



**AMENDMENT-11 to RFP Ref: KaGB/Project Office/RFP/01/2025-26 dated 01.09.2025 for Selection of System Integrator for “Supply of Finacle CBS license & Support, Supply & Implementation of Banking Applications performance monitoring solution, Supply & Implementation of Finacle PSP, Hot Fix & Patch testing solution and Management & Maintenance of Finacle CBS, CBS Allied & Non-CBS Applications, DC-DRC Infrastructure”**

It is decided to amend the following clauses of the RFP:

| Document / Section   | Page Number          | Section no and RFP clause   | Clause/technical Specification (as per RFP)  | Amended Clause  |
|--|----------------------|---|--|---|
| Amendment-10   | 1                    | Last Date and Time for Submission of Bids   | 06.01.2026 at 03.00 PM   | 20.01.2026 at 03.00 PM  |
| Amendment-10   | 1                    | Date & Time for Opening of Part A- Conformity to Eligibility Criteria                   | 06.01.2026 at 03.30 PM   | 20.01.2026 at 03.30 PM  |
| RFP main document & Annexures, Amendments, All other related documents | All applicable pages | All Applicable Sections and RFP clauses   | Bank (PSU, RRB, or Scheduled Private Bank) or (PSU /RRB/PVT Bank).   | Note: Wherever PSU, RRB or Scheduled Private Bank is referred in the RFP main document & Annexures, Amendments, All other related documents, pertaining to bid submission related clauses, it should be read as <b>Scheduled Bank</b> |
| RFP main document  | 21                   | Section - B Introduction<br>8. Eligibility Criteria:<br>A. General Criteria<br>Sl No. 1 | The bidder must be a Government Organization / PSU / PSE or a Public / Private Limited Company / Partnership / Limited Liability Partnership / Proprietorship firm | The bidder must be a Government Organization / PSU / PSE or a Public / Private Limited Company / Partnership / Limited Liability Partnership / Proprietorship firm  |

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|                   |    |  | incorporated in India and operating in India for at least 5 years as on date of the RFP (In case of mergers/acquisitions/ restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account)   | incorporated in India and operating in India for at least 3 years as on 31.03.2025 (In case of mergers/acquisitions/ restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account)  |
| RFP main document | 22 | Section - B Introduction<br>8. Eligibility Criteria:<br>B. Bidder Financial Criteria<br>Sl. No. 1  | The bidder should have an annual turnover of ₹ 1000 Crore during last 3 financial years (i.e., 2022-23 & 2023-24, 2024-25) from Indian operations. This must be the individual company turnover and not of any group of companies.  | The bidder should have an <b>average</b> annual turnover of ₹ <b>250</b> Crore during last 3 financial years (i.e., 2022-23 & 2023-24, 2024-25) from Indian operations. This must be the individual company turnover and not of any group of companies.   |
| RFP main document | 23 | Section - B Introduction<br>8. Eligibility Criteria:<br>C. Bidder Experience Criteria<br>Sl. No. 2 | The bidder should be a System Integrator for a Scheduled Bank in India, with experience of managing a Core Banking Solution with at least 2000 branches during the last 5 Financial years. Additionally, the same bidder should have hands-on experience of managing Finacle 10.x.x version in a Scheduled Bank in India having a minimum of 650 branches. This engagement should be ongoing on 31.07.2025. | The bidder should be a System Integrator for a Scheduled Bank in India, with experience of managing a Core Banking Solution with at least 2000 branches and the support provided at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025. Additionally, the same bidder should have hands-on experience of managing Finacle 10.x.x version in a Scheduled Bank in India having a |

