as per RFP.
181	148	Table L	Minimum 128 X 32 Gbps/16 Gbps FC ports per Switch	Every generation of SAN Switch supports (n) and (n-2) Speeds. 32Gbps SAN Switches support 32/16/8 Gbps FC Speeds. Please make the change as follows : Minimum 128 X 32 Gbps FC ports per Switch.	Clause stands as per RFP.
182		Table L	Minimum 128 X 32 Gbps/16 Gbps FC ports per Switch	Request to clearly mention SAN Switch to be configured with 16Gb or 32 Gb SFP	Clause stands as per RFP.
183	148	Table L	Bidder should mention maximum rated power (watts) and cooling (BTU/hr) and rack space requirement for the server.	specific Measurements should be included: Typical: 5283 BTU/hr; Max: 10,049 BTU/hr Power consumed: Typical: 1548W; Max: 2953W	Clause stands as per RFP.

				Please mention specifics of the Wattage and BTU/hr and Rack Space requirements	
184	169	Commercial BID Table H	**Phase 1 Upgrade with 3 years warranty: Storage cache Memory by 1 TB (From 2 TB to 3 TB)	<p>Please remove this clause from the commercial evaluation</p> <p>Justification: The enterprise storage systems are designed to deliver desired performance as asked in the RFP and can be achieved by all OEM's in their different ways as everyone has different performance optimization architectures with 2TB cache only. There are vendors who need higher cache because their architectures are completely cache driven, (for eg: Other vendor Storage System averages upto 40-50% cache for Reads only). Our Storage systems have inbuilt intelligence to offload the reads on to the specially designed hardware which will be there on every controller. Hence we feel additional cache scalability asked is just an overkill which only escalates the cost unnecessarily for us only. Although we can deliver max performance with just 2 TB Cache on the DC and DR Storages. Note : if any supplementary documents are required to support this claim, we can share the same.</p>	Clause stands as per RFP.

185	169	Commercial BID Table H	**Phase 2 Upgrade with 3 years warranty: Storage cache Memory by 1 TB (From 3 TB to 4 TB)	<p>Please remove this clause from the commercial evaluation</p> <p>Justification: The enterprise storage systems are designed to deliver desired performance as asked in the RFP and can be achieved by all OEM's in their different ways as everyone has different performance optimization architectures with 2TB cache only. There are vendors who need higher cache because their architectures are completely cache driven, (for eg: Other vendor Storage System averages upto 40-50% cache for Reads only). Our Storage systems have inbuilt intelligence to offload the reads on to the specially designed hardware which will be there on every controller. Hence we feel additional cache scalability asked is just an overkill which only escalates the cost unnecessarily for us only. Although we can deliver max performance with just 2 TB Cache on the DC and DR Storages. Note : if any supplementary documents are required to support this claim, we can share the same.</p>	Clause stands as per RFP.
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186		Commercial BID Table H	Phase wise Storage cache upgrade	Bank needs to appreciate that every Storage vendor have different architectures. We do cache upgrades in the blocks of 2TB only. We shall be offering 2TB cache in Phase 1 cache upgrade itself thus reaching to 4TB. In Phase 2 upgrade, further 1TB cache has been asked. Our submission is OEM's who are offering 2TB cache in Phase 1 Upgrade itself, they should be relaxed from offering 1TB cache in Phase 2, because they would have already hit 4TB cache in Phase 1 upgrade. Request the Bank to consider this suggestion only, if above two requests (Item no 7 & 8) are not considered by the Bank.	Clause stands as per RFP.
187	145	Table J	Make: Dell/HPE/NetApp/Quantum/Oracle/IBM Model:.....	Make: Dell/HPE/NetApp/Quantum/Oracle/IBM/Hitachi Model:..... Hitachi also has solution for Disc Based Backup	Please refer corrigendum
188 189	145	Table J Point 6	Offered device shall have the ability to configure at-least combination of 4 tape Libraries & NAS targets.	Offered device shall have the ability to configure at-least combination of 4 tape Libraries & NAS targets with or without Backup Software  Justification: Nowadays, all the Enterprise backup Software Systems are highly matured to integrate and manage various different targets very effectively in a large infrastructure also and our solution works alongwith the backup software . This would help Bank to scale horizontally and vertically in terms of performance and	Clause stands as per RFP.

				<p>capacity by having an open storage technology architecture. Secondly , this would help Bank not to depend on an purpose built appliance as these will bring complexities such as hardware vendor lock-in, migration and tech refreshes. Our Solution will help bank with complete independence of hardware and software with ease of SAN based data migration with any available storage system at later date.</p>	
				<p>As per bidder understanding, this point is related to VTL specification. Hence bidder requests to remove the requirement of 4 Tape libraries. Modify the clause as "Offered device shall have the ability to configure NAS targets."</p>	
190				<p>Request to delete</p> <p>This is in line with the overall backup solution. Different solution has different capabilities and architecture. Our solution uses the D2D differently. Please delete the point to make this optional as "If needed by the backup solution, offered device shall have the ability to configure at-least combination of 4 tape Libraries &amp; NAS targets. We don't emulate tape libraries in our D2D backup solution." Please remove this point</p>	Clause stands as per RFP.

	145	Table J	Offered device shall have integrated de-duplication license and shall have optional support for replication to remote location in a low bandwidth mode so that only unique – Non Duplicated data flows to remote location.	<p>Offered device shall have integrated or with backup software de-duplication license and shall have optional support for replication to remote location in a low bandwidth mode so that only unique – Non Duplicated data flows to remote location.</p> <p>Justification: The same feature of de-duplication can also be achieved by using Backup Software with Storage System. This will help the Bank to stream the backup data from various sources without impact on controller performance unlike Purpose Built Backup Appliance where the entire load needs to be handled by Two controllers only.</p>	Clause stands as per RFP.
191	145	Table J	Offered device shall support intelligence for understanding Source based (At Client application level, Backup Server level and media server level) de-duplication so that only unique – Non duplicated data copies to offered device.	<p>Please modify the clause as Offered device shall with or without backup software support intelligence for understanding Source based (At Client application level, Backup Server level and media server level) de-duplication so that only unique – Non duplicated data copies to offered device.</p> <p>This functionality can be achieved with the combination of backup software and disk based target system only, so we request either to delete the clause or consider the changes as requested.</p>	Clause stands as per RFP.
192	146	Table J	Offered disk-based backup appliance shall support VLAN tagging. Offered IP ports shall also support Port bonding in Adaptive Load balancing as well as in Active-backup mode.	<p>Please modify the clause as Offered disk-based backup appliance / Media Agent of Backup Software shall support VLAN tagging. Offered IP ports shall also support Port bonding in Adaptive Load balancing as well as in Active-backup mode.</p> <p>Backup software writes data directly to disk based target devices. This functionality</p>	Clause stands as per RFP.

				is native to the backup appliance and it is required by purpose built backup devices. In disk based backup solution, the data shall be written to the target device via high performance Media Agents and asked functionality will be available at the Media Agent's level. Hence we request to change the clause as suggested.	
193	37	j) Scope of Work	j) Performance testing, load testing, stress testing, Benchmark testing of proposed hardware infrastructure, UAT/ functional testing, security testing & Pre and post data migration checking & testing using reliable testing tools through external testing agency.	As per the understanding testing would be done for end to end infra and not of any individual device like load balancer. Please clarify.	It is clarified that Performance testing, load testing, stress testing, Benchmark testing of proposed hardware infrastructure would be done as a complete unit.
194	44	4.28 Scope of Work	4.28 All hardware and software provided under this tender should support IPv4 and IPv6 addressing from day one.	This would be a IPv4 implementation only and no IPv6 would be deployed. Please confirm the same.	It is clarified that All hardware and software provided under this tender should support IPv4 and IPv6 addressing from day one. However from day 1 IPv4 will be implement. If during contract period bank needs to implement IPv6, then bidder should implement IPv6 as per mutually agreed terms and condition at that point of time.
195	43	4.14 Software load balancer	Software Load Balancer for application server (J2EE).	Please elaborate the requirement. Technical specification and quantity for software load balancer.	It is clarified that Active-Active and Clustered with JBOSS - Network Deployment (Mod cluster 1.3.5 Final for Software load balancer between web and J2EE layer from JBoss or Apache HTTP in Finacle 10.x)

196	General	General	Application delivery controller / Load Balancer management and monitoring	Please clarify. As per the understanding , single ADC / SLB management and monitoring modules at DC would suffice the requirement as the single management and monitoring module can integrated with ADC / LB at DC & DR. Please confirm.	For monitoring of load balancer with ADC if any addition hardware & software are required bidder needs to factor same for DC & DR both locations.
197	155	4This is pertaining to the requirement on number of network ports required for each type of ADC	TYPE 1: Each Device should have minimum 8 no of 10 G Fiber port with SR module to cover multiple segment load balancing TYPE 2: Each Device should have minimum 6 no of 10 G Fiber port with SR module to cover multiple segment load balancing	As per the new Spine and Leaf network architecture, we suggest to add 40G interfaces for TYPE1/TYPE2 ADC appliances. Please ref RFP REF NO: DIT/BPR & BTD/OA/0007/2020-21 from UCO Bank which talks about Spine and Leaf architecture with 40G interfaces. This will help bank achieve future requirements from network ports prespective for ADCs. All banks are going with 40G interface to achieve next generation data center.  We request to revise the clause as follows. Revised clause :- TYPE 1: Each Device should have minimum 8 no of 10 G Fiber port with SR module, and 4 no of 40G Fiber to cover multiple segment load balancing TYPE 2: Each Device should have minimum 6 no of 10 G Fiber port with SR module, and 4 no of 40G Fiber to cover multiple segment load balancing	Clause stands as per RFP.

198	157	58 Need clarification on the requirement to have virtual ADC	Physical resources like memory, CPU must not be shared between virtual load balancer instance, resulting in predictable performance of each virtual load balancer instance	<p>As per the RFP, there is a clear distinction to have separate pair of ADCs to support Type1, Type2, category applications. The requirement can easily be catered by having segmentation in place which is a better way of management. Virtualization is only going to increase the cost of the solution and increase management overhead.</p> <p>We request to remove the requirement to have virtual load balancer.</p>	Clause stands deleted.
199	133	Blade Enclosure pt. 10	The enclosure/blade chassis should be configured with minimum 16 X 10Gbps SR SFP & 16x16Gbps FC Uplink SFP Ports for Data center connectivity	<p>We would like to clarify that how many blades per enclosure has been considered while asking 16 NIC and 16 FC ports? Every OEM has different form factor with respect to number of Blades per enclosure. We would also like to request bank not restrict the OEM to use certain bandwidth if the required bandwidth can be provided with higher port configuration. Moreover in SAN switch specs support of 32Gpps FC is asked. it should allowed to optimize the cost and manageability. Request you to please modify the clause as The enclosure/blade chassis solution should be configured with minimum 16 X 10Gbps SR SFP or 160 Gbps &amp; 16x16Gbps or 256 Gbps FC Uplink SFP Ports for Data center connectivity.</p>	Clause stands as per RFP.

200	134	Blade Enclosure pt. 11	The enclosure shall support FC/FCOE/Ethernet interconnect modules with redundancy. In case of the interconnect module is external to enclosure, each enclosure shall have dedicated interconnect modules in HA.	Multiple enclosures can be connected to a pair of interconnects. To build an efficient design and minimize duplicacy of the equipments we request you to modify the clause as The enclosure shall support FC/FCOE/Ethernet interconnect modules with redundancy.	Clause stands as per RFP.
201	134	Blade Enclosure pt. 15	Must provide a remote management functionality to operate the server in both in-band / out-of-band. Must be part of the server without the need to install any additional hardware or software.	We provide converge architecture and all kind of traffice Network,FC and Management travelled through single physical link over FCOE protocol hence request you to change the specs as "Must provide a remote management functionality to operate the server in-band / out-of-band. Must be part of the server without the need to install any additional hardware or software."	Clause stands as per RFP.
202	134	Blade Enclosure pt. 16	Must have a real time Virtual KVM functionality and be able to perform a remote Power sequence. Must provide both Java & Java-free browsing options.	With recent development management platform uses HTML 5 based applications which doesn't have any dependency on Java and given flawless performance to the management portal. Hence we request you to change the spec as "Must have a real time Virtual KVM functionality and be able to perform a remote Power sequence. Must provide Java or Java-free browsing options."	Clause stands as per RFP.
203	134	Blade Server Pt 14	Should be able to perform comprehensive system data collection and enable users to quickly produce detailed inventory reports for managed devices. Should support the reports to be saved in HTML, CSV or XML format.	Request you to change the spec as Should be able to perform comprehensive system data collection and enable users to quickly produce detailed inventory reports for managed devices. Should support the reports to be saved in HTML or CSV or XML format.	Clause stands as per RFP.

204	136	Rack Server Pt 6	Minimum 4 x 1.2 SFF 15K RPM SAS HDD / SSD Hot Pluggable Drive. The server should support SAS, SATA and SSD hard disk drives and must have an internal slot for SD Card/Micro SD Card/ USB Flash Drive which supports booting hypervisors. The Server should have support for Boot from LAN.	Minimum 4 x 1.2 SFF 10/15K RPM SAS HDD / SSD Hot Pluggable Drive. The server should support SAS, SATA and SSD hard disk drives and must have an internal slot for SD Card/Micro SD Card/ USB Flash Drive which supports booting hypervisors. The Server should have support for Boot from LAN. 15K RPM is not available in 1.2TB form factor.	Please refer RFP (REF No. DIT/BPR & BTD/OA/246/2020-21 Date: 18/05/2020) point no. 6 page 136.
205	148	SAN Director, Pt 4	Enterprise bundle, SAN management portal. Any Server required to install this feature bidder has to quote the same with SAN Switch.	Enterprise bundle, SAN management portal. Any Server required to install this feature bidder has to quote the same with SAN Switch. The Switch should have Analytics and telemetry capabilities through dedicated hardware within the Switch. The hardware based analytics telemetry does not impact the performance of the switch, hence if these features will be from dedicated hardware then the performance will be optimum.	Clause stands as per RFP.  It is also clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW & performance, if any additional feature / requirement/ hardware/software license are required bidder needs to provide same without any additional cost to Bank.
208	148	SAN Director, New Suggestion	The Switch should have Analytics and telemetry capabilities within the Switch. The information generated by SAN Analytics should at minimum include counters and indicators related to DAL(disk access latency), ECT(Exchange completion time), Outstanding I/Os, I/O block size etc	These granular parameters will help the bank to monitor end to end traffic including applications, middleware and network ,which will help Bank to quickly identify the root cause and fix it.	Query not admissible.  It is also clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW & performance, if any additional feature / requirement/ hardware/software license are required bidder needs to provide same without any
209	148	SAN Director, New Suggestion	The solution should have auditability It should be able to generate multiple performance and error metrics for the complete storage fabric using a holistic approach to perform audits in the storage infrastructure	The will give performance details and error metrics for the whole SAN fabric to better manage the storage infrastructure.	



210	148	SAN Director, New Suggestion	The information generated by SAN Analytics solution should be used to maintain a performance baseline. A deviation from the historic trend should be used to generate automated alarms, assisting in proactive troubleshooting. The monitoring should also provides insight into why the performance degraded and where may be the root cause of the problem.	Baseline definition and any deviation from that will give alarm which help Bank to do the proactive monitoring and root cause analysis.	additional cost to Bank.
211		New Suggestion, Application performance monitoring and management	<p>We request you to kindly consider following specifications, to meet Bank CBS experiencing monitoring needs: End User Digital Experience Monitoring Solution Functional Requirement:</p> <p>1) It is important for the bank to understand end user experiences through all digital channels (web, mobile, wearables etc), and trace it back to the banking application. Solution should be able to support this requirement.</p> <p>2) Bank expects solution to provide analytics based on end user experiences on all channels, such as user experience based on channel of use, mobile OS/browser versions, geo locations etc.</p> <p>3) Solution should provide user journey so that bank can determine which path they should focus more for increasing digital adoption.</p> <p>4) Solution should identify poorly performing application modules at different locations and different hours, even without actual users accessing it.</p> <p>End User Digital Experience Monitoring Solution Specifications Requirement:</p> <p>1) Support for modern desktop and mobile browsers.</p> <p>2) Monitor all page, AJAX and iFrame requests.</p> <p>3) Display response time status on Geo</p>	There is no mention of end user transaction monitoring requirement in this RFP. We believe that for UCO Bank to achieve digital omni-channel goals, it is important that bank should monitor end user transactions through various channels, such as web, mobile, kiosks, and wearables (if planned), through Application Performance Management (APM) solution, so that the user experience impacted due to the applications can clearly be measured as well as diagnosed seamlessly, the individual transaction and back to the actual application issues. This is a standard practice used by all the banking and financial institutions in India and globally.	