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|                   |    |  |  | minimum of 650 branches at least for a period of One (1) year in the <b>last Three (3) financial years as on 31.03.2025.</b>  |
| RFP main document | 23 | Section - B Introduction<br>8. Eligibility Criteria:<br>C. Bidder Experience Criteria<br>Sl. No. 3 | Bidder should have minimum experience in supply and/or support of similar hardware/software (Servers IBM RISC Servers or x86), Hypervisor/VM, Enterprise class storage, (x86 or RISC), SAN Switches, firewall, Router, Network Switches etc. at DC and DR in at least one (1) Bank (PSU/RRB/Scheduled Private Bank) having more than 650 branches in India, within the last 5 years.                                       | Bidder should have minimum experience in supply and/or support of similar hardware/software (Servers IBM RISC Servers or x86), Hypervisor/VM, Enterprise class storage, (x86 or RISC), SAN Switches, firewall, Router, Network Switches etc. at DC and DR in at least one (1) <b>Scheduled Bank</b> in India having more than 650 branches <b>in the last Three (3) financial years as on 31.03.2025.</b>           |
| RFP main document | 23 | Section - B Introduction<br>8. Eligibility Criteria:<br>C. Bidder Experience Criteria<br>Sl. No. 4 | The bidder should have proven experience in infrastructure management for on-premises Data Centers (DC/DR), providing Facility Management Services (FMS) support for Servers, Storage, Oracle DB, Network, and Security components of both DC and DR. The bidder should have provided on-site L1 and L2 resources in at least one (1) Bank (PSU, RRB, or Scheduled Private Bank) with a network of more than 2000 branches | The bidder should have proven experience in infrastructure management for on-premises Data Centers (DC/DR), providing Facility Management Services (FMS) support for Servers, Storage, Oracle DB, Network, and Security components of both DC and DR. The bidder should have provided on-site L1 and L2 resources in at least one (1) <b>Scheduled Bank</b> with a network of more than 2000 branches across India. |

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|                   |    |                                       | across India.<br><br>This engagement should have occurred within the last 5 financial years, and the support provided should be ongoing as on 31.07.2025.   | This engagement should have occurred within the last <b>3 financial years</b> , and the support provided <b>at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025.</b>  |
| RFP main document | 42 | 8. SLA for Uptime (mts means Minutes) | 8.5. Total penalty per year during the contract period shall not exceed more than 20% of the annual payout.   | 8.5. Total penalty per year during the contract period shall not exceed more than <b>10%</b> of the annual payout.   |
| RFP main document | 46 | 11. Payment Terms                     | 11.10 Payment of support /services will be done as per calculation of the uptime and after deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP. In case of any dispute arising against the claim of payment, it is Bidders' responsibility to submit a relevant proof of confirmation for the activity performed. The Total penalty per year during the contract period shall not exceed more than 20% of the annual payout. If it exceeds, Bank at its discretion may terminate the contract as mentioned elsewhere in RFP. | 11.10 Payment of support/ services will be done as per calculation of the uptime and after deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP. In case of any dispute arising against the claim of Payment, it is Bidders' responsibility to submit a relevant proof of confirmation for the activity performed. The Total penalty per year during the contract period shall not exceed more than <b>10%</b> of the annual payout. If it exceeds, Bank at its discretion may terminate the contract as mentioned elsewhere in RFP. |
| RFP main document | 51 | Exit Option                           | 14.2 Total value of penalties arising of the SLA clauses defined in   | 14.2 Total value of penalties arising of the SLA clauses defined in  |

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|                                 |    |  | Section C accounting for more than 20% of the proportionate Annual Contract Value in one year during the contract period.  | Section C accounting for more than <u>10%</u> of the proportionate Annual Contract Value in one year during the contract period.  |
| RFP main document               | 61 | Section-D Bid Process<br>5. Preparation of Bids: | <p>5.1. The bid shall be typed or written in English language in indelible ink. All the pages in the respective bids should be serially numbered and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.</p> <p>The person or persons signing the Bids shall affix signature (not initials) in all pages of the Bids, except for un-amended printed literature.</p> | <p>5.1. The bid shall be typed or written in English language in indelible ink. All the pages in the respective bids should be serially numbered and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.</p> <p>The person or persons signing the Bids shall affix signature (not initials) in all pages of the Bids, except for un-amended printed literature.</p> <p><b>A digitally signed Bid is acceptable provided the digital signature is valid and authentic, and in all cases, the Bidder must submit a certified copy of the Board Resolution or Power of Attorney explicitly authorizing the signatory to execute the Bid and commit the company.</b></p> |
| RFP main document and Amendment | 73 | Section - E: Selection of Bidder<br>Technical    | <p><u>As per RFP Document</u></p> <p>The bidder should have experience in Delivery , integration, installation, customization and maintenance of Core Banking Solution &amp; allied Services / Applications in banks of India at least for</p>   | <p>The bidder should have experience in Delivery , integration, installation, customization and maintenance of Core Banking Solution &amp; allied Services / Applications in banks of India at least for</p>  |