			<p>Map</p> <p>4) Correlate problematic web and mobile transactions with server side transactions for drill down</p> <p>5) User session tracking for web and mobile.</p> <p>6) Collect and display navigation and resource timing API data for poorly performing requests.</p> <p>7) Provide usage based analytics for browser, device and OS types.</p>		
212		New Suggestions	<p>The Proposed solution should support provisioning of bare metal server and heterogeneous virtualisation platform. The software should be able to provide dashboard and reports. The solution should provide real-time actions that ensure workloads get the resources as and when required in order to achieve scaling, placements, capacity etc. with both the option of manual or automated. The Software should be able to provide dashboard and reports showing capacity of datacenter components such as bare metal, various hypervisors, various virtual machines, various storages, various applications and databases.</p>	<p>Bank will be able to automate the resource provisioning to enable faster business requirements. Bank will be able to effectively utilize the infrastructure resources with the real time resource monitoring and suggest recommended actions. This will also help Bank to manage the workload management during peak utilization days/ monthend and solution would help automate the resource management during that period .</p>	<p>Query not admissible.</p> <p>It is also clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW &amp; performance, if any additional feature / requirement/ hardware/software license are required bidder needs to provide same without any additional cost to Bank.</p>

213		New Suggestio ns	The analytics platform should support capability to visualize network communication characteristics for mission-critical applications running in on-premises data centers for heterogenous workloads Hyper-v, Vmware, bare metal, container etc..The analytics platform should be able to capture and analyze flow and process telemetry from all workloads across all DC's.The analytics platform should be able to enforce the auto generated whitelist policy allowing only the required traffic, blocking everything else.	This tool will give application visibility and inter application communication to understand the security landscape and apply the white listing policy to minimize the attack surface in case of any security breach.	Query not admissible.  It is also clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW & performance, if any additional feature / requirement/ hardware/software license are required bidder needs to provide same without any additional cost to Bank.
214			The solution should protect data center from malicious flows by capturing every flow from every application environment (baremetal, hyper-v, vmware, container etc.) within the data center in a big data cluster. The analytics platform should run unsupervised machine learning to provide application dependency map with confidence level score of the flows & provide GUI for App admins to allow or block flows based on the score.		Query not admissible.  It is also clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW & performance, if any additional feature / requirement/ hardware/software license are required bidder needs to provide same without any additional cost to Bank.
215		New Suggestio ns	The analytics platform should store long term flow records in a time series manner to perform forensics, troubleshooting and root cause analysis.	This will help bank to meet compliance and also provide the historical records for forensics and root cause analysis.	Query not admissible.  It is also clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW & performance, if any additional feature / requirement/ hardware/software license are required bidder needs to provide same without any

					additional cost to Bank.
216		New Suggestions	Using AI/ML capabilities, it should be able baseline the applications' behaviour and catch the anomalous deviations to flag a possible breach or a zero day attack.	This will help back to protect from zero day attack.	Query not admissible.  It is also clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW & performance, if any additional feature / requirement/ hardware/software license are required bidder needs to provide same without any additional cost to Bank.
217		New Suggestions	Provide vulnerability assessment for the SW packages installed in the DC using NIST CVE database.	This will help bank to assess SW vulnerabilities and remediate them before further propagation.	Query not admissible.  However, It is clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW & performance, if any additional feature / requirement/ hardware/software license are required bidder needs to provide same without any additional cost to Bank
218		General		Plz specify timelines for EMS implementation as well. EMS can only be implemented once hardware is ready.	16 Week from dated of 1 <sup>st</sup> Purchased Order
219		General		Plz include Job Automation tool in pricing template	Query not admissible
220		General		Plz provide license count for Automation tool as well	It is Clarified that if bidder feels that any item is need as per SOW and to meet the SLA, the same may factored in the commercial bid

					format.
221	10	3. Eligibility Criteria. Point 7.	Proposed OEMs for disk-based backup solution, load balancer, SAN switch, NAS and Enterprise Management System (EMS) Tool should have been supplied, integrated and running successfully as on date in at least one BFSI in India. Copy of purchase order and reference letters/ completion certificates to be enclosed containing contact details of the signing authority of the masked purchase order / authorization letter.	As we know, that the Purchase Orders, Invoices, Contract copies etc. are bilateral confidential documents between OEM and each Customer protected with NDA agreements. Hence, it is difficult to share those documents with UCO Bank. We thus request you to allow OEM Self certification as "Proof of Document to be submitted for the same".	Clause stands as per RFP.
223	69	4.95 Database Monitoring and Administration	Perform pre-batch activities-Scheduling of resources-Scheduling batch services-Define, maintain and document a work schedule for running production system batch jobs, and possible started tasks-Install and document system related batch jobs in the automated job scheduling package-Manage the root cause analysis for scheduling problems- Develop and maintain standards for job acceptance and implementation. The bidder can either use scripts or propose a tool for batch automation	<p>Batch Automation - In the earlier RFP corrigendum, it was mentioned that tools have to be used by the bidders. However, this RFP states that tools or scripts can be used and this creates an advantage for the incumbent bidder as they were managing it till now and also creates an ambiguity for the other bidders as most of the batch automation tasks mentioned can't be efficiently managed by scripts and can place Bank and its customers in to huge risk as it needs integration with Bank's CBS and critical components. We suggest Bank to use Batch Automation tools instead of scripts so that Bank and its customers are not at risk as this critical section needs to be get integrated with the CBS system and critical components directly and can have huge consequences / risk of using scripts for the following reasons.</p> <p>1. Deciphering job Failures is a huge task- This means no action can be automated and need to monitor the logs almost always making scalability a prime concern</p> <p>2. Maintenance of scripts is a overhead- Lack of change control- access control-</p>	It is clarified that Bidder can provide utility / tool or to deploy script for routine process automation and bidder should comply all point related to process automation mentioned in RFP.

				<p>makes it unreliable</p> <p>3. Effectively scheduling from remote systems- Covid 19 has brought to the fore the importance of backup options to ensure Business Continuity. Executing scripts from remote locations and managing them remotely could be a nightmare</p> <p>4. Maintaining Interdependencies- Maintaining interdependency through script framework is not feasible- With critical applications interdependencies between processes are the norm and script based frameworks are inefficient</p> <p>5. Reusing templates- Ability to re-use templates is an important operational framework consideration- Scripts need to be re-written and re-managed making it operationally inefficient to use with critical systems</p> <p>6. Handling real time events and wait conditions is clumsy to say the least in a script based framework</p> <p>7. The most important aspect is security- Role and Rule Based access controls are virtually non-existent in a script based framework</p> <p>Therefore we request Bank to change the statement in similar to earlier RFP i.e. "Perform pre-batch activities-Scheduling of resources-Scheduling batch services- Define, maintain and document a work schedule for running production system batch jobs, and possible started tasks- Install and document system related batch jobs in the automated job scheduling package- Manage the root cause analysis for scheduling problems- Develop and maintain standards for job acceptance</p>	
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				and implementation. The bidder should propose a tool for batch automation."	
224	149	Table M Minimum Technical requirement for EMS Tool	9. Proposed NMS solution must be ISO 27001 certified to ensure security compliances.	This point is limiting participation of OEMs in the RFP. Not every Network OEM applies for ISO 27001 certification and hence this criteria is limiting selection of solution for System Integrators to only one OEM. We thus kindly request you to remove this clause from the RFP. We suggest Bank to remove the clause so that other OEM gets equal opportunity of participation in the bid.	Clause stands modified as under:  Proposed NMS solution must be ISO 27001 certified to ensure security compliances. It is an optional requirement.
225	149	Table M Minimum Technical requirement for EMS Tool	10. Proposed EMS Solutions MUST have been in operations in at least 1 or more deployments in BFSI/government/PSU/enterprise sector, monitoring and managing at least 5000 network nodes in each of the cases individually. Self-certification of the OEM, along with the customer names and proof of software delivery must be submitted at the time of bid submission.	As you know, all software solutions are Electronically delivered and downloaded by each customer. Hence there are no specific documented proof of deliveries which can be shared. More importantly, the Purchase Orders, Invoices, Contract copies etc. are bilateral confidential documents between OEM and each Customer protected with NDA agreements. Hence, it is difficult to share those documents with UCO Bank. We thus request you to allow OEM Self certification as "Proof of Software Delivery". We request Bank to allow OEM self certification as "Proof of software Delivery" in this particular clause.	Clause stands as per RFP.
226	150	Table M Minimum Technical requirement for EMS Tool	29. Defines server build sequences for provisioning, incorporating operating systems, patches, and software policies. Supports Linux, and Windows. However in case of Solaris/AIX/HP-UX , it is responsibility of bidder to apply OS patches of Solaris/AIX/HP-UX server on regular interval during contract period.	This point is very much aligned to a particular OEM and provides advantage for that OEM in their variant of licensing to quote a lower category of product where as other OEMs will have to provide a standard product. Second, Unix patching is also equally important as Windows and Linux patching and manual patching for Unix will also create risk in vulnerability identification in Unix servers since its not	It is clarified that bidder should do the patching of Linux, and Windows through EMS solution. However, in case of Solaris/AIX/HP-UX, it is responsibility of bidder to apply OS patches of Solaris/AIX/HP-UX server manually on regular interval during contract period.

				<p>automated and manual patching will only run on intervals. We request Bank to change the clause as below and provide equal opportunity for other OEMs to participate in the bid and at the same time prevent Unix servers from the risk of vulnerabilities as they are doing it for Windows and Linux. Therefore, please change the clause as,</p> <p>"Defines server build sequences for provisioning, incorporating operating systems, patches, and software policies. Supports Linux, Windows and Unix."</p>	
227	153	Table M Minimum Technical requirement for EMS Tool	80. Discovery should work without requiring agent installation (that is, agent-less discovery) while discovery Layers 2 through Layers 7 of OSI model	<p>This point is very much aligned to a particular OEM and provides advantage for that OEM in their variant of licensing to quote a lower category of product where as other OEMs will have to provide a standard product. Second, MTR for incidents can't only be reduced with discovery it is very important to have dependency mapping and inter-relationship being identified with different components in the infrastructure which should include storage, application, network, database, OS etc. We request Bank to change the clause as below and include dependency/relationship mapping as part of discovery so that every OEM gets equal opportunity while participating in the bid and Bank should also get the product will best of the features available in the market.. Therefore, please change the clause as</p> <p>"Discovery and dependency mapping for the infrastructure components should work without requiring agent installation (that is, agent-less discovery) while discovery</p>	Clause stands as per RFP.



				Layers 2 through Layers 7 of OSI mode."	
228	153	Table M Minimum Technical requirement for EMS Tool	81. Should use Industry-standard protocols such as WMI, SNMP, JMX, SSH to perform discovery without requiring the installation of an agent.	<p>This point is specific to particular OEM and limiting opportunity for other OEMs to participate in this bid. We request Bank to change the clause to</p> <p>" Should use Industry-standard protocols to perform discovery without requiring the installation of an agent."</p>	Clause stands as per RFP.
229	150	Table M Minimum Technical requirement for EMS Tool	Should trigger automated actions based on incoming events / traps. These actions can be automated scripts/batch files.	<p>These are critical actions in the I&amp;O (Infrastructure and Operations) regime. Gartner's latest market guide quotes on "Recommendations to I&amp;O leaders" - SOAP (Service Orchestration and Automation Platforms) help Derive greater value from I&amp;O automation by using service orchestration and event-driven workflows to drive business agility and digital innovation, going beyond efficiency gains."- Hence it is important that a wholistic workflow orchestration framework be used instead of scripts. Hence request modification of clause to "Should trigger automated actions based on incoming events / traps. These actions can be automated need to be automated through Workload Automation tools"</p>	Clause stands as per RFP.

230	154	Table M Minimum Technical requirement for EMS Tool	The bidder has to give certificate of assurance for supply of proposed solution (Hardware and software) over a period of five (5) year and support for period of seven (7) year shall be submitted on OEM letter head duly signed by authorized signatory. All the hardware should be quoted with 99.50% SLA uptime (calculated monthly) with 8 hours response time	If the proposed Solution includes a script framework , it neither can be maintained nor can anyone guarantee an assurance of supply or support, as there is no OEM that provides framework. Further a SOAP tool framework helps -(as per Gartner ) Democratize access to automation technologies to multiple groups within and outside IT by exposing self-service automation capabilities. This would greatly help assurance of delivery Hence request for an additional section clearly specifying the requirement of a workload automation solution	Clause stands as per RFP.
231	57, 159, 61, 65, 69	General Request- The intent of the RFP refers to a lot of the activities referred in the next column	Multiple references to critical jobs like EoD/ BoD/ Performing and troubleshooting End of Day, End of Month, End of Quarter End of Year activities and other activities like batch job execution, bulk transactions/uploading, interest application etc.- Adhoc Batch requests, pre-batch activities etc.	Multiple references indicate the importance of batch framework in a CBS environment- Leaving actions to manual/ human interventions (provided by a script framework) is error prone and increases MTTR in case of possible issues to this critical eco-system/ Further- Bidders' liability to provide these actions- These critical actions powered by scripts could lead to ineffective and error prone reporting- Troubleshooting could be manual and availability of logs is in question leading to war room scenario each time there is a disruption in service The bidder must propose a solution that is represented in Gartner's market guide for SOAP framework. Such a solution will help automation of all these activities and reduces human interventions and possible errors due to them- Request you to kindly add this clause and create specific section under EMS solution to include the presence of Workload Automation solutions and have specific compliance against them	It is clarified that Bidder can provide utility / tool or to deploy script for routine process automation and bidder should comply all point related to process automation mentioned in RFP. For implementation of process automation if any additional hardware is required then bidder should provide same without any additional cost to Bank

232	132	Table-E-2/25/Annexure-D	Type-3 DB Server : Proposed Each server must have redundant architecture – Internal Storage Disks, HBAs, Network Card, Interface Cards (I/O cards), Power Supply and Cooling FANs etc.	As redundancy level is asked for each component inside the server, it should also be maintained at CPU level; so that CPU does not become single point of failure(SPOF). It has to be minimum two socket server to make it redundant architecture(32 core across min 2 CPU). Suggested to mention minimum two CPU server to qualify in this category.(as server model is not mentioned in RFP for Type-3 DB Server)	It is clarified that Proposed Each server must have redundant architecture – Internal Storage Disks, HBAs, Network Card, Interface Cards (I/O cards), Power Supply and Cooling FANs etc.
233	129	Table-E-1/33/Annexure-D	The system should be quoted with 5 years with 24 x 7 and 4 HR CTR Support by the OEM. (3 years Upfront warranty and AMC for year 4 and Year 5) The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 support 24x7 support All the hardware should be quoted with 99.99% SLA uptime (calculated monthly) with 4 hours response time. Proactive services like Patches & fixes for the OS shall be provided free of cost during contract period for all the systems quoted	Request to change SLA uptime to 99.90% and 6HR CTR support by OEM	Please refer corrigendum.
234	Page No - 137	Point No - 6 Table G: Minimum technical requirement for Enterprise class Storage at DC, DR	<u>Storage cache scalability</u> The Storage System should have minimum of 2048 GB (DC, DR and NDR Storage) of Cache and should be scalable to 4 TB Cache (for DC & DR Storage) for data and control operation. The write cache must be mirrored / protected to avoid any data loss in case of a failure.	We intend to propose storage with 2TB cache on Day-1 as mentioned in RFP( specification of 2TB cache is mentioned in publicly available doc of storage OEM). Storage cache upgrade for phase1/2 to 3/4TB is there in roadmap of OEM and price for the same would be quoted in our bid. Document in terms of storage cache scalability will be shared by OEM in official letter to Bank. Request to accept this as there won't be any kind of technical	Clause stands as per RFP.

		and NDR		deviation.	
235	Page No - 138	Point No - 13 Table G: Minimum technical requirement for Enterprise class Storage at DC, DR and NDR	<u>Storage usable space</u> Storage should have minimum 2 PB Usable space in RAID 6 with 8,00,000 IOPS for DC & DR Storage. Storage should have minimum 100 TB Usable space in RAID 6 with 5,00,000 IOPS for NDR Storage.	Different capacity of useable storage space is mentioned in point no. 8 and 13. Looks like point no. 13 is intended for storage space scalability and not required capacity. Please clarify	Please refer corrigendum.
236	Page No - 138	Point No - 14	Industry Standard RAID array supporting minimum 5 and 6 levels. It should support a mix and match of RAID levels behind a pair of controllers. The storage array should allow online expansion of existing RAID Groups / SSD Disk Pools.	Industry Standard RAID array supporting minimum 5 or 6 levels. It should support a mix and match of RAID levels behind a pair of controllers. The storage array should allow online expansion of existing RAID Groups / SSD Disk Pools.	Clause stands as per RFP.
237	Page No - 141	Point No - 6 Table H: Minimum Technical Requirement for Network Attached Storage at DC, DR	<u>Storage RAID Level</u> The proposed storage array must support all Industry Standard RAID levels including 0, 1, 10, 5 and 6. The storage array should allow online expansion of existing RAID/Disk group.	Support of RAID 0 and RAID 1 are not available with enterprise class flash storage system as requirement of RAID1 can be achieved using RAID10. Request to remove RAID level 0 and 1 and keep only 10, 5 and 6.	Please refer corrigendum.
238	Page No - 141	Table-H	<u>Minimum Technical Requirement for Network Attached Storage at DC, DR</u>	Please allow software defined solution so that multiple OEMs qualify a) Offered software defined storage shall be supplied either with Raid 6 or at-least one node failure and shall support Multiple	Query not admissible.