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| No 3 | Evaluation -<br>S.No. 1.<br>Bidder's<br>Capability &<br>Experience<br>Evaluation<br>Approach | Services / Applications in<br>banks of India within last<br>5 years along with the<br>following areas of Banking<br>setup:<br><br>a) Core Banking Solution<br>including Loan<br>modules, Mobile<br>Banking, Internet<br>Banking.<br><br>b) Database &<br>Application<br>administration &<br>Support<br>management.<br><br>c) Helpdesk Support and<br>Management.<br><br>d) Customization and<br>development of Core<br>/ Digital Banking<br>Products.<br><br>➤ At least 3 (three)<br>(PSU /RRB/PVT<br>Bank) having<br>more than 2000<br>branches each in<br>India (20 Marks)<br><br>➤ At least 2 (Two)<br>(PSU /RRB/PVT<br>Bank) having more<br>than 2000<br>branches each in<br>India (17 Marks)<br><br>➤ At least 1 (one)<br>(PSU /RRB/PVT<br>Bank) having more<br>than 2000<br>branches each in<br>India (14 Marks) | a period of One (1) year<br>in the last Three (3)<br>financial years as on<br>31.03.2025 along with<br>the following areas of<br>Banking setup:<br><br>a) Core Banking Solution<br>including Loan<br>modules, Mobile<br>Banking, Internet<br>Banking.<br><br>b) Database &<br>Application<br>administration &<br>Support<br>management.<br><br>c) Helpdesk Support and<br>Management.<br><br>d) Customization and<br>development of Core<br>/ Digital Banking<br>Products.<br><br>(Maximum Marks 20)<br><br>➤ At least 3 (three)<br><b>Scheduled Banks</b><br>having more than<br>2000 branches<br>each in India (20<br>Marks)<br><br>➤ At least 2 (Two)<br><b>Scheduled Banks</b><br>having more than<br>2000 branches<br>each in India (15<br>Marks)<br><br>➤ At least 1 (one)<br><b>Scheduled Bank</b><br>having more than<br>2000 branches<br>each in India (10<br>Marks) |
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|  |  | <p><b><u>As per Amendment-3<br/>dated 09.10.2025</u></b></p> <p>➤ At least 3 (three) Banks (PSU /RRB/Private Bank) having more than 2000 branches each in India<br/>OR should have implemented / maintained CBS in Bank (PSU /RRB/Private Bank) having a total of at least 7500 branches in India (20 Marks)</p> <p>➤ At least 2 (Two) Banks (PSU /RRB/Private Bank) having more than 2000 branches each in India<br/>OR should have implemented / maintained CBS in Bank (PSU /RRB/Private Bank) having a total of at least 5000 branches in India (17 Marks)</p> <p>➤ At least 1 (one) Bank (PSU /RRB/Scheduled Private Bank) having more than 2000 branches in India OR should have implemented / maintained CBS in Bank/s (PSU /RRB/Private Bank)</p> |  |
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|                   |    |   | having a total of at least 3000 branches in India (14 Marks)   |  |
| RFP main document | 73 | Section - E: Selection of Bidder<br><br>Technical Evaluation - S.No. 2. Bidder's Capability & Experience<br><br>Evaluation Approach | <p>The bidder should have exposure in infrastructure management of on premises DC providing FMS support for Servers, Storage, Network and Security components of DC and DR by providing on-site L1 and L2 Engineers.</p> <p>The bidder should have exposure in infrastructure management of on premises DC providing FMS support for Servers, Storage, Network and Security components of DC and DR by providing on-site L1 and L2 resources in Scheduled Banks in India at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025. (Maximum Marks 20)</p> <p>The bidder should have exposure in infrastructure management of on premises DC providing FMS support for Servers, Storage, Network and Security components of DC and DR by providing on-site L1 and L2 resources in Banks of India within last 5 years. (Maximum Marks 20)</p> <ul style="list-style-type: none"> <li>➤ At least 3 (three) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (20 Marks)</li> <li>➤ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (17 Marks)</li> <li>➤ At least 1 (one) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (14 Marks)</li> </ul> | <p>The bidder should have exposure in infrastructure management of on premises DC providing FMS support for Servers, Storage, Network and Security components of DC and DR by providing on-site L1 and L2 resources in Scheduled Banks in India at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025.</p> <p>The bidder should have exposure in infrastructure management of on premises DC providing FMS support for Servers, Storage, Network and Security components of DC and DR by providing on-site L1 and L2 resources in Banks of India within last 5 years.</p> <ul style="list-style-type: none"> <li>➤ At least 3 (three) Scheduled Banks having more than 2000 branches each in India (20 Marks)</li> <li>➤ At least 2 (Two) Scheduled Banks having more than 2000 branches</li> </ul> |

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|  |    |   |  | each in India (15 Marks)   |
|  |    |   |  | ➤ At least 1 (one) <b>Scheduled Bank</b> having more than 2000 branches each in India (10 Marks)   |
| A.RFP main document and Amendment No 3 | 74 | Section - E: Selection of Bidder<br><br>Technical Evaluation - S .No . 3 .<br>Bidder's Capability & Experience<br><br>Evaluation Approach | <p><b><u>As per RFP Document</u></b></p> <p>The bidder should have experience in maintenance of Finacle 10.x.x Core Banking Solution including Loan modules in banks in India within last 5 years (Maximum Marks 20)</p> <p>➤ At least 3 (three) (PSU /RRB/PVT Bank) having more than 650 branches each in India (20 Marks)</p> <p>➤ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 650 branches each in India (17 Marks)</p> <p>➤ At least 1 (one) (PSU /RRB/PVT Bank) having more than 650 branches each in India (14 Marks)</p> <p><b><u>As per Amendment-3 dated 09.10.2025</u></b></p> <p>➤ At least 3 (three) (PSU /RRB/PVT Bank) having more than 650 branches</p> | <p>The bidder should have experience in maintenance of Finacle 10.x.x Core Banking Solution including Loan modules in banks in India at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025. (Maximum Marks 20)</p> <p>➤ At least 3 (three) <b>Scheduled Banks</b> having more than 650 branches each in India (20 Marks)</p> <p>➤ At least 2 (Two) <b>Scheduled Banks</b> having more than 650 branches each in India (15 Marks)</p> <p>➤ At least 1 (one) <b>Scheduled Bank</b> having more than 650 branches each in India (10 Marks)</p> |