				<p>replication factor and erasure coding.</p> <p>b) Shall be supplied with minimum 8 number of 10/40 Gbps Ethernet ports.</p> <p>c) Shall be either configured spare space of 1 disk on 30 disks or equivalent spare space in the offered configuration.</p> <p>d) Shall support NFS V3, NFS V4, CIFS, HTTP, HTTPs protocol.</p> <p>e) Each node shall be supplied with 128GB Cache / memory and shall be scalable to 256GB Cache / memory.</p> <p>f) The Storage should be supplied with 20 TB usable with all flash drives to support 50000 NFS IOPS/concurrent connection or above over 10/40 Gbps Ethernet with response time of less than 2 milliseconds. Capacity mentioned excludes all overhead configuration like RAID (RAID 6) configuration formatting and hot spare disk. The proposed storage solution should be scalable to reach 100,000 NFS IOPS and 30 TB with the above workload characteristic.</p> <p>g) Should support minimum of 65534 subdirectories for a given directory or share as a part of the proposed NAS</p> <p>h) The proposed solution should have No Single Point of Failures (NSPoF) providing high availability at component and functional level.</p>	
239	Page No - 146	Point No - 4 Table K: Minimum Technical requirement for Tape Backup Library	<p><u>Tape Library Drive type and media slots</u></p> <p>Tape Library shall be offered with minimum of 200 cartridge slots and barcode reader. Bidder should provide all the drives in all the slots configured. Bidder should provide all the drives in all the slots configured</p>	<p>It's not clear how many and what type of Tape drives required. Also generation of media (LTO7,8 etc.) and number of slot is not mentioned. Please clarify. Our recommendation is more than 400 slots for Day-1 configuration.</p>	<p>It is clarified that as bidder needs to provide 200 no. for LTO 8 cartridges along 100 no. of LTO 7 cartridges with minimum 5 no. of cleaning cartridges from day one.</p>

240	Page No - 146	Point No - 4 Table K: Minimum Technical requirement for Tape Backup Library		Request to provide clarity on the number of Drives / Slot and Media Tapes along with its generation. We suggest a minimum of 400 slots to be available in the initial configuration.	Clause stands as per RFP.
241		New SUGGESTIONS	Testing	<p>a) Can we propose Automation in UAT functional testing? This will also provide you with the Regression Testing pack even for Pre-Prod or Post Prod testing .</p> <p>b)Is SIT is part of our scope?</p> <p>c)Does bank have their own Automation Testing tool (like from micro focus or IBM rational) or we can propose Open sources for both Functional and non-functional testing?</p> <p>d)Data Migration is required for how many countries? Is Language of UK the data to be migrated is English or others?</p>	<p>Please refer to the scope of work given in the RFP. However, it is clarified that Bidder can provide tool or deployment of script for routine process automation and bidder should comply all points related to process automation mentioned in RFP. For implementation of process automation if any additional hardware is required then bidder should provide same without any additional cost to Bank.</p> <p>SIT is under application OEM Scope.</p> <p>Data Migration requirement is already stated in the scope of work, please be guided accordingly.</p>

242		Generic	Network	Pls share the existing network connectivity between the DC/NDR/DR site s ? Does the bidder need to factor for additional BW capacities between the two Bank sites to ensure online replication of data / logs between various systems components to match the desired uptime and RTO and RPO ?	It is clarified that any additional requirement for network bandwidth between DC- DR Bank will be upgraded by the Bank as per requirement, if link utilization 80 % to achieve RTO & RPO.
243		Generic	Network	Will the Bank Leverage the Existing Core Switches for the Connectivity at the given Sites?- Please provide the connectivity Interface Details (RJ45, 10GBaseT, 10GBaseSR) of the Core Switches	At present Bank have 1 Gbps RJ45 port in core switch. Bank already floated Network RFP for implementation of leaf - spine SDN ready DC having for 10 G Fibre (SR) leaf switch for server connectivity.
244		Generic	Network	Please share existing network architecture Pls confirm bidder can implement TOR switches from any OEM or any specific make/model need to be select, if required	Bank will provide same to the selected bidder only.
245		Annexure -D	Summary Sheet for minimum Hardware/Software/Solution requirement for Finacle 10.x and FEBA (Finacle Internet Banking Application	As the infrastructure sizing for Finance and FEBA are shared by bank and finalized by application team, please share the parameter basis which the sizing is derived.	Bidder needs to collect same from Bank, HO DIT, Kolkata Office against bid fee of Rs.20000/-
246	159	Table-R	Growth Projections Considered for the RFP	Kindly provide the data as per Table R to drive the sizing	
247			Additional Queries (Clarification)	Between DC to NDC the Link is 2Gbps connected via Brocade 300 as below a) Is there a plan to upgrade the Link between DC to NDC ? b) In the new scheme of Solution , whether the Brocade 300 will be re-purposed for Sync replication between DC to NDC ? c) If point b is true , then port details of Brocade 300 needs to be provided.	Please refer point no. 4.103 in SOW Part IV.  NDR Brocade300 Switch have 24 port and 8 no. port are in used. For implementation of NDR solution bidder can used same SAN switch, but if any additional module is required bidder needs to provide same without any additional cost to the Bank.

248			Additional Queries (Clarification)	There is no mention of Environments requirements of SAN Switches like Power ( Total Wattage) , Humidity , Heat , per Port Wattage , Airflow and Rack requirements etc.,	Bidder should provide same as per industry standard for data centre deployment.
249			Additional Queries (Clarification)	We will need clarity on the below point "4.11 Bidder should supply, install new setup & integrate with old setup for migration of data. Bidder has to make sure the connectivity and integration of proposed storage solution with the existing IT Infrastructure running on HPE platform at Primary (DC), Disaster Recovery (DR) and Near site for data migration purpose" on Page 41 of the RFP.	It is clarified that at present all Database instances running on HPE Unix servers and that is connected to bank existing storage system. Bidder should supply, install new setup & integrate with old setup for migration of data. Bidder has to make sure the connectivity and integration of proposed storage solution with the existing IT Infrastructure running on HPE platform at Primary (DC), Disaster Recovery (DR) and Near site for data migration purpose.
250			Additional Queries (Clarification)	a) So in case existing Fabrics needs to be migrated , then the management domain should remain the same , else there would be disruption resulting in huge downtime. b) Seamless integration is required for fabric migration , please let us know the Scope of Fabric Migration explicitly	It is clarified that bidder needs to provide solution such as way that Bank's exiting Database servers should be Seamless get integrated with proposed SAN switch and Storage.
251	97	22. Indemnity	v. The progress regarding execution of the order accepted made by the vendor is found to be unsatisfactory	Bidder request deletion of wordings satisfactorily as it is very subjective and open ended	Clause stands as per RFP.
252	98	22. Indemnity	In case of cancellation of order i. In case the selected bidder fails to deliver the ordered hardware, software , services and FM resources as stipulated in	1) Bidder request deletion of wordings satisfactorily as it is very subjective and open ended 2) UCO Bank reserves the right to get the	Clause stands as per RFP.



			<p>the delivery schedule, UCO BANK reserves the right to procure these deliverable from alternate sources at the risk, cost and responsibility of the selected bidder with the capping of 125% of the original quoted cost for such deliverable as per commercial bid.</p> <p>ii. If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by giving 30 days' notice for the same. In this event the bidder is bound to make good with the capping of 125% of the original quoted cost for such deliverable as per commercial bid, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.</p>	<p>balance order executed by another party of its choice by giving termination notice for convenience (90 days) or default (30 days cure period) for the same. In this event the bidder is bound to make good the additional expenditure, which UCO Bank may have to incur in executing the balance order to the extent of 10% of differential cost of such re-procurement. This clause is applicable, if for any reason, the order is cancelled.</p>	
253	98	LOL	<p>iv. In case of cancellation of order, any advance payments (except payment against ATS) made by the Bank to the Vendor for implementation of project, would necessarily have to be returned to the Bank, if bidder fail to return such payment within 30 days, then vendor have to be returned amount to the Bank with interest @ 15% per annum , <u>further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.</u></p> <p>v. Vendor should be liable under this section if the contract/ purchase order has been cancelled in case sum total of</p>	<p>Neither Party shall be responsible or liable to the other Party for any indirect, consequential or incidental losses, special, incidental, exemplary or punitive damages or claims including loss of profit, loss of business or revenue, loss of savings or loss of data</p> <p>Losses of the bank shall be an unquantifiable amount. Hence need to be deleted. Breaches are already covered under Termination for default</p>	<p>Clause stands as per RFP.</p>

			<p>penalties and deliveries exceeds 10% of the TCO.</p> <p>In case of order cancellation Bank will notify selected bidder with 90 days' notice period inclusive of 30 days cure period before cancellation of the Order. However, it is clarified that the notice should specifically contain that the 90 days period for cancellation is inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days time the notice for cancellation will become absolute.</p>		
254	98	LOL	<p>IV. Under no circumstances bank shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if UCO Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. V. <u>Subject to any law to the contrary, and to the maximum extent permitted by law Bank shall not be liable to vendor for any consequential/ incidental, or indirect damages arising out of this agreement. Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental damages.</u> However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its <u>customers</u> and/or regulatory authorities. <u>The vendor shall not indemnify the Bank for i. Any loss of profits, revenue, contracts, or anticipated savings or ii. Any consequential or indirect loss or damage however caused, provided that the claims against customers, users and service providers of the Bank would be considered</u></p>	<p>IV. Under no circumstances both the Parties shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if either Party has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. V. <u>Subject to any law to the contrary, and to the maximum extent permitted by law both the parties Bank shall not be liable to either for any consequential/ incidental, or indirect damages arising out of this agreement. Indemnity would be limited to court; tribunal or arbitrator awarded damages within limitation of liability as set in clause 22 and shall exclude indirect, consequential and incidental damages.</u> However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its <u>customers</u> and/or regulatory authorities for breach related to bidder's scope of work. <u>The vendor shall not indemnify the Bank for i. Any loss of profits, revenue, contracts, or anticipated savings or ii. Any consequential or indirect loss or damage</u></p>	Clause stands as per RFP.

			<u>as a “direct” claim.</u>	<u>however caused, provided that the claims against customers, users and service providers of the Bank would be considered as a “indirect” claim.</u>	
255	100	26. EXIT OPTION AND CONTRACT RE-NEGOTIATION	<p>The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions: Bank shall notify selected bidder with 90 days' notice period inclusive of 30 days cure period before cancellation of the Order. However, it is clarified that the notice should specifically contain that the 90 days period for cancellation is inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days time the notice for cancellation will become absolute.</p> <ul style="list-style-type: none"> <li>▪ Delay in completing commissioning / implementation and acceptance tests / checks beyond the specified periods;</li> </ul>	<p>The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions: Delay in completing commissioning / implementation and acceptance tests / checks beyond the specified periods &amp; any period extended by the bank</p>	Clause stands as per RFP.
256	101	30. Termination	<p>UCO BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice in writing inclusive of 30 days cure period and recover damages, costs and expenses etc., incurred by Bank under the following circumstances:</p> <p>a. The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder.</p> <p>b. The selected bidder goes into liquidation, voluntarily or otherwise.</p> <p>c. The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc., applicable to the bidder under performance of the RFP.</p>	<p>1) UCO BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice in writing and recover damages, costs and expenses etc., incurred by Bank under the following circumstances: - a) The selected bidder commits a breach of any of material the terms and conditions of this signed Agreement or the SLA to be executed between the Bank and the selected Bidder and beyond the extension of 30 days cure period granted by the bank</p> <p>2) c) The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc. applicable to its scope of work</p>	Please refer corrigendum

			<p>d. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.</p> <p>e. The selected bidder fails to complete the assignment as per the timelines prescribed in the Work Order/SLA and the extension, if any allowed.</p> <p>f. Deductions on account of liquidated damages exceed more than 10% of the total work order.</p>		
257	101	30. Termination	<p>h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.</p>	<p>1) Bidder request deletion of wordings satisfactorily as it is very subjective and open ended</p> <p>2) This clause is already covered under clause 21. Order Cancellation. Since it is repetitive, it need to be deleted</p>	Clause stands as per RFP.
258	102	31. Termination for Convenience	<p>The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective. In case of Termination of Convenience Bank will provide notice period of 90 days inclusion cure period of 30 days. However, it is clarified that the notice should specifically contain that the 90 days period for cancellation is inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days time the notice for cancellation will become absolute.</p>	<p>(1) In the event of Termination, EIT will invoice and Bank will pay in respect of any Services already performed until the termination date as per the payment terms of this Agreement along with agreed Termination Exit fees</p> <p>(2) In the event that the Bank fails to pay any undisputed amount in respect of the services within 30 days from the date of invoice may terminate the contract or suspend services.</p>	Clause stands as per RFP.

259	102	33. Termination for Default	The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract. In case of Termination for Default Bank will provide notice period of 90 days inclusion cure period of 30 days. However, it is clarified that the notice should specifically	(1) In the event of Termination, EIT will invoice and Bank will pay in respect of any Services already performed until the termination date as per the payment terms of this Agreement along with agreed Termination Exit fees (2) In the event that the Bank fails to pay any undisputed amount in respect of the services within 30 days from the date of invoice may terminate the contract or suspend services.	Clause stands as per RFP.
260	103	35. Compliance With Applicable Laws of India	The selected bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	The selected bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or <b><u>applicable to them</u></b> , their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	Clause stands as per RFP.

261	104	35. Compliance With Applicable Laws of India	Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.	This clause is repetitive Indemnity would be limited to Arbitration Tribunal awarded damages within limitation of liability and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its <del>customers</del> and/or regulatory authorities for breached related to its scope.	Clause stands as per RFP.
262	104	35. Compliance With Applicable Laws of India	The selected bidder shall indemnify, keep indemnified, hold harmless, defend and protect Bank and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation / Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate Bank and its employees/officers/staff/personnel/representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other	The selected bidder shall protect <del>indemnify</del> , keep protected <del>indemnified</del> , hold harmless, defend and protect Bank and its officers / staff/personnel /representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from applicable to its scope of work. The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project applicable to its scope of work or for the conduct of their own business under any applicable Law, Government Regulation / Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate Bank and its employees/officers/staff/personnel/representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform	Clause stands as per RFP.

			statutory obligations arising there from and Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.	or comply with the above and all other statutory obligations pertaining to Bidder's scope of work arising there from and Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.	
263	106	Arbitration	If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the <u>Rules of Arbitration of the Indian Council of Arbitration</u> and the award made in pursuance thereof shall be binding on the parties. The Arbitrator / Arbitrators shall give a reasoned award.	If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996	Clause stands as per RFP.
264	106	39. Adherence of Cyber Security Policy	Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful bidder.	Bidder scope is to follow and adhere to the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. Any solution required to meet the above needs to be provided by Bank.	Please refer corrigendum
265	107	40. Limitation of Liability	i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event selected bidder shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total project cost/contract value. ii. Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss cause. iii. The limitations set forth in point no. i shall not apply with respect to:	Bidder's aggregate liability under the contract shall be limited to a maximum of the annual contract value. This limit shall not apply to third party claims for a. IP Infringement indemnity. b. Bodily injury (including Death) and damage to real property and tangible property caused by Bidder/s' gross negligence (to be defined as requested for cl 22). For the purpose of this section, contract value at any given point of time, means the annual aggregate value of the purchase orders placed by Bank on the Bidder that gave rise to claim, under this RFP. c. Bidder shall <b>not</b> be liable for any indirect,	Please refer corrigendum

			a) claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership. b) damages occasioned by the gross negligence or willful misconduct of Service Provider. c) damages occasioned by Service Provider for breach of confidentiality obligations. d) Regulatory or statutory fines imposed by the Government or	consequential, incidental or special damages under the agreement/ purchase order.	
266	108	Right to Alter Quantities	The Bank reserves the right to alter the number of hardware hardware/software/licenses specified in the tender in the event of changes in plans of the Bank. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional hardware/software/licenses at the agreed price during the contract period with the same terms and conditions. Banks is not obligate to purchase all the quantity of the hardware/software/licenses as mentioned above. Bank reserves the right to alter the quantities at any time not exceeding 10% of the total contract value without prior notice to the selected bidder(s).	Bidder suggest that any addition or deletion beyond quantities agreed in contract shall be done through change request and the unit rate provided in contract shall be applicable for procurement upto 10% of incremental volume over and above the volumes quoted in contract.	Clause stands as per RFP.
267		Banks Responsibilities		1) Bidder suggest UCO Bank general Responsibilities to be enumerated 2) When Bank acts and omissions or other circumstances delay, disrupt or prevent EIT's performance, EIT shall accordingly (i) extend delivery and milestone dates, (ii) be compensated for additional costs if incurred, and (iii) be paid for additional service performed due to such act & omission of the Bank	Query not admissible.