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|  |  |  | <p>each in India OR At least 1 (One) (PSU /RRB/Scheduled Private Bank) having more than 650+ branches with experience in maintaining Finacle 10.x.x, Finacle 10.x.x Customization, Allied applications (MB, IB, NEFT/RTGS) and DC &amp; DR Infrastructure (20 Marks)</p> <ul style="list-style-type: none"> <li>➤ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 650 branches each in India OR At least 1 (One) (PSU /RRB/PVT Bank) having more than 650+ branches with experience in maintaining Finacle 10.x.x, Finacle 10.x.x Customization, and allied applications (MB, IB, NEFT/RTGS) (17 Marks)</li> <li>➤ At least 1 (one) (PSU /RRB/PVT Bank) having more than 650 branches each in India OR At least 1 (One) (PSU /RRB/PVT Bank) having more than 650+ branches with experience in</li> </ul> |  |
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|                   |    |  | <b>maintaining<br/>Finacle 10.x.x,<br/>Finacle 10.x.x<br/>Customization.<br/>(14 Marks)</b>  |  |
| RFP main document | 74 | Section - E:<br>Selection of<br>Bidder<br><br>Technical<br>Evaluation -<br><br>S.No. 4.<br>APM Tool<br><br>Evaluation<br>Approach            | <p>The Proposed APM Tool should have been deployed and maintained by the OEM / its Authorized Partners in Scheduled banks in India within last 5 years</p> <p><b>(Maximum Marks 10)</b></p> <ul style="list-style-type: none"> <li>➤ At least 3 (three) Banks having more than 1000 branches each in India <b>(10 Marks)</b></li> <li>➤ At least 2 (Two) Banks having more than 1000 branches each in India <b>(7 Marks)</b></li> <li>➤ At least 1 (one) Bank having more than 1000 branches each in India <b>(5 Marks)</b></li> </ul> | <p>The Proposed APM Tool should have been deployed and maintained by the OEM / its Authorized Partners in Scheduled banks in India <b>within last 3 years as on 31.03.2025</b></p> <p><b>(Maximum Marks 10)</b></p> <ul style="list-style-type: none"> <li>➤ At least 3 (three) Scheduled Banks having more than 1000 branches each in India <b>(10 Marks)</b></li> <li>➤ At least 2 (Two) Scheduled Banks having more than 1000 branches each in India <b>(7 Marks)</b></li> <li>➤ At least 1 (one) Scheduled Bank having more than 1000 branches each in India <b>(5 Marks)</b></li> </ul> |
| RFP main document | 75 | Section - E:<br>Selection of<br>Bidder<br><br>Technical<br>Evaluation -<br><br>S.No. 4.<br>PSP Testing<br>Tool<br><br>Evaluation<br>Approach | <p>The Proposed PSP Testing Tool should have been deployed and maintained by the OEM / Its Authorized Partners in Scheduled banks in India within last 5 years</p> <p><b>(Maximum Marks 10)</b></p> <ul style="list-style-type: none"> <li>➤ At least 3 (three) Banks having more than 650 Finacle CBS branches each in India <b>(10 Marks)</b></li> <li>➤ At least 2 (Two) Banks having more than 650 Finacle CBS branches each in India <b>(7 Marks)</b></li> </ul>  | <p>The Proposed PSP Testing Tool should have been deployed and maintained by the OEM / Its Authorized Partners in Scheduled banks in India <b>within last 3 years as on 31.03.2025</b></p> <p><b>(Maximum Marks 10)</b></p> <ul style="list-style-type: none"> <li>➤ At least 3 (three) Banks having more than 650 Finacle CBS branches each in India <b>(10 Marks)</b></li> <li>➤ At least 2 (Two) Banks having more than 650 Finacle CBS branches each in India</li> </ul>   |

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|                   |     |   | At least 1 (one) Bank having more than 650 Finacle CBS branches each in India (5 Marks)   | each in India (7 Marks) ➤ At least 1 (one) Bank having more than 650 Finacle CBS branches each in India (5 Marks)  |
| RFP main document | 76  | Section - E: Selection of Bidder<br>A) Part C - Commercial Bid<br>Point No. f   | The Bidders scoring a minimum of 70% score based on the detailed evaluation in Technical Proposal Evaluation would be qualified and shortlisted for the Commercial Bid Evaluation.  | The Bidders scoring a minimum of 60% score based on the detailed evaluation in Technical Proposal Evaluation would be qualified and shortlisted for the Commercial Bid Evaluation.   |
| RFP main document | 82  | Order Cancellation/ Termination of Contract                                     | 11.2.6 If deductions on account of liquidated damages exceeds more than 20% of the total contract price.  | 11.2.6 If deductions on account of liquidated damages exceeds more than <u>10%</u> of the total contract price.  |
| RFP main document | 102 | Annexure- 1: Eligibility Criteria Declaration<br>A. General Criteria<br>Sl No 1 | The bidder who shall be the system integrator must be a Government Organization / PSU / PSE or a Public / Private Limited Company / Partnership / Limited Liability Partnership / Proprietorship firm incorporated in India and operating in India for at least 5 years as on date of the RFP (In case of mergers/acquisitions/ restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account) | The bidder who shall be the system integrator must be a Government Organization / PSU / PSE or a Public / Private Limited Company / Partnership / Limited Liability Partnership / Proprietorship firm incorporated in India and operating in India for at least 3 years as on 31.03.2025 (In case of mergers/acquisitions/ restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account) |