268	37	Part – IV Scope of Work Point J	Performance testing, load testing, stress testing, Benchmark testing of proposed hardware infrastructure, UAT/ functional testing, security testing & Pre and post data migration checking & testing using reliable testing tools through external testing agency.	Benchmarking for the proposed versions of CBS and FEBA has not been done by any SI. Moreover the implementation / upgrade is done directly by OEM outside the scope of this RFP. Request the bank to get the audited benchmarking reports for CBS and FEBA directly from OEM. SI can do the performance and stress testing of proposed hardware infrastructure as per the RFP scope for CBS only. Request the bank to provide the following information to define the scope and successful completion criteria of PT : 1. Scenarios for performance testing 2. TPS and bifurcation of the same for each scenario for performance testing activity 3. Channel load (pumped in using ISO simulator or from FEBA) percentage 4. Peak Load Period Support from OEM / other service providers will be required during the performance testing for fixing of bugs and for resolving other issues in base application and customization. SI can only coordinate with OEM / other service providers team but will not be able to take ownership of the issues faced during performance testing.	It is clarified that Performance testing, load testing, stress testing, Benchmark testing limited to Finacle 10.x hardware infrastructure.
269	37	Part – IV Scope of Work Point J	P Performance testing, load testing, stress testing, Benchmark testing of proposed hardware infrastructure, UAT/ functional testing, security testing & Pre and post data migration checking & testing using reliable testing tools through external testing agency.	Our understanding is that the Benchmarking scope is restricted to CBS only. Please confirm	It is clarified that Performance testing, load testing, stress testing, Benchmark testing limited to Finacle 10.x hardware infrastructure.

270	45	Part – IV Scope of Work Point 4.36	L. Functional testing Number of interfaces (100 interfaces during the engagement) VS N. Interfaces (Internal+ External) testing. Maximum 50 interfaces during the engagement.	Please elaborate the difference in point L and point N as both are interfaces testing but no of interfaces mentioned are not matching.	It is clarified that maximum total no of interface will be 100 during the engagement.
271	47	Part – IV Scope of Work Point 4.36	Bidder must fix the bugs, carry out necessary rectifications and deliver patches/version towards changes which would be reported by external agency and the bank.	Our understanding is  The selected bidder will study the problem / issues during the 3-month period after Go live and highlight the issue in the Finacle 10.x & FEBA applications including 3rd party integration. There after any issues encountered in the Finacle 10.x & FEBA applications including 3rd party integration applications during the contract period will responsibility of selected bidder to coordinate / follow-up/lodged call with the application OEMs for its resolution including bug fixes and implement the same after testing.	It is clarified that Bidder must fix the bugs, carry out necessary rectifications and deliver patches/version towards changes with help of OEM/OSD during the contract period which would be reported by Bank/ Bank appointed external agency.
272	48	Part – IV Scope of Work Point 4.40	VA-PT and Application Security Testing would be done post implementation.	We understand that regarding Application security testing the scope of the bidder restricted to VA-PT only. However, related to application security if observation given by application OEM /OSD pertaining to supplied hardware and software then same to complied by bidder. Please confirm	It is clarified that VA-PT and Application Security Testing in pre migration stage would be done by the selected bidder and post implementation by the Bank's appointed IS Auditor. In case there is an observation by agency, selected bidder is required to carry out the necessary changes to comply with the security parameters and requirement as identified by IS Auditor within stipulated timelines.

273	48	Part – IV Scope of Work Point 4.41	Bidder should conduct benchmark proposed hardware and benchmark needs to be validated & reported by a reputed independent third audit party who has experience in reporting performance benchmark specific to Core banking application.	We understand that Benchmark report validation by independent third-party agency will be done by Bank engaged 3rd party auditor. Bank to ensure the 3rd party auditor is present during the execution and the bidder report should contain inputs by the 3rd party auditor.	It is clarified that Benchmarking validation will be done by an 3 <sup>rd</sup> auditor of the Bank.
274	48	Part – IV Scope of Work Point 4.43	Any deviations/discrepancies/errors observed during the testing phase will be formally reported to the bank and the Bidder will have to resolve them immediately or within the UAT approach and guidelines formulated between the Bidder and the Bank. The resolution timelines will be completely aligned to the project timeline of this RFP.	We understand that The scope of bidder is limited to get testing done and report the bugs/errors. As Bank has tie up with OEM for upgrade ,scope of resolving all bugs and delivering the patches for rectification aligned to project timeline will be responsibility of Bank" Please confirm this understanding.	It is clarified that any deviations/discrepancies/errors observed during the testing phase will be formally reported to the bank and the Bidder will have to resolve them immediately or within the UAT approach with help of Bank & application OEM/OSD and guidelines formulated between the Bidder and the Bank. The resolution timelines will be completely aligned to the project timeline of this RFP.
275	48	Part – IV Scope of Work Point 4.46	The Bidder is required to bridge the security gaps after taking appropriate approvals and concurrence from the Bank.	We understand that regarding Application security testing the scope of the bidder restricted to VA-PT only. However, related to application security if observation given by application OEM /OSD pertaining to supplied hardware and software then same to complied by bidder. Please confirm	It is clarified that the Bidder is required to bridge the security gaps after taking appropriate approvals and concurrence from the Bank. Application security testing the scope of the bidder restricted to VA-PT only. However, related to application security if any observations are given by application OEM /OSD pertaining to supplied hardware and software then same to be complied by the bidder

276	50	<p>Bidder has to follow worldwide practice and international standard for documentation for the entire system development life cycle. The documents and manuals should be kept up to date with proper version control during the entire contract period. Bank may require the bidder to deliver the following documents in hard and soft copy to Bank during development and implementation of the solution.</p> <ul style="list-style-type: none"> <li>· Detailed System Requirements Specification Document</li> <li>· High Level architecture document</li> <li>· High Level Design document</li> <li>· Low Level Design document</li> <li>· Test cases with results during UAT, SIT and any other test cases</li> <li>· Deployment plan document</li> <li>· Change management methodology document</li> <li>· Security guide</li> <li>· User management guide</li> <li>· Release notes</li> <li>· Impact matrix</li> <li>· Standard Operating Procedure document for all processes mentioned in this RFP.</li> </ul>	<p>Scope of the Bidder is to supply &amp; implement the hardware, OS, Middleware as part of this RFP. The bidder scope for documentation will be restricted only to the underlying infrastructure design. Please confirm.</p>	<p>Bidder should maintain all necessary documentation as per SOW.</p>
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277	71	Part – IV Scope of Work Point 4.99	Bidder needs to do Finacle CBS and FEBA Performance tuning twice in a year in consultation with application OEM/OSD.	Our understanding is Bank may get the performance tuning of Finacle 10.x and FEBA application done from application OEM/OSD once/twice in year. However, It will be responsibility of selected bidder to implement the recommendations /suggestions given by application OEM/OSD in the production system after its impact analysis in UAT system during contract period at no additional cost to Bank. Please confirm	It is clarified that Bank may get the performance tuning of Finacle 10.x and FEBA application done from application OEM/OSD once/twice in year. However, It will be responsibility of selected bidder to implement the recommendations /suggestions given by application OEM/OSD in the production system after its impact analysis in UAT system during contract period at no additional cost to Bank.
278	77	4.110 Resource Qualification & Experience	L2- Application Management (CBS & Internet Banking) experience should be >5 years	We request Bank to revise the experience clause for Application L2 to > 3 years	Please refer corrigendum
279	124	Table C :	Processor/Server Type & clock speed : Intel Xeon Gold 6xxx CPU x86-64 bit @ 3.1 GHz or higher with HT, Turbo Boosting	Need clarity on whether 3.1GHz is Turbo frequency or base frequency Need clarification if the frequency mentioned is Base Frequency or Turbo Frequency. Intel Publishes both the numbers separately.	It is clarified that Intel Xeon Gold 6xxx CPU x86-64 bit @ 3.1 GHz or higher (base frequency) with HT, Turbo Boosting
280	129	Table E:	All the hardware should be quoted with 99.99% SLA uptime (calculated monthly) with 4 hours response time.	We requesting to change it as below: "Complete Solution should be quoted with 99.99% SLA uptime with 4 hours response time. As hardware component is proposed as suggested in RFP; request you to change the SLA on Solution.	It is clarified that bidder should follow SLA terms and condition and refer the corrigendum (Clause 8 , Part V).

281		New Addition	Multi-chassis aggregation may use required IO Modules/ switches in additional chassis, but should support the uplink requirement from the lead chassis. The switching latency between chassis should be less than or equal to 1 ms for Ethernet interconnect	Considering part of Core banking application, there is no mention of network performance metrics. Recommend to have clause to deliver <1ms network performance between the chassis and interconnects to ensure a seamless east-west traffic.	Query not admissible.  However, It is clarified that technical requirement mentioned in Annexure D is the minimum requirement.
282		New Addition	for rack servers we suggest for Single RAID controller with 8GB Cache	Recommend an enterprise class RAID controller card for Mission critical applications which had a better cache at the scale of 8GB considering the performance requirements.	To achieve SLA and comply SOW & performance, if any additional feature / requirement/ hardware/software license are required bidder needs to provide same without any additional cost to Bank.
283		New Addition	The Management Module in chassis should be redundant	Redundant Management Module is required for chassis to be online in case any management module fails. This is required for mission critical applications and given the SLA requirements.	
284	34, 117	Clarification	Scope of Work, Annexure D : Technical Requirements	Type 8 Server has been mentioned but there is no requirement for Type 8 server in the BOM or config, is Type 8 Server there? Type 8 Server has been mentioned but there is no requirement for Type 8 server in the Commercial BOM and its configuration is also not mentioned. Please confirm	It is clarified that Type -8 (x86) server not required. Bidder need to provide Type -7 (x86) server wherever asked in the RFP document.
285	138	Table G:	The NDR solution shall be deployed using Storage-to-Storage system replication without impacting any Applications Server or Applications.	Request UCO Bank to append the link failure clause which is utmost required for any enterprise solution and if any additional space is required that should be in addition to the usable capacity asked for by the bank.	Clause is self explanatory.
286	139	Table G:	Storage must support concurrent data replication i.e. DC to DRC (A-Sync) and DC to NLS (Sync) or cascaded data replication i.e. DC to NLS (Sync) and NLS to DRC (Async) to provide zero data loss 3-way DR replication. The Storage Replication in synchronous mode should allow flexibility of continuing the OLTP transactions on Primary Site in case there is any disruption in the link between the	All the enterprise class storage solution supports the feature of incremental data synchronization. Hence request to include the same.	Clause stands as per RFP.  It is also clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW & performance, if any additional feature /

			Datacenter and Near Site		requirement/ hardware/software license are required bidder needs to provide same without any additional cost to Bank.
287	140	Table G:	In case of Primary Site failure, Failover from Primary to DR Site should be allowed, along with ability to synchronize data lag incrementally from Near DR to DR Site, to ensure there is zero data loss at DR Site. Once the Primary Site is recovered post a disaster, when the failback process from DR to Primary Site is executed, re-synchronization of Primary Site should be possible from Near DR as well as DR Site. There should be flexibility to choose any of the sites for resynchronization.	For proper implementation of the disaster recovery solution the enterprise arrays will have the option of both cascade and concurrent replication support. This feature is available with all enterprise class storage arrays and not restricted to any one OEM. Request to include the same.	Clause stands as per RFP.  It is also clarified that technical requirement mentioned in Annexure D is the minimum requirement. To achieve SLA and comply SOW & performance, if any additional feature / requirement/ hardware/software license are required bidder needs to provide same without any additional cost to Bank.
288	132	Minimum additional technical requirement for servers	Type-3 DB Server : Proposed Each server must have redundant architecture – Internal Storage Disks, HBAs, Network Card, Interface Cards (I/O cards), Power Supply and Cooling FANs etc.	Redundancy level is asked for each component inside the server except CPU Socket. Would like to know if it has to be minimum two socket server to maintain redundancy at processor level as well and make it completely redundant architecture? (since server model is not mentined in this category)	It is clarified that every Proposed server must have redundant architecture – Internal Storage Disks, HBAs, Network Card, Interface Cards (I/O cards), Power Supply and Cooling FANs etc.
289		New Requirement		There will be a mount server required in NDR to maintain storage based replication between DC-NDR and host based replication from NDR-DR. The configuration of same can be of Type-4 RISC /EPIC server. Request you to add the same in the commercial template.	It is clarified that requirement of mount server at NDR location Type -3 RISC /EPIC server configuration has been added in the revised commercial. This server will be used for replication purpose.
290	Page 135	Table F: Management software	Must provide both Java & Java-free browsing options.	request to amend the clause as " Must provide Java or Java-free browsing options."	Please refer corrigendum

291	Page 134	Table F: Blade redundancy	N+1 Physical server deployment of required sizing for each APP, WEB, J2EE Layers as mentioned at SOW	On page 124 table C, it is mentioned as required servers should be in active - active load balancer and chassis level redundancy is required and here N+1 redundancy is asked, which contradicts above statement, pls clarify	It is clarified that Bidder should deploy APP, WEB, J2EE server Active -Active load balancer
292	Page 135	Table F: RAID	Support for Integrated SAS Raid Controller with RAID 0, 1 with 512MB of Flash backed write cache onboard	If the OEM has SAN boot then internal RAID card is not needed. We suggest to keep either one of them i.e. SAS RAID card or SAN boot.	It is clarified that Bidder should provide internal HDD for sever. However, server should also support SAN boot.
293	Page 135	Table F: Regulatory compliance	ACPI 2.0 USB 2.0 Support IPMI 2.0 Secure Digital 2.0 TPM 1.2 Support IEEE (specific IEEE standards depending on Ethernet adapter card(s) installed) Advanced Encryption Standard (AES) Triple Data Encryption Standard (3DES) SNMP SSL 2.0 DMTF Systems Management Architecture for Server Hardware Command Line Protocol (SMASH CLP) PCIe 3.0	<p>1. Secure Digital is generally applicable to boot from SD Cards and specific to few OEMs. Some of the OEMS provides M2 Drives in place of SD Cards which is more reliable. Hence we request to please modify same as Secure Digital 2.0 / Secure Boot.</p> <p>2. Triple Data Encryption Standard (3DES) - Some of the OEMS supports CBC-DES which is more advanced, so we request you to modify same as " Triple Data Encryption Standard (3DES)/ CBC-DES"</p> <p>3. Line Protocol (SMASH CLP) - Request to chnage the same to " Line Protocol (SMASH CLP)/ SSL"</p>	Please refer corrigendum
294	148	Table L	Bidder should mention maximum rated power (watts) and cooling (BTU/hr) and rack space requirement for the server.	Specific Measurements should be included: Power - 10KVA; Weight- 500kg Is there any restriction on power and weight per rack? If yes, please provide the details.	The clause is self explanatory and stands as per RFP.



295	160	Annexure E, Commercial Bid F. Facility Management	Facility Management cost at DC, DR and NDR (Hardware, Software, OS, Backup, DBs, EMS tools) for 5 years	The Facilities Management will start after the delivery, Implementation and benchmarking of CBS Hardware. FM Costs in the Year 1 should be for 6 months only in Commercial Template considering the above. Please confirm	It is clarified that for TCO calculation bidder needs to factor cost of 5 Years Facility Management for proposed Hardware, Software, OS, Backup, DBs, EMS tools. However, PO will be issued to selected bidder as per requirement and payment will be done accordingly.
296	44	Part – IV Scope of Work 4.27 Network Cabling	Bidder's installation team has to ensure all the necessary connectivity (networking/cabling/zoning etc) for installation of new setup & integration of proposed servers and enterprise storage with the existing Core banking setup on HPE environment, which is currently available at both Primary (DC) and Disaster Recovery (DR) site for migration from Finacle 7 to 10.X.	The Bank will provide ToR Rack Switch in every rack that is deployed in the Data Center. The ToR Switch will connect to the Core Switch & the cabling for the same will be done by Bank/Its vendor. The bidder's scope is restricted to Network Cable from Servers to ToR Switch and the Fiber Cabling from Servers/Storage to SAN Switch. Please confirm	Bidder should do cabling (FC LC – LC cable) from serve to leaf switch installed in back side of Rack.
297	44	Part – IV Scope of Work 4.27 Network Cabling	Bidder's installation team has to ensure all the necessary connectivity (networking/cabling/zoning etc) for installation of new setup & integration of proposed servers and enterprise storage with the existing Core banking setup on HPE environment, which is currently available at both Primary (DC) and Disaster Recovery (DR) site for migration from Finacle 7 to 10.X.	The distance between the existing servers of the Bank and its deployment is not known. The Cabling from existing other Servers of Bank to proposed SAN Switch will be done by the Bank. Please confirm if our understanding is correct.	All connectivity between exiting server (approx. 20 servers at DC & DR) and storage to new SAN switch will be under bidder's scope. The distance will be restricted to 100 metres within the same building at the maximum. The bidder may factor the cost accordingly, if any.
298	86	8. Service Level Agreement Uptime & Penalty	Response time for replacement/rectification for Storage and NAS is 6 hours. · Response time for replacement/rectification for all other production related hardware is 8 hours. · Response time for replacement/rectification for UAT related hardware is 24 hours	There is a discrepancy in the CTR requirement mentioned here and the requirement mentioned in the Technical specifications of individual Devices. Our understanding is that the bidder needs to adhere to the replacement/rectification (CTR) requirement mentioned under Service Level Agreement Section in this	It is clarified that bidder should follow SLA terms and condition as given under Clause 8, Part V).

				clause. Please confirm	
299	86	8. Service Level Agreement	Response time for replacement/rectification for Storage and NAS is 6 hours. · Response time for replacement/rectification for all other production related hardware is 8 hours. · Response time for replacement/rectification for UAT related hardware is 24 hours	The Response time for replacement/rectification should be back to back from OEM and should be part of declaration from OEM. This clause be applicable for all Compute, Storage, Backup, NAS, TL and D2D. Please confirm	It is clarified that the Response time for replacement/rectification should be back to back arrangement from OEM and should be part of declaration from OEM and it is applicable for all proposed hardware.
300		Additional Query		Does Bank has any solution / tool that will protect from exposure of PII (Personally Identified Information) data ?	Bank has monitoring tool to track the Database and User related activities. The required details will be shared with the selected bidder.
301	133, 134 & 136	Table F:	Required Minimum Technical Requirement - CBS APP WEB Server Table C Make: HPE/Dell/Cisco	Please modify this as "Table F: Required Minimum Technical Requirement - CBS APP WEB Server Table C Make: HPE/Dell/Cisco/Lenovo" for Rack and Blade x86 Servers.	Clause stands as per RFP.
302		Additional Point, Transition Costs		There should be a separate line item in the Commercial template for the Database and Storage Management where the bidder needs to take over the Facilities management of existing database of the Bank and Storage migration activity. Our understanding is that as a part of the transition Bidder needs to deploy and factor two months efforts of two DBA and 1 Storage admin in DR site for taking over knowledge transfer of existing DB and storage from Bank. However, the SLA database management will start after	Please refer corrigendum

				successfully completion of transition/handover i.e. from 1st Jan 2021. Please confirm	
303		Additional Point, Implementation		Due to current Pandemic, flight travel restrictions, state wise quarantine policies and any unforeseen challenges, we request to Bank to consider the execution of Implementation activities over remotely through secured VPN connection. This would help to avoid any interruption, delay in execution due to Pandemic and/or any such challenges where we have no control.	Query not admissible.
304	45	Part – IV Scope of Work Point No-4.36	Performance testing, load testing, stress testing, Benchmark testing of proposed hardware infrastructure, UAT/functional testing security testing & data migration testing using reliable testing tools through external testing agencies (maximum 2 agencies).  D.To ensure that the application sustains a load of 39000 concurrent users.	Due to current Pandemic, flight travel restrictions, state wise quarantine policies and any unforeseen challenges, we request to Bank to consider the execution of Performance testing over remotely through secured VPN connection. This would help to avoid any interruption, delay in execution due to Pandemic and/or any such challenges where we have no control.	Clause stands as per RFP.
305	46	Part – IV Scope of Work	P. Independent Testing Services Vendor will share the already prepared test cases to Bank (not less than 12000, negative & positives), which can be used to initiate execution. Main Activities during testing should be <ul style="list-style-type: none"> <li>• Test Strategy Document</li> <li>• Test Case Development in UAT Environment</li> <li>• Test Calendar and timeline development</li> <li>• Deciding entry and exit criteria for each stage</li> <li>• Training and testing Bank team for Test Case Development and automation adoption</li> <li>• Execution of all test cases</li> <li>• Test Case result output with screenshot</li> </ul>	While we understand the minimum test cases to be brought by testing agency as 12000, We request the bank to share the maximum expected test cases for UAT also. Please consider	It is clarified that Independent Testing Services Vendor will share the already prepared test cases to Bank not less than 12000, negative & positives, which can be used to initiate execution. This is the minimum no of test cases, however it will be responsibility of the bidder to factor, the maximum cases that may be required for smooth testing and migration purpose, based on their past experience.

			<ul style="list-style-type: none"> <li>Result vs. Test Case mapping</li> </ul>		
306	125	Table-B	<p>Point 8: Minimum Redundant Network ports per server (Fiber ports- SR SFP+ with LC-LC cables) per server from day-1</p> <p>Point 8 : 2 no. of 10G Fiber port (1 +1)</p> <p>Point 9:Minimum Redundant Host Bus Adapter (HBA) per server from day-1 for storage space for application/DB installation</p> <p>Minimum 2 no. of 1 Gbps (1+1) Copper Ethernet Port RJ45 Point 9: 2 no. of port 16 Gbps HBA (1 no. 16 Gbps+1 no. 16 Gbps)</p>	Based on the minimum Technical specifications for the blade servers provided in RFP pages number 135 as well as the Table C interfaces requirements. it is assumed that bidder/OEM can solution this Interface requirement using dual redundant 40 Gb CNA Adapters (16+10+10+1+1)with a logical interfaces to fulfil the requirement of Network and FC HBAs provided in table "C". Please clarify our Understanding.	It is clarified that all ports in servers should be dedicated and physically separated from each other.
307	11	3.Eligibility Criteria Point No-9	<p>The bidder should have experience in delivery, integration, installation, management and maintenance of Core Banking Solution &amp; Infrastructure in at least one in Public / Private Sector Bank(s) in India having more than 1000 branches operation in the last 10 years along with the following areas of Banking setup:</p> <p>a) IT Infrastructure like Management of Servers, Storage, SAN Switch, Backup solution.</p> <p>b) Database &amp; Operating System administration &amp; management</p>	Will request to consider ongoing projects as well	Clause stands as per RFP.
308	26	Part-III 2.2 Technical Evaluation	1. Bidder should have successfully completed at least one supply & Installation of hardware, end-to-end migration, UAT/testing, implementation and maintain of Core Banking during the last ten years in at least one Public/Private Sector bank in India having a minimum of	Please consider ongoing projects in the scoring matrix	Clause stands as per RFP.

			<p>1000 branches in India - 50 Marks</p> <p>2. For the Second supply &amp; Installation of hardware, end-to-end migration, UAT/testing, implementation and maintain of Core Banking during the last ten years in at least one Public/Private Sector bank in India having a minimum of 1000 branches in India</p> <p>– Additional 25 Marks</p> <p>3. For the Third supply &amp; Installation of hardware, end-to-end migration, UAT/testing, implementation and maintain of Core Banking during the last ten years in at least one Public/Private Sector bank in India having a minimum of 1000 branches in India – Additional 25 Marks</p>		
309	90	Part-V Point No-10. Price Vailidity	<p>The selected bidder will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 12 months and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure – E during the price validity period of 12 months.</p>	<p>As foreign exchange rates being very volatile in nature and fluctuates, keeping the price valid for 12 months for any bidder will be very difficult, hence will request you consider foreign exchange rate fluctuation over the Rupee value of the commercial bid over the price validity period.</p>	Clause stands as per RFP.
310	81	Part-V Payment Terms Hardware Costs (DC, DR and NDR) for all hardware as part of the Solution	<p><b>5.1.1</b> 50% of the delivered hardware cost would be payable on successful delivery and verification of BoM supplied at DC, DR and NDR respectively. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official, after realizing penalty charges for late delivery &amp; installation, if any.</p> <p><b>5.1.2</b> 50% for Finacle 10.x related hardware</p>	<p>Will request to consider 70% payment against delivery of Hardware.</p>	Please refer corrigendum

			<p>(Server, Storage, SAN, NAS, Load Balancer, Tape Library, Disk based backup) of the delivered hardware cost would be payable on successful installation, commissioning, acceptance on successful benchmarking test and sign off by the Bank of the hardware at DC, DR and NDR respectively or payment can be released against submission of BG of equivalent amount valid for 18 months to achieve the stated objective or Finacle 10.x Go live date whichever is earlier and accordingly BG will be released.</p> <p><b>5.1.3</b> 50% payment for UAT, Training, migration/SIT/development server, EMS hardware and FEBA related hardware (Servers &amp; Load balancers) cost would be payable on successful installation, commissioning, acceptance on successful test application and sign off, after realizing penalty charges for late delivery &amp; installation.</p>		
311	82	Part-V 5.2 Application /Solution /system software Cost	<p>"5.2.1 50% of the cost, of such Application/Solution/system software, will be payable on successful delivery of said items. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official after realizing penalty charges for late delivery, if any.</p> <p>5.2.2 20% of the cost, of application/Solution/system software, will be payable on acceptance and sign-off by the Bank after realizing penalty charges for late delivery, if any.</p> <p>5.2.3 30% of the cost, of such software, will be payable after 3 months of successful running, after realizing penalty charges for late delivery, if any"</p>	<p>"Will request to consider</p> <p>70% of the cost, of such Application/Solution/system software, will be payable on successful delivery of said items. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official after realizing penalty charges for late delivery, if any.</p> <p>20% of the cost, of application/Solution/system software, will be payable on acceptance and sign-off by the Bank after realizing penalty charges</p>	Please refer corrigendum

				for late delivery, if any.  10% of the cost, of such software, will be payable after 3 months of successful running, after realizing penalty charges for late delivery, if any"	
312		Part-V 5.4 Point No.5.4.2	AMC for Hardware shall be paid in quarterly arrear basis, after realizing penalty charges, if any.	" Will request you to consider paying AMC for Hardware in yearly advance basis, after realizing penalty charges, if any.  As every OEM of hardware & Software takes AMC payment in yearly advance only "	Clause stands as per RFP.
313	11	3.Eligibility Criteria Point No- 9	The bidder should have experience in delivery, integration, installation, management and maintenance of Core Banking Solution & Infrastructure in at least one in Public / Private Sector Bank(s) in India having more than 1000 branches operation in the last 10 years along with the following areas of Banking setup: a) IT Infrastructure like Management of Servers, Storage, SAN Switch, Backup solution. b) Database & Operating System administration & management	Will request to consider ongoing projects as well	Clause stands as per RFP

**RFP for Selection of SI for Supply, Installation, Integration, Implementation and Maintenance of Hardware, Software, FM Services for Finacle Core Banking (Ver.10.X) & E-banking (FEBA) at DC, DR & NDR (Re-tendering)**  
**RFP Ref. No. DIT/BPR & BTD/OA/246/2020-21 Date: 18/05/2020**

**Corrigendum**

Sl. No	RFP Reference	Clause As per RFP	Modified Clause
1	Part IV Page 39 Clause 4.7	<p>4.7 The proposed enterprise servers which will be delivered and installed by bidder to host Core Banking Finacle 10 :</p> <p>Bidder need to provide servers on Unix platform for deployment of Finacle 10.x related Databases as mentioned below with high availability mode in 8 no. of physical server each DC &amp; DR location of make &amp; model IBM E980 or Oracle M8-8 or HPE Superdome 2.</p> <ul style="list-style-type: none"> <li>• TYPE1 (RISK/EPIC based Server)- 4 no. of IBM E980 or Oracle M8-8 or HPE Superdome 2 (Annexure D) will be used for Core Banking Database with 4 node RAC from day one at DC &amp; DR each location</li> <li>• TYPE2 (RISK/EPIC based Server)- 4 no. IBM E980 or Oracle M8-8 or HPE Superdome 2 (Annexure D) will be used for CSIS DB and MIS/REPORT DB in active - passive mode at DC &amp; DR each location</li> <li>• TYPE3 (RISK/EPIC based Server) – 2 no. IBM E980 or Oracle M8-8 or HPE Superdome 2 (Annexure D) will be used for 2 RAC for UAT DB at DR site only</li> <li>• TYPE3 (RISK/EPIC based Server) – 1 no. IBM E980 or Oracle M8-8 or HPE Superdome 2 (Annexure D) will be used for additional report DB at DC &amp; DR each location.</li> <li>• TYPE3 (RISK/EPIC based Server) -3 no. IBM E980 or Oracle M8-8 or HPE Superdome 2 (Annexure D) will</li> </ul>	<p>4.7 The proposed enterprise servers which will be delivered and installed by bidder to host Core Banking Finacle 10 :</p> <p>Bidder need to provide servers on Unix platform for deployment of Finacle 10.x related Databases as mentioned below with high availability mode in 8 no. of physical server each DC &amp; DR location of make &amp; model IBM E980 or Oracle M8-8 or HPE Superdome 2.</p> <ul style="list-style-type: none"> <li>• TYPE1 (RISK/EPIC based Server)- 4 no. of IBM E980 or Oracle M8-8 or HPE Superdome 2 (Annexure D) will be used for Core Banking Database with 4 node RAC from day one at DC &amp; DR each location</li> <li>• TYPE2 (RISK/EPIC based Server)- 4 no. IBM E980 or Oracle M8-8 or HPE Superdome 2 (Annexure D) will be used for CSIS DB and MIS/REPORT DB in active -passive mode at DC &amp; DR each location</li> <li>• TYPE3 (RISK/EPIC based Server) – 2 no. mid-range server (Annexure D) will be used for 2 RAC for UAT DB at DR site only</li> <li>• TYPE3 (RISK/EPIC based Server) – 1 no. mid-range server (Annexure D) will be used for additional report DB at DC location.</li> <li>• TYPE3 (RISK/EPIC based Server) – 1 no. mid-range server (Annexure D) will be used for NDR location for mounding Redo, Archive and Control Files.</li> </ul>



		<p>be used for Training DB, Development DB, Migration DB at DR site only.</p> <p>Bidder needs to install and integrate all hardware (Server, Storage, SAN, backup solution, disk-based backup, necessary cable), related OS and database for deployment of above-mentioned Database servers.</p> <p>.....</p>	<ul style="list-style-type: none"> <li>TYPE3 (RISK/EPIC based Server) -3 no mid-range server (Annexure D) will be used for Training DB, Development DB, Migration DB at DR site only.</li> </ul> <p>Bidder needs to install and integrate all hardware (Server, Storage, SAN, backup solution, disk-based backup, necessary cable), related OS and database for deployment of above-mentioned Database servers.</p> <p>It is clarified that migration DB server (Type-3 RISK/EPIC) as factor above will be utilized by the Bank for deployment of additional report DB at DR location. Selected bidder will be required to create this additional Report DB as a part of this scope of work.</p> <p>.....</p>
2	<p>Part IV</p> <p>Page 55</p> <p>Clause 4.83</p>	<p>.....</p> <p>The Bidders should include the complete cost of the L1 helpdesk for the entire 1 years as part of the Commercial bid. Same may be renew after completion of successful competition of L1 support.</p> <p>.....</p> <p>.</p>	<p>.....</p> <p>Bidders should include the complete cost of the L1 helpdesk for the entire 1 year as part of the Commercial Bid. Same may be renewed at the discretion of the Bank during the contract period after successful competition of L1 support. However, the quoted price for L1 should be valid for a minimum 3-year period.</p> <p>.....</p>
3	<p>Part IV</p> <p>Page 57</p> <p>Clause 4.84</p>	<p>.....</p> <p>The Bidders should include the complete cost of the L2 support for the entire 2 years as part of the Commercial bid. Same may be renewed for a further period with existing terms and condition including cost at the discretion of the Bank.</p> <p>.....</p>	<p>.....</p> <p>The Bidders should include the complete cost of the L2 support for the entire 2 years as part of the Commercial bid. Same may be renewed at the discretion of the Bank during the contract period after completion of successful competition of L2 support. However, the quoted price for L2 should be valid for the contract period.....</p>

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4	Part V Page 81 Clause no.5	<p><b>5. Payment Terms:</b></p> <p><b>5.1 Hardware Costs (DC, DR and NDR) for all hardware as part of the Solution</b></p> <p>5.1.1 50% of the delivered hardware cost would be payable on successful delivery and verification of BoM supplied at DC, DR and NDR respectively. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official, after realizing penalty charges for late delivery &amp; installation, if any.</p> <p>5.1.2 50% for Finacle 10.x related hardware (Server, Storage, SAN, NAS, Load Balancer, Tape Library, Disk based backup) of the delivered hardware cost would be payable on successful installation, commissioning, acceptance on successful benchmarking test and sign off by the Bank of the hardware at DC, DR and NDR respectively or payment can be released against submission of BG of equivalent amount valid for 18 months to achieve the stated objective or Finacle 10.x Go live date whichever is earlier and accordingly BG will be released.</p> <p>5.1.3 50% payment for UAT, Training, migration/SIT/development server, EMS hardware and FEBA related hardware (Servers &amp; Load balancers) cost would be payable on successful installation, commissioning, acceptance on successful test application and sign off, after realizing penalty charges for late delivery &amp; installation.</p> <p><b>5.2 Application/Solution/system software Cost</b></p> <p>5.2.1 50% of the cost, of such Application/Solution/system software, will be payable on successful delivery of said</p>	<p>5. Payment Terms:</p> <p>5.1 Hardware Costs (DC, DR and NDR) for all hardware as part of the Solution</p> <p>5.1.1 50% of the delivered hardware cost would be payable on successful delivery and verification of BoM supplied at DC, DR and NDR respectively. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank 's authorized official, after deduction of penalty charges, if any.</p> <p>5.1.2 40% of the delivered production hardware (Finacle 10.x &amp; FEAB+DEH+FAS production related hardware) cost would be payable on successful installation, commissioning, acceptance on successful benchmarking test and sign off by the Bank of the hardware at DC, DR and NDR respectively after deduction of penalty charges, if any or payment can be released against submission of BG of equivalent amount valid for 12 months. BG will be released after successful installation, commissioning, acceptance on successful benchmarking test and sign off by the Bank. It is also clarified that benchmarking will be done after installation OS, applications and database (RAC) by creating production like environment by simulating the Data, transactions etc. as per the Data sheet (Annexure-D).</p> <p>5.1.3 10% of the delivered production hardware (Finacle 10.x &amp; FEAB+DEH+FAS production related hardware) cost would be payable after GO live date of Finacle 10.x and FEAB+DEH+FAS respectively, after deduction of penalty charges, if any.</p> <p>5.1.4 50% payment for non-production hardware for Finacle 10.x &amp; FEAB+DEH+FAS, EMS hardware cost would be payable on successful installation, commissioning, acceptance on</p>

	<p>items. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official after realizing penalty charges for late delivery, if any.</p> <p>5.2.2 20% of the cost, of application/Solution/system software, will be payable on acceptance and sign-off by the Bank after realizing penalty charges for late delivery, if any.</p> <p>5.2.3 30% of the cost, of such software, will be payable after 3 months of successful ruining, after realizing penalty charges for late delivery, if any</p> <p><b>5.3 Implementation Cost</b></p> <p>100% of the cost, will be payable on successful implementation with all the functionalities of the said software and hardware and acceptance sign-off from the Bank realizing penalty charges, if any.</p> <p><b>5.4 Facility Management Cost and AMC/ATS cost</b></p> <p>5.4.1 The fees for Facility Management Resources would be payable monthly in arrears, at the end of the month , on actuals, as per the bill submitted by the Bidder and on verification of the Bank after realizing penalty charges, if any.</p> <p>5.4.2 AMC for Hardware shall be paid in quarterly arrear basis, after realizing penalty charges, if any.</p> <p>ATS for Software shall be paid yearly in advance, after realizing penalty charges, if any.</p> <p>However, in case of order cancellation or termination, Bank should get direct support from OEM/OSD or through Bank appointed third party vendor (MAF, Annexure C).</p> <p>5.4.3 Also, the payments for that quarter will be made only</p>	<p>successful testing and sign off, after realizing penalty charges, if any.</p> <p>5.2 Software/License (Backup/Third-party Software for Finacle &amp; FEBA, Others software except EMS) Cost</p> <p>5.2.1 50% of the cost, of such software, will be payable on successful delivery of said items. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank 's authorized official after realizing penalty charges, if any.</p> <p>5.2.2 40% of the cost, of software, will be payable on successfully installation , acceptance and sign-off by the Bank after realizing penalty charges for late delivery, if any payment can be released against submission of BG of equivalent amount valid for 12 months. BG will be released after successful installation, commissioning, on acceptance and sign-off by the Bank.</p> <p>5.2.3 10% of the cost, of such software, will be payable after GO live date of Finacle 10.x and FEAB+DEH+FAS respectively, after deduction of penalty charges, if any.</p> <p>5.3 EMS Solution license Cost</p> <p>5.3.1 50% of the cost of EMS license, will be payable on successful delivery of said items. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank 's authorized official after realizing penalty charges, if any.</p> <p>5.3.2 40% of the cost of EMS license, will be payable on successfully installation, acceptance and sign-off by the Bank after realizing penalty charges for late delivery, if any payment can be released against submission of BG of equivalent amount valid for 12 months. BG will be released after successful installation, commissioning, on acceptance and sign-off by the Bank.</p>
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	<p>after the acceptance of the milestones and relevant activities/deliverables for that quarter. Any delay in achievement of the milestones or deliverables will result in further delay of the payment.</p> <p><b>5.5 Payment against Customization Man-days and Upgradation</b></p> <p>100% of the cost, will be payable on successful implementation with all the functionalities of the customization/ hardware and acceptance sign-off from the Bank realizing penalty charges, if any.</p>	<p>5.3.3 10% of the cost of EMS license, will be payable after 3 months of successful ruining, after realizing penalty charges for late delivery, if any.</p> <p>5.4 Implementation Cost</p> <p>100% of the cost, will be payable on successful implementation with all the functionalities of the said software and hardware and acceptance sign-off from the Bank realizing penalty charges, if any.</p> <p>5.5 Facility Management Cost and AMC/ATS cost</p> <p>5.5.1 The fees for Facility Management Resources would be payable monthly in arrears, at the end of the month , on actuals, as per the bill submitted by the Bidder and on verification of the Bank after realizing penalty charges, if any.</p> <p>5.5.2 AMC for Hardware shall be paid in quarterly arrear basis, after realizing penalty charges, if any.</p> <p>ATS for Software shall be paid yearly in advance, after realizing penalty charges, if any.</p> <p>However, in case of order cancellation or termination, Bank should get direct support from OEM/OSD or through Bank appointed third party vendor (MAF, Annexure C).</p> <p>5.5.3 Also, the payments for that quarter will be made only after the acceptance of the milestones and relevant activities/deliverables for that quarter. Any delay in achievement of the milestones or deliverables will result in further delay of the payment.</p> <p>5.6 Payment against Customization Man-days and Upgradation</p> <p>100% of the cost, will be payable on successful implementation with all the functionalities of the</p>
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			customization/ hardware and acceptance sign-off from the Bank realizing penalty charges, if any.
5	Part IV Page 66 4.89	The OEM may from time to time release Updates/ Upgrades/New releases/New versions and notify the Bank about the same. The Bidder agrees that all such Updates/Upgrades/ new releases/New versions, as and when released during the term of warranty or AMC will be implemented without any additional cost to the bank.	The OEM/OSD from time to time will release Updates/ Upgrades/New releases/New versions and notify the Bank about the same. The Bidder has to apply the Updates/Upgrades/ new releases/New versions, as and when released during contract period without any additional cost to the bank. However, in case of major architectural change in any system (under SOW) due to new releases/New versions, will be decided mutually agreed terms and condition at point of time.
6	Table D Annexure D	..... ..... All servers should be supplied with OEM Rack along with required redundant PDUs .....	..... All servers should be supplied with OEM/Industry standard Data Centre server Rack along with required redundant PDUs. It is desirable that all supplied racks should be from same Rack OEM with same specification. .....
7	Table E, Annexure-D  Point 25  Page 128 and 132	High end Enterprise Class Rack Servers with no single point of failure should be quoted. Only mentioned Server Model should be quoted. The server should be quoted with OEM rack.	High end Enterprise Class Rack Servers with no single point of failure should be quoted. Only mentioned Server Model should be quoted. The server should be quoted with OEM/ standard Data Centre server Rack. It is desirable that all supplied racks should be from same Rack OEM with same specification.
	Annexure-D Page 129, 133 Table E Point 33 Table F Point 22 Page 134	The system should be quoted with 5 years with 24 x 7 and 4 HR CTR Support by the OEM. (3 years Upfront warranty and AMC for year 4 and Year 5) The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 support 24x7 support All the hardware should be quoted with 99.99% SLA uptime (calculated monthly) with 4 hours response time. Proactive services like Patches & fixes for the OS shall be	The system should be quoted with 5 years with 24 x 7 with 3 years Upfront warranty and AMC for year 4 and Year 5. The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 with 24x7 support. All the hardware should be quoted as per SLA uptime (calculated monthly) with response time for replacement/ rectification as per SLA and its should be back to back support from OEM (Documentary

	Point 17 Page 135 Point 19 Page 136 Point 18 Table J & K Page 146 & 147 Table I Point 8 Page 148	provided free of cost during contract period for all the systems quoted. The servers will be commissioned by the OEM certified engineers only. The supplied hardware should be covered under Data Center mission critical or equivalent support. The on-site support will be by the OEM certified engineers only.	evidence of OEM to submitted). Proactive services like Patches & fixes for the OS shall be provided free of cost during contract period for all the systems quoted.
8	Annexure-D  Table O  Pint 59	The bidder has to give certificate of assurance for supply of proposed solution over a period of five (5) year and support for period of seven (7) year shall be submitted on OEM letter head duly signed by authorized signatory. All the hardware should be quoted with 99.99% SLA uptime (calculated monthly) with 4 hours response time	The system should be quoted with 5 years with 24 x 7 with 3 years Upfront warranty and AMC for year 4 and Year 5. The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 with 24x7 support. All the hardware should be quoted as per SLA uptime (calculated monthly) with response time for replacement/ rectification as per SLA and its should be back to back support from OEM (Documentary evidence of OEM to submitted). Proactive services like Patches & fixes for the OS shall be provided free of cost during contract period for all the systems quoted. The supplied hardware should be covered under Data Centre mission critical or equivalent support.
9	Annexure-D  Page 140  Table G  Point 46	The system should be quoted with 5 years with 24 x 7 and 4 HR CTR Support by the OEM. (3 years Upfront warranty and AMC for year 4th and Year 5th ) The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 support 24x7 support. All the hardware should be quoted with 99.999% SLA uptime (calculated monthly) with 4 hours response time. Proactive services like Patches & fixes for the OS shall be provided free of cost during contract period for all the systems quoted. The servers will be commissioned by the OEM certified	The system should be quoted with 5 years with 24 x 7 with 3 years Upfront warranty and AMC for year 4 and Year 5. The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 with 24x7 support. All the hardware should be quoted as per SLA uptime (calculated monthly) with response time for replacement/ rectification as per SLA and its should be back to back support from OEM (Documentary evidence of OEM to submitted). Proactive services like Patches & fixes for the OS shall be provided free of cost during contract period for all the systems quoted. The supplied hardware should be covered under Data Centre mission

		<p>engineers only.</p> <p>The supplied hardware should be covered under Data Center mission critical or equivalent support.</p> <p>The on-site support will be by the OEM certified engineers only.</p>	critical or equivalent support.
10	<p>Annexure-D</p> <p>Page 142</p> <p>Table H</p> <p>Point 30</p>	<p>The system should be quoted with 5years with 24 x 7 and 4 HR CTR Support by the OEM. (3 years Upfront warranty and AMC for year 4 and Year 5)</p> <p>The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 support 24x7 support.</p> <p>All the hardware should be quoted with 99.99% SLA uptime (calculated monthly) with 4 hours response time.</p> <p>Proactive services like Patches &amp; fixes for the OS shall be provided free of cost during contract period for all the systems quoted.</p> <p>The servers will be commissioned by the OEM certified engineers only.</p> <p>The supplied hardware should be covered under Data Center mission critical or equivalent support.</p> <p>The on-site support will be by the OEM certified engineers only.</p>	<p>The system should be quoted with 5 years with 24 x 7 with 3 years Upfront warranty and AMC for year 4 and Year 5. The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 with 24x7 support. All the hardware should be quoted as per SLA uptime (calculated monthly) with response time for replacement/ rectification as per SLA and its should be back to back support from OEM (Documentary evidence of OEM to submitted). Proactive services like Patches &amp; fixes for the OS shall be provided free of cost during contract period for all the systems quoted. The supplied hardware should be covered under Data Centre mission critical or equivalent support.</p>
11	<p>Annexure-D</p> <p>Table J</p> <p>Point 4</p> <p>Page 145</p>	<p>Offered device shall be protected with hardware raid 6 from the factory so that no raid configuration is required in field for data drives.</p>	<p>Offered device shall be protected either from the factory or in field data drives with RAID 6 configuration.</p>
12	<p>Page 138</p> <p>Point 13</p>	<p>Storage should have minimum 2 PB Usable space in RAID 6 with 8,00,000 IOPS for DC &amp; DR Storage.</p> <p>Storage should have minimum 100 TB Usable space in RAID 6 with 5,00,000 IOPS for NDR Storage.</p>	<p>Storage should have minimum upgrade capability of 2 PB usable storage space in RAID 6 with 8,00,000 IOPS for DC &amp; DR Storage.</p> <p>Storage should have minimum upgrade capability of 100 TB storage usable space in RAID 6 with 5,00,000 IOPS for NDR Storage.</p>
13	<p>Table H</p> <p>Point no-6</p>	<p>The proposed storage array must support all Industry Standard RAID levels including 0, 1, 10, 5 and 6. The storage array should allow online expansion of existing RAID/Disk group.</p>	<p>The proposed storage array must support all Industry Standard RAID levels including 1+0, 5 and 6. The storage array should allow online expansion of existing RAID/Disk group.</p>

	Page 141		
14	Table J Page 145	Make: Dell/HPE/NetApp/Quantum/Oracle/IBM Model:.....	Make: Dell/HPE/NetApp/Quantum/Oracle/IBM/Hitachi Model:.....
15	Clause no. 30  Termination  Page 101	<p>UCO BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice in writing inclusive of 30 days cure period and recover damages, costs and expenses etc., incurred by Bank under the following circumstances:</p> <p>a. The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder.</p> <p>b. The selected bidder goes into liquidation, voluntarily or otherwise.</p> <p>c. The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc., applicable to the bidder under performance of the RFP.</p> <p>d. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.</p> <p>g. In case the selected bidder fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder.</p> <p>h. After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the</p>	<p>UCO BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice in writing inclusive of 30 days cure period and recover damages, costs and expenses etc., incurred by Bank under the following circumstances:</p> <p>a. The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder.</p> <p>b. The selected bidder goes into liquidation, voluntarily or otherwise.</p> <p>c. The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc., applicable to its scope of work of the RFP.</p> <p>d. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.</p> <p>g. In case the selected bidder fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder.</p> <p>h. After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is</p>



		<p>balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.</p> <p>i. UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract. The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the Law(s) for the time being in force.</p>	<p>applicable, if the contract is cancelled for any reason, whatsoever.</p> <p>i. UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract. The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the Law(s) for the time being in force.</p>
16	40. Limitation of Liability	<p>i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event selected bidder shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total project cost/contract value.</p> <p>ii. Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss cause.</p> <p>iii. The limitations set forth in point no. i shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.</p> <p>b) damages occasioned by the gross negligence or willful misconduct of Service Provider.</p> <p>c) damages occasioned by Service Provider for breach of confidentiality obligations. d) Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable</p>	<p>i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event selected bidder shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total project cost/contract value.</p> <p>ii. Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss cause.</p> <p>iii. The limitations set forth in point no. i shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.</p> <p>b) damages occasioned by the gross negligence or willful misconduct of Service Provider.</p> <p>c) damages occasioned by Service Provider for breach of confidentiality obligations.</p> <p>d) Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or</p>

		to the project.	<p>regulatory guidelines applicable to the project.</p> <p>e) The vendor shall not indemnify the Bank for</p> <ul style="list-style-type: none"> <li>Any loss of profits, revenue, contracts, or anticipated savings or</li> <li>Any consequential or indirect loss or damage however caused, provided that indemnity would cover damages, loss or liabilities suffered by the Bank arising out of Claim made by Regulatory Authorities for reasons attributable to breach of services provided/ obligation under this document and by the Service Provider.</li> </ul>
17	4.110 Resource Qualificati on &Experienc e Page 77	L2- Application Management (CBS & Internet Banking) experience should be >5 years	L2- Application Management (CBS & Internet Banking) experience should be minimum 3 years.
18	Table C : Operating System from day-1 Point 7 Page 125	Red Hat Enterprise Linux (RHEL) Server 7.5 (64 bits on intel)	Red Hat Enterprise Linux (RHEL) Server 7.7 (64 bits on intel)
19	Point 16 Page 134 Table 4	Must have a real time Virtual KVM functionality and be able to perform a remote Power sequence. Must provide both Java & Java-free browsing options.	Must have a real time Virtual KVM functionality and be able to perform a remote Power sequence. Must provide both Java or Java-free browsing options.
20	Table F: Page 135 Point 6	ACPI 2.0 USB 2.0 Support IPMI 2.0 Secure Digital 2.0 TPM 1.2 Support IEEE (specific IEEE standards depending on Ethernet adapter card(s) installed) Advanced Encryption Standard (AES) Triple Data Encryption Standard (3DES)	ACPI 2.0 USB 2.0 Support IPMI 2.0 Secure Digital 2.0/secure boot TPM 1.2 Support IEEE (specific IEEE standards depending on Ethernet adapter card(s) installed) Advanced Encryption Standard (AES)

		SNMP SSL 2.0 DMTF Systems Management Architecture for Server Hardware Command Line Protocol (SMASH CLP) PCIe 3.0	Triple Data Encryption Standard (3DES)/ CBC-DES SNMP SSL 2.0 DMTF Systems Management Architecture for Server Hardware Command Line Protocol (SMASH CLP)/SSL PCIe 3.0
21	Annexure D Table C Page 123	<p>DC site:</p> <p>39 no of Enterprise Class Blade server with enclosure/chassis level redundancy for deployment of</p> <p>(a) 8 nos. of C/C++ App server in Active -Active &amp; Load balance mode</p> <p>(b) 4 nos. of Uniser Server in Active -Active &amp; Load balance mode</p> <p>(c) 2 nos. of C24 in Active -Active &amp; Load balance mode</p> <p>(d) 6 nos. of J2EE in Active -Active &amp; Load balance mode</p> <p>(e) 4 nos. of HTTP in Active -Active &amp; Load balance mode</p> <p>(f) 2 nos. of CSIS APP in Active -Active &amp; Load balance mode</p> <p>(g) 2 nos. of MIS APP server in Active -Active &amp; Load balance mode</p> <p>(h) 2 nos. of additional Finacle Report Application + Web</p> <p>(i) 2 no. FEBA &amp; DEH DB in 2 Node RAC</p> <p>(j) 2 no. FAS DB in 2 Node RAC</p> <p>(k) 3 no. of FEBA + DEH Application Server in Active -Active &amp; Load balance mode</p> <p>(l) 2 no. of FAS application server in Active-Active &amp; Load balancer node</p> <p>All 39 no. of Enterprise Class Blade server for DC location should be deployed in such as way that all above mentioned application and DBs should have enclosure/chassis level redundancy/failover.</p> <p>DR site:</p> <p>All 39 no of Enterprise Class Blade server with enclosure/chassis level redundancy for deployment of</p> <p>(a) 8 nos. of C/C++ App server in Active -Active &amp; Load balance mode</p> <p>(b) 4 nos. of Uniser Server in Active -Active &amp; Load balance</p>	<p>DC site:</p> <p>All 39 no. of Enterprise Class Blade server with enclosure/chassis level redundancy for deployment of</p> <p>(a) 8 nos. of C/C++ App server in Active -Active &amp; Load balance mode (Deployment should be maximum 2 nos. of C/C++ application sever in an enclosure/chassis)</p> <p>(b) 4 nos. of Uniser Server in Active -Active &amp; Load balance mode (Deployment should be maximum 1 nos. of Uniser sever in an enclosure/chassis)</p> <p>(c) 2 nos. of C24 in Active -Active &amp; Load balance mode (Deployment should be maximum 1 nos. of C24 sever in an enclosure/chassis)</p> <p>(d) 6 nos. of J2EE in Active -Active &amp; Load balance mode (Deployment should be maximum 2 nos. of J2EE sever in an enclosure/chassis)</p> <p>(e) 4 nos. of HTTP in Active -Active &amp; Load balance mode (Deployment should be maximum 1 nos. of HTTP sever in an enclosure/chassis)</p> <p>(f) 2 nos. of CSIS APP in Active -Active &amp; Load balance mode (Deployment should be maximum 1 no. of CSIS sever in an enclosure/chassis)</p> <p>(g) 2 nos. of MIS APP server in Active -Active &amp; Load balance mode (Deployment should be maximum 1 nos. of MIS APP sever in an enclosure/chassis)</p> <p>(h) 2 nos. of additional Finacle Report Application + Web (Deployment should be maximum 1 nos. Report Application + Web of sever in an enclosure/chassis)</p> <p>(i) 2 no. FEBA &amp; DEH DB in 2 Node RAC (Deployment should be maximum 1 no. of FEBA &amp; DEH DB sever in an enclosure/chassis)</p> <p>(j) 2 no. FAS DB in 2 Node RAC (Deployment should be</p>

	<p>mode</p> <p>(c) 2 nos. of C24 in Active -Active &amp; Load balance mode</p> <p>(d) 6 nos. of J2EE in Active -Active &amp; Load balance mode</p> <p>(e) 4 nos. of HTTP in Active -Active &amp; Load balance mode</p> <p>(f) 2 nos. of CSIS APP in Active -Active &amp; Load balance mode</p> <p>(g) 2 nos. of MIS APP server in Active -Active &amp; Load balance mode</p> <p>(h) 2 nos. of additional Finacle Report Application + Web</p> <p>(i) 2 no. FEBA &amp; DEH DB in 2 Node RAC</p> <p>(j) 2 no. FAS DB in 2 Node RAC</p> <p>(k) 3 no. of FEBA + DEH Application Server in Active -Active &amp; Load balance mode</p> <p>(l) 2 no. of FAS application server in Active-Active &amp; Load balancer node</p> <p>All 39 no. of Enterprise Class Blade server for DR location should be deployed in such a way that all above mentioned application and DBs should have enclosure/chassis level redundancy/failover.</p> <p>All servers should be supplied with standard server Rack along with required redundant PDUs</p> <p>.....</p>	<p>maximum 1 nos. of FAS DB sever in an enclosure/chassis)</p> <p>(k) 3 no. of FEBA + DEH Application Server in Active -Active &amp; Load balance mode (Deployment should be maximum 1 nos. of FEBA + DEH Application sever in an enclosure/chassis)</p> <p>(l) 2 no. of FAS application server in Active-Active &amp; Load balancer node (Deployment should be maximum 1 nos. of FAS application sever in an enclosure/chassis)</p> <p>All 39 no. of Enterprise Class Blade server for DC location should be deployed in such a way that all above mentioned application and DBs should have enclosure/chassis level redundancy/failover.</p> <p>DR site:</p> <p>All 39 no of Enterprise Class Blade server with enclosure/chassis level redundancy for deployment of</p> <p>(a) 8 nos. of C/C++ App server in Active -Active &amp; Load balance mode (Deployment should be maximum 2 nos. of C/C++ application sever in an enclosure/chassis)</p> <p>(b) 4 nos. of Uniser Server in Active -Active &amp; Load balance mode (Deployment should be maximum 1 nos. of Uniser sever in an enclosure/chassis)</p> <p>(c) 2 nos. of C24 in Active -Active &amp; Load balance mode (Deployment should be maximum 1 nos. of C24 sever in an enclosure/chassis)</p> <p>(d) 6 nos. of J2EE in Active -Active &amp; Load balance mode (Deployment should be maximum 2 nos. of J2EE severs in an enclosure/chassis)</p> <p>(e) 4 nos. of HTTP in Active -Active &amp; Load balance mode (Deployment should be maximum 1 nos. of HTTP sever in an enclosure/chassis)</p> <p>(f) 2 nos. of CSIS APP in Active -Active &amp; Load balance mode (Deployment should be maximum 1 no. of CSIS sever in an enclosure/chassis)</p> <p>(g) 2 nos. of MIS APP server in Active -Active &amp; Load balance mode (Deployment should be maximum 1 nos. of MIS APP sever in an enclosure/chassis)</p> <p>(h) 2 nos. of additional Finacle Report Application + Web (Deployment should be maximum 1 nos. Report Application +</p>
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			<p>Web of sever in an enclosure/chassis)</p> <p>(i) 2 no. FEBA &amp; DEH DB in 2 Node RAC (Deployment should be maximum 1 no. of FEBA &amp; DEH DB sever in an enclosure/chassis)</p> <p>(j) 2 no. FAS DB in 2 Node RAC (Deployment should be maximum 1 nos. of FAS DB sever in an enclosure/chassis)</p> <p>(k) 3 no. of FEBA + DEH Application Server in Active -Active &amp; Load balance mode (Deployment should be maximum 1 nos. of FEBA + DEH Application sever in an enclosure/chassis)</p> <p>(l) 2 no. of FAS application server in Active-Active &amp; Load balancer node (Deployment should be maximum 1 nos. of FAS application sever in an enclosure/chassis)</p> <p>All 39 no. of Enterprise Class Blade server for DR location should be deployed in such a way that all above mentioned application and DBs should have enclosure/chassis level redundancy/failover.</p> <p>All servers at DC &amp; DR should be supplied with OEM/ Industry standard data centre server Rack along with required redundant PDUs. It is desirable that all supplied racks should be from same Rack OEM with same specification.</p> <p>.....</p>
22	14. TAXES (e)	<p>The payments which is/are inclusive of GST and other taxes, fees etc. as per the Payment Schedule covered herein above shall be paid by Department of Information Technology, UCO Bank, Head Office – Kolkata. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.</p>	<p>The payments which is/are inclusive of GST and other taxes, fees etc. as per the Payment Schedule covered herein above shall be paid by Department of Information Technology, UCO Bank, Head Office – Kolkata. However, payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. along with applicable taxes will be paid at actual at the time of resultant billing after deducting applicable penalties.</p> <p>However, bidder is required to quote applicable GST% in given commercial format Annexure-E. But TCO will be without GST.</p> <p>The L1 bidder will be selected on the basis of the amount quoted for the proposed solution as per commercial bid as per Annexure-E. Lowest quote based on Total Cost of</p>

			Ownership (TCO) without GST as quoted in Annexure-E, will be considered as the L1 bidder.
23		Additional clause	All software licenses (except freeware software) to be provided by the selected bidder for implementing this project should be in the name of UCO Bank. Bidder needs to submit authorized license copy to UCO Bank. Payment against delivery will be release only after receiving authorized license copies.
24	26. Exit Option And Contract Re-Negotiation	<p>.....</p> <p>.Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Selected Bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management. However during transitioning period payment will be made to vendor as per payment terms.</p>	<p>.....</p> <p>Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Selected Bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management.</p> <p>If the reverse transition is required during the contract period, then it would be maximum period of 3 months and only FM cost as per existing payment terms will be paid and no additional payment to be made in the name of transitioning. However, due to some reasons if reverse transitioning is required beyond contract period then it will for a maximum period of 3 months and payment to the vendor will be made as per last quarter payment of FM cost for the actual reverse transition period.</p>
25	Clause 109 Page 75	<p>L2- Application Management (CBS)</p> <p>Location of the resource: DR</p> <p>Minimum Shift (8 hours): 3</p> <p>Minimum no. of Resources :Per Shift :3</p> <p>Service Window:24x7X365</p>	<p>L2- Application Management (CBS)</p> <p>Location of the resource: DR</p> <p>Minimum Shift (8 hours): 3</p> <p>Minimum no. of Resources Per Shift :4</p> <p>Service Window:24x7X365</p>

**RFP for Selection of SI for Supply, Installation, Integration, Implementation and Maintenance of Hardware, Software, FM Services for Finacle Core Banking (Ver.10.X) & E-banking (FEBA) at DC, DR & NDR (Re-tendering)**  
**RFP Ref. No. DIT/BPR & BTD/OA/246/2020-21 Date: 18/05/2020**

**Commercial Bid (Revised)**

**(Amount in Rs.)**

<b><u>A. Hardware Cost with 3 years warranty</u></b>									
<b>Sl. No.</b>	<b>Item Description</b>	<b>Make and Model</b>	<b>Qty at DC</b>	<b>Qty at DR</b>	<b>Qty at NDR</b>	<b>Total Qty</b>	<b>Unit Price</b>	<b>GST%</b>	<b>Total Price without GST</b>
1	TYPE -1 RISK/EPIC based Processor Enterprise Class Server with native operating system		4	4	0	8			
2	TYPE -2 RISK/EPIC based Processor Enterprise Class Server with native operating system		4	4	0	8			
3	TYPE -3 RISK/EPIC based Processor Mid -ranged RISK/EPIC based processor Server with native operating system		1	5	1	7			
4	Type 1 - x86 platform with Red Hat Linux 7.7		14	14	0	28			
5	Type 2 - x86 platform with Red Hat Linux 7.7		10	10	0	20			
6	Type 3 - x86 platform with Red Hat Linux 7.7		2	2	0	4			
7	Type 4- x86 platform with Red Hat Linux 7.7		4	4	0	8			
8	Type 5 - x86 platform with Red Hat Linux 7.7		9	9	0	18			
9	Type 6 - x86 platform with Red Hat Linux 7.7		3	17	0	20			
10	Type 7 - x86 platform with Red Hat Linux 7.7		2	6	0	8			
11	Network Area Storage (NAS) all flash usable 10 TB		1	1	0	2			
12	All flash Enterprise Storage usable space 350 TB in RAID 6		1	0	0	1			
13	All flash Enterprise Storage usable space 600 TB in RAID 6		0	1	0	1			
14	All flash Enterprise Storage usable space 10TB in RAID 6		0	0	1	1			
15	Disk Based Backup solution (150 TB usable)		1	1	0	2			
16	Enterprise class Tape Library with 100 no. LTO 7, 200 no. LTO 8 and 5 cleaning Tap		1	1	0	2			
17	128 Port 16Gbps/32Gbps SAN director/Switch		2	2	0	4			

18	Load Balancer with Application Delivery controller (ADC)- Type1 for Production		1 pair	1 pair	0	2 pair			
19	Load Balancer with Application Delivery controller (ADC)- Type2 for Production		3 pair	3 pair	0	6 pair			
20	Load Balancer with Application Delivery controller (ADC)- Type2 for UAT		0	1	0	1			
21	Enterprise Management System (EMS) Tool Hardware		As per requirement	As per requirement	NA	As per requirement			
22	Any other Hardware required for implementation of deliverables as per SOW, Technical requirement mentioned in RFP and subsequent corrigendum/ addendums		As per requirement	As per requirement	As per requirement	As per requirement			
<b>SUB TOTAL (A)</b>									

<b>B. Software/Application/Solution Cost with 1-year Enterprise Primum/standard support *</b>						
<b>Sl. No.</b>	<b>Item Description</b>	<b>Make and Version</b>	<b>Qty</b>	<b>Unit Price</b>	<b>GST%</b>	<b>Total Price without GST</b>
1	DC, DR and NDR IT- infrastructure monitoring, reporting and Patch management device/server		500			
2	Network monitoring, reporting and configuration automation.		8000			
3	IT Service/ Helpdesk, call, Change Management, SLA management concurrent user		50			
4	Asset management.		8000			
5	Middleware monitoring (JBOSS) SPI		40			
6	Database monitoring		30			
7	Backup software (150 TB capacity-based backup) at DC		1			
8	Backup software (150 TB capacity-based backup) at DR		1			



9	<b>Third-party software for Finacle 10.x:</b> JBOSS EAP 7.1.2 (64 bit) with java-1.8.0-openjdk-1.8.0.191.b12-o.el6_10.x86_64 rpm with developer package for J2EE application Servers (24x7 Enterprise premium Support for DC and Standard Support for DR & UAT)		As per requirement			
10	<b>Third-party software for Finacle 10.x:</b> JBCS or Apache HTTP server version 2.4.23 with mod cluster 1.3.5 Final with software load balancer between web and J2EE layer from JBCS or Apache HTTP for Web Servers(24x7 Enterprise premium Support for DC and Standard Support for DR & UAT)		As per requirement			
11	<b>Finacle 10.x &amp; FEBA:</b> RHEL & JBOSS, Subscription with RED Hat & JBOSS to gain access of respective tar/zip download and JAR/Library and GCC Compiler (24x7 Enterprise premium Support for DC and Standard Support for DR & UAT)		As per requirement			
12	<b>Third-party software for FEBA &amp; DEH</b> (24x7 Enterprise premium Support for DC and Standard Support for DR & UAT)	NA	NA	NA	NA	NA
12.1	JRE 1.8 (DEH and Microservices)		As per requirement			
12.2	JBOSS EAP 7.1.2 (J2EE Application Server)		As per requirement			
12.3	Python 2.7 (Database Server DEH)		As per requirement			
12.4	JBCS or Apache httpd 2.4.23 (Web Server)		As per requirement			
12.5	Redis Server 3.2 with Enterprise support (For distributed caching DEH and Microservices)		6 master instances 6 Slave instances 2 UAT instances			
12.6	Node JS 8.9.4 (Omni Channel REST APIs with node js based O-Auth Provider Within Omni Channel)		As per requirement			
12.7	HA Proxy 1.8.3 (as webserver/load-balancer for servlet application and load-balancer for Rest APIs. Load balancer is mandatory for Rest APIs in OCH)		As per requirement			
12.8	Graylog 2.3.2 (consolidate logs for analysis)		10 GB logs per			

			day			
13	JRE 1.8 (For Client PC)		20			
14	JDK 1.8 (For Client PC)		20			
15	OS Cluster License for Type-1 (RISK/EPIC) Server**		8			
16	OS Cluster License for Type-2 (RISK/EPIC) Server**		8			
17	OS Cluster License for Type-3 (RISK/EPIC) Server**		7			
18	Any other software and OS required for implementation of deliverables as per SOW, Technical requirement mentioned in RFP and subsequent corrigendum/ addendums.		As per requirement			
<b>SUB TOTAL (B)</b>						

**\* All software licenses (except freeware software) provide by the selected bidder for implementing this project should be name of Bank. Bidder needs to submit authorized license copy to Bank. Payment against delivery will be release after receiving authorized license copy.**

**\*\*Bank reserves the right to place the PO for OS Cluster license as and when required during contract period.**

**\*\*\*PO for 3<sup>rd</sup> Party Software required for file 10.x and FEBA+DEH+FAS may be placed separately.**

<b>C. 4th and 5th Year comprehensive AMC Cost for Hardware</b>										
Sl. No.	Item Description	Make and Model	Qty at DC	Qty at DR	Qty at NDR	Total Qty	4th Year AMC Price	5th Year AMC Price	GST%	Total Price with GST
1	TYPE -1 RISK/EPIC based Processor Enterprise Class Server with native operating system		4	4	0	8				
2	TYPE -2 RISK/EPIC based Processor Enterprise Class Server with native operating system		4	4	0	8				
3	TYPE -3 RISK/EPIC based Processor Mid - ranged RISK/EPIC based processor Server with native operating system		1	5	1	7				
4	Type 1 - x86 platform with Red Hat Linux 7.7		14	14	0	28				
5	Type 2 - x86 platform with Red Hat Linux 7.7		10	10	0	20				
6	Type 3 - x86 platform with Red Hat Linux 7.7		2	2	0	4				

7	Type 4- x86 platform with Red Hat Linux 7.7		4	4	0	8				
8	Type 5 - x86 platform with Red Hat Linux 7.7		9	9	0	18				
9	Type 6 - x86 platform with Red Hat Linux 7.7		3	17	0	20				
10	Type 7 - x86 platform with Red Hat Linux 7.7		2	6	0	8				
11	Network Area Storage (NAS) all flash usable 10 TB		1	1	0	2				
12	All flash Enterprise Storage usable space 350 TB in RAID 6		1	0	0	1				
13	All flash Enterprise Storage usable space 600 TB in RAID 6		0	1	0	1				
14	All flash Enterprise Storage usable space 10TB in RAID 6		0	0	1	1				
15	Disk Based Backup solution (150 TB usable)		1	1	0	2				
16	Enterprise class Tape Library with 100 no. LTO 7, 200 no. LTO 8 and 5 cleaning Tap		1	1	0	2				
17	128 Port 16Gbps/32Gbps SAN director/Switch		2	2	0	4				
18	Load Balancer with Application Delivery controller (ADC)- Type1 for Production		1 pair	1 pair	0	2 pair				
19	Load Balancer with Application Delivery controller (ADC)- Type2 for Production		3 pair	3 pair	0	6 pair				
20	Load Balancer with Application Delivery controller (ADC)- Type2 for UAT		0	1	0	1				
21	Enterprise Management System (EMS) Tool Hardware		As per requirement	As per requirement	NA	As per requirement				
22	Any other Hardware required for implementation of deliverables as per SOW, Technical requirement mentioned in RFP and subsequent corrigendum/		As per requirement	As per requirement	As per requirement	As per requirement				

	addendums								
SUB TOTAL (C)									

D. Software ATS and Enterprise premium/Standard support Cost (2 <sup>nd</sup> , 3 <sup>rd</sup> 4 <sup>th</sup> and 5 <sup>th</sup> year)*									
Sl. No.	Item Description	Make and Model	Qty	2nd Year ATS	3rd Year ATS	4th Year ATS	5th Year ATS	GST%	Total Price without GST
1	DC, DR and NDR IT- infrastructure monitoring, reporting and Patch management device/server		500						
2	Network monitoring, reporting and configuration automation.		8000						
3	IT Service/ Helpdesk, call, Change Management, SLA management concurrent user		50						
4	Asset management.		8000						
5	Middleware monitoring (JBOSS) SPI		40						
6	Database monitoring		30						
7	Backup software (150 TB capacity-based backup) at DC		1						
8	Backup software (150 TB capacity-based backup) at DR		1						
9	<b>Third-party software for Finacle 10.x:</b> JBOSS EAP 7.1.2 (64 bit) with java-1.8.0-openjdk-1.8.0.191.b12-o.el6_10.x86_64 rpm with developer package for J2EE application Servers (24x7 Enterprise premium Support for DC and Standard Support for DR & UAT)		As per requirement						
10	<b>Third-party software for Finacle 10.x:</b> JBCS or Apache HTTP server version 2.4.23 with mod cluster 1.3.5 Final with software load balancer between web and J2EE layer from JBCS or Apache HTTP for Web Servers (24x7 Enterprise premium Support for DC and Standard Support for DR & UAT)		As per requirement						
11	<b>Finacle 10.x &amp; FEBA:</b> RHEL & JBOSS, Subscription with RED Hat & JBOSS to gain access of respective tar/zip download and JAR/Library and GCC Compiler (24x7 Enterprise premium Support for DC and Standard Support for DR & UAT)		As per requirement						

12	<b>Third-party software for FEBA &amp; DEH:</b> (24x7 Enterprise premium Support for DC and Standard Support for DR & UAT)	NA	NA	NA	NA	NA	NA	NA	NA
12.1	JRE 1.8 (DEH and Microservices for application server)		As per requirement						
12.2	JBOSS EAP 7.1.2 (J2EE Application Server)		As per requirement						
12.3	Python 2.7 (Database Server DEH)		As per requirement						
12.4	JBCS or Apache httpd 2.4.23(Web Server)		As per requirement						
12.5	Redis Server 3.2 with Enterprise support (For distributed caching DEH and Microservices)		6 master instances 6 Salve instances 2 UAT instances						
12.6	Node JS 8.9.4 (Omni Channel REST APIs with node js based O-Auth Provider Within Omni Channel)		As per requirement						
12.7	HA Proxy 1.8.3 (as webserver/load-balancer for servlet application and load-balancer for Rest APIs. Load balancer is mandatory for Rest APIs in OCH)		As per requirement						
12.8	Graylog 2.3.2 (consolidate logs for analysis)		10 GB per day						
13	JRE 1.8 (For Client PC)		20						
14	JDK 1.8 (For Client PC)		20						
15	OS Custer License for Type-1 (RISK/EPIC) Server**		8						
16	OS Custer License for Type-2 (RISK/EPIC) Server**		8						
17	OS Custer License for Type-3 (RISK/EPIC) Server**		7						
18	Any other software and OS required for implementation of deliverables as per SOW, Technical requirement mentioned in RFP and subsequent corrigendum/addendums.		As per requirement						
<b>SUB TOTAL (D)</b>									

\* All software licenses (except freeware software) provide by the selected bidder for implementing this project should be name of UCO Bank. Bidder needs to submit authorized license copy to UCO Bank. Payment against delivery will be release only after receiving authorized license copy.

\*\*Bank reserves the right to place the PO for OS Custer license as and when required during contract period.

\*\*\*PO for 3<sup>rd</sup> Party Software required for file 10.x and FEBA+DEH+FAS may be placed by Bank separately as per the requirement.

<b>E. Implementation, Performance, Automation, UAT &amp; Migration testing and LTO 5 tape Migration cost</b>					
<b>Sl. No.</b>	<b>Item Description</b>	<b>Qty</b>	<b>Unit Price</b>	<b>GST%</b>	<b>Total Price without GST</b>
1	One Time Implementation Cost (DC) for 1 <sup>st</sup> PO: Finacle 10.x related Hardware	1			
2	One Time Implementation Cost (DR) for 1 <sup>st</sup> PO: Finacle 10.x related Hardware	1			
3	One Time Implementation Cost (NDR)	1			
4	One Time Implementation Cost (DC) for 4 <sup>th</sup> PO: FEBA related hardware	1			
5	One Time Implementation Cost (DR) for 4 <sup>th</sup> PO: FEBA related hardware	1			
6	Onetime Implementation cost EMS tool	1			
7	<b>Finacle 10.x</b> One-time Third-party cost for Performance testing, load testing, stress testing, Benchmark testing of proposed hardware infrastructure, UAT/functional testing security testing & data migration testing	1			
8	<b>FEBA</b> One-time Third-party cost for UAT/functional testing security testing & data migration testing	1			
9	Existing LTO 5 tape Migration	500			
10	<b>Finacle10.x</b> RAC implementation in Finacle 10.x Production and UAT Database	1			
11	Finacle10.x Support for single byte to multibyte conversion of Finacle 7.x database	1			
12	Support for Data migration at DC, DR and UAT	1			

13	<b>FEBA+DEH and FAS</b> RAC implementation, support for Data migration at DC, DR and UAT	1			
<b>SUB TOTAL (E)</b>					

<b><u>F. Facility Management cost at DC, DR and NDR (Hardware, Software, OS, Backup, DBs, EMS tools) for 5 years</u></b>					
<b><u>F1: Facility Management cost for Database (DB)</u></b>					
<b>Sl. No.</b>	<b>Item Description</b>	<b>Qty</b>	<b>Unit Price</b>	<b>GST%</b>	<b>Total Price without GST</b>
1	1 <sup>st</sup> Year Facility Management Cost for DB				
2	2 <sup>nd</sup> Year Facility Management Cost for DB				
3	3 <sup>rd</sup> Year Facility Management Cost for DB				
4	4 <sup>th</sup> Year Facility Management Cost for DB				
5	5 <sup>th</sup> Year Facility Management Cost for DB				
<b>SUB TOTAL (F1)</b>					
<b><u>F2: Facility Management cost for Hardware &amp; Operating System Monitoring and Management</u></b>					
<b>Sl. No.</b>	<b>Item Description</b>	<b>Qty</b>	<b>Unit Price</b>	<b>GST%</b>	<b>Total Price without GST</b>
1	1 <sup>st</sup> Year Facility Management Cost for Hardware & Operating System				
2	2 <sup>nd</sup> Year Facility Management Cost for Hardware& Operating System				
3	3 <sup>rd</sup> Year Facility Management Cost for Hardware& Operating System				
4	4 <sup>th</sup> Year Facility Management Cost for Hardware& Operating System				
5	5 <sup>th</sup> Year Facility Management Cost for Hardware& Operating System				
<b>SUB TOTAL (F2)</b>					
<b><u>F3: Facility Management cost for 3<sup>rd</sup> Party software, Middleware, backup solution, EMS tool</u></b>					
<b>Sl.</b>	<b>Item Description</b>	<b>Qty</b>	<b>Unit</b>	<b>GST%</b>	<b>Total Price</b>

No.			Price		without GST
1	1 <sup>st</sup> Year Facility Management Cost for 3 <sup>rd</sup> Party software, Middleware, backup solution, EMS tool				
2	2 <sup>nd</sup> Year Facility Management Cost for 3 <sup>rd</sup> Party software, Middleware, backup solution, EMS tool				
3	3 <sup>rd</sup> Year Facility Management Cost for 3 <sup>rd</sup> Party software, Middleware, backup solution, EMS tool				
4	4 <sup>th</sup> Year Facility Management Cost for 3 <sup>rd</sup> Party software, Middleware, backup solution, EMS tool				
5	5 <sup>th</sup> Year Facility Management Cost for 3 <sup>rd</sup> Party software, Middleware, backup solution, EMS tool				
<b>SUB TOTAL (F3)</b>					
<b>SUB TOTAL F (F1+F2+F3)</b>					

<b><u>G. Application Support -L1 and L2*</u></b>					
<b><u>G1.L2 Application Support - Finacle 10.x (Domestic and overseas)</u></b>					
Sl. No.	Item Description	Qty	Unit Price	GST%	Total Price Without GST
1	1st year L2 support cost	12			
2	2nd year L2 support cost	12			
<b>SUB TOTAL (G1)</b>					
<b><u>G2.L1 Application Support - Finacle 10.x (Domestic and overseas)</u></b>					
Sl. No.	Item Description	Qty	Unit Price	GST%	Total Price With GST
1	1st year L1 help desk support cost	20			



SUB TOTAL (G2)					
G3.L2 Application Support - FEBA +DEH+FAS					
Sl. No.	Item Description	Qty	Unit Price	GST%	Total Price With GST
1	1st year L2 support cost	3			
2	2nd year L2 support cost*	3			
SUB TOTAL (G3)					
SUB TOTAL G (G1+G2+G3)					

\*Minimum Resource Deployment. However, if needed, bidder can engage more resources to meet SLA, uptime and scope of work defined in this RFP.

H. Phase wise upgradation cost for Server, Storage & Backup solution including implementation cost during contract period on requirement basis							
Sl. No.	Item Description	DC Qty	DR Qty	Total Qty	Unit Price	GST%	Total Price without GST
1	<b>*Phase 1 upgrade with 3 years warranty:</b> TYPE 1 RISK/EPIC server per node Database server for Finacle 10.x IBM: Core 6/ RAM 96 GB Oracle: Core 8/RAM 96 GB HPE: Core 12/ RAM 96 GB	4	4	8			
2	<b>*Phase 2 upgrade with 3 years warranty:</b> TYPE 1 RISK/EPIC server per node Database server for Finacle 10.x IBM: Core 12/ RAM 144 GB Oracle: Core 14/RAM 144 GB HPE: Core 12/ RAM 144 GB	4	4	8			
3	<b>*Phase 1 upgrade with 3 years warranty:</b> TYPE 2 RISK/EPIC server per node Database server for REPORT/MIS/CSIS IBM: Core 8/ RAM 72 GB Oracle: Core 9/RAM 72 GB HPE: Core 12/ RAM 72 GB	4	4	8			
4	<b>*Phase 2 upgrade with 3 years warranty:</b> TYPE 2 RISK/EPIC per node	4	4	8			

	Database server for REPORT/MIS/CSIS IBM: Core 12/ RAM 108 GB Oracle: Core 13/RAM 108 GB HPE: Core 14 / RAM 108 GB						
5	<b>*Phase 1 upgrade with 3 years warranty:</b> Storage during contract period (All Flash usable in RAID 6)	125 TB	210 TB	335 TB			
6	<b>*Phase 2 upgrade with 3 years warranty:</b> Storage during contract period (All Flash usable in RAID 6)	150 TB	250 TB	400 TB			
7	<b>*Phase 1 Upgrade with 3 years warranty:</b> Storage Coach Memory by 1 TB (From 2 TB to 3 TB)	1 TB	1 TB	2 TB			
8	<b>*Phase 2 Upgrade with 3 years warranty:</b> Storage Coach Memory by 1 TB (From 3 TB to 4 TB)	1 TB	1 TB	2 TB			
9	<b>*Phase 1 Upgrade with 1 years ATS:</b> Capacity base backup software upgrade during contract period	50 TB	50 TB	100 TB			
10	<b>*Phase 1 Upgrade with 3 years warranty</b> Disk base backup	50 TB	50 TB	100 TB			
11	<b>*Phase 2 Upgrade with 1 years ATS:</b> Capacity base backup software upgrade during contract period	50 TB	50 TB	100 TB			
12	<b>*Phase 2 Upgrade with 3 years warranty</b> Disk base backup	50 TB	50 TB	100 TB			
<b>SUB TOTAL (H)</b>							

**\* In addition to above upgrade, bank reserves the right to further upgrade Server, storage & backup solution during contract period by repeating upgrade purchase order (Phase 1 & Phase 2) with same quantity & cost as per requirement during contract period.**

<b><u>I. Customization Man days cost on requirement basis</u></b>					
<b>Sl. No.</b>	<b>Item Description</b>	<b>Qty (Man days)</b>	<b>Unit Price (Man day)</b>	<b>GST%</b>	<b>Total Price Without GST</b>
1	Customization in Finacle 10.x and FEBA including DEH	2000			
<b>SUB TOTAL (I)</b>					

Summary Sheet		
Sl. No.	Item Description	Price without GST
1	A. Hardware Cost with 3 years warranty <b>(A)</b>	
2	B. Software/Application/Solution Cost with 1 year Enterprise Primum/standard support <b>(B)</b>	
3	C. 4th and 5th Year Comprehensive AMC Cost for Hardware <b>(C)</b>	
4	D. Software ATS and Enterprise premium/standard support Cost (2nd ,3rd 4th and 5th year) <b>(D)</b>	
5	E. Implementation, Performance, Automation, UAT & Migration testing and LTO 5 tape Migration cost <b>(E)</b>	
6	F. Facility Management cost at DC, DR and NDR (Hardware, Software, OS, Backup, DBs, EMS tools) for 5 years <b>(F)</b>	
7	G. Application Support - L1 & L2 <b>(G)</b>	
8	H. Phase wise upgradation cost for Server, Storage & Backup solution including implementation cost during contract period on requirement basis <b>(H )</b>	
9	I. Customization Man days cost on requirement basis <b>(I)</b>	
<b>Total Cost of Ownership (TCO) without GST (in figures)</b> <b>[A+B+C+D+E +F+G+H+I]</b>		
<b>Total Cost of Ownership (TCO) without GST</b> <b>[A+B+C+D+E +F+G+H+I] (in words)</b>		

**Note:**

- The calculation for arriving at TCO is properly mentioned in the appropriate columns and we confirm that the above-mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO, the Bank will have the right to rectify the same and it will be binding upon our company.
- If the cost for any line item is indicated as zero or blank, then Bank may assume that the said item is provided to the Bank without any cost.
- Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
- We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
- We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.

- g. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- h. In case of any discrepancy between figures and words, the amount in words shall prevail.
- i. Please note that any Commercial offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.
- j. All prices should be quoted in (INR) only.
- k. **Bidder needs to submit mask commercial BOM mentioning make, model and part code no. along with Technical bid.**
- l. The TCO (Total cost of ownership) will be exclusive of GST and other applicable taxes. However, the GST and other applicable taxes will be paid as per actuals.
- m. **The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order to the selected bidder.**

Place:

Signature of Bidder: \_\_\_\_\_

Date:

Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

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**Note: All other terms and conditions of the subject RFP remain unchanged. The clarification, corrigendum, changes and addendums in the RFP clause mentioned herein above will be part & parcel in the RFP.**