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| RFP main document | 103 | Annexure- 1<br>B. Bidder Financial Criteria             | <p>The bidder should have an annual turnover of ₹ 1000 Crores during last 3 financial years (i.e., 2022-23 &amp; 2023-24, 2024-25) from Indian operations.</p> <p>This must be the individual company turnover and not of any group of companies.</p>   | <p>The bidder should have an annual turnover of ₹ <u>250</u> Crores during last 3 financial years (i.e., 2022-23 &amp; 2023-24, 2024-25) from Indian operations.</p> <p>This must be the individual company turnover and not of any group of companies.</p>  |
| RFP main document | 104 | Annexure- 1<br>C. Bidder Experience Criteria<br>Sl No 2 | <p>The bidder should be System Integrator for a Scheduled Bank in India, with experience of managing a Core Banking Solution with at least 2000 branches during the last 5 Financial years.</p> <p>Additionally, the same bidder should have hands-on experience of managing Finacle 10.x.x version in a Scheduled Bank in India having a minimum of 650 branches. This engagement should be ongoing on 31.07.2025.</p> | <p>The bidder should be a System Integrator for a Scheduled Bank in India, with experience of managing a Core Banking Solution with at least <b>2000 branches at least One (1) year in the last Three (3) financial years as on 31.03.2025.</b></p> <p>Additionally, the same bidder should have hands-on experience of managing Finacle 10.x.x version in a Scheduled Bank in India having a minimum of 650 branches <b>at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025.</b></p> |
| RFP main document | 104 | Annexure- 1<br>C. Bidder Experience Criteria<br>Sl No 3 | <p>Bidder should have minimum experience in supply and/or support of similar hardware/software (Servers IBM RISC Servers or x86), Hypervisor/VM, Enterprise class storage, (x86 or RISC), SAN Switches, firewall, Router, Network Switches</p>  | <p>Bidder should have minimum experience in supply and/or support of similar hardware/software (Servers IBM RISC Servers or x86), Hypervisor/VM, Enterprise class storage, (x86 or RISC), SAN Switches, firewall, Router, Network Switches</p>   |

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|                   |     |   | Router, Network Switches etc. at DC and DR in at least one (1) Bank (PSU/RRB/Scheduled Private Bank) having more than 650 branches in India, within the last 5 years.   | etc. at DC and DR in at least one (1) <b>Scheduled Bank</b> in India having more than 650 branches in the last <b>Three (3) financial years</b> as on 31.03.2025.  |
| RFP main document | 104 | Annexure- 1<br>C. Bidder Experience Criteria<br>Sl No 4 | <p>The bidder should have proven experience in infrastructure management for on-premises Data Centers (DC/DR), providing Facility Management Services (FMS) support for Servers, Storage, Oracle DB, Network, and Security components of both DC and DR. The bidder should have provided on-site L1 and L2 resources in at least one (1) Bank (PSU, RRB, or Scheduled Private Bank) with a network of more than 2000 branches across India.</p> <p>This engagement should have occurred within the last 5 financial years, and the support provided should be ongoing as on 31.07.2025.</p> | <p>The bidder should have proven experience in infrastructure management for on-premises Data Centers (DC/DR), providing Facility Management Services (FMS) support for Servers, Storage, Oracle DB, Network, and Security components of both DC and DR. The bidder should have provided on-site L1 and L2 resources in at least <b>one (1) Scheduled Bank</b> with a network of more than 2000 branches across India.</p> <p>This engagement should have occurred within the last <b>3 financial years</b>, and the support provided <b>at least for a period of One (1) year in the last Three (3) financial years</b> as on 31.03.2025.</p> |
| RFP main document | 210 | Annexure-18   | Compliance to Onsite Resources  | Revised Annexure-18 Attached   |
| RFP main document | 218 | Annexure-22   | Compliance to Scope of Work   | Revised Annexure-22 Attached   |
| RFP main document | 220 | Annexure-23   | Resource Requirements   | Revised Annexure-23 Attached   |

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| RFP main document | 278 | APPENDIX-N | The list of items covered under AMC support & ATS Support | The revised AMC/ATS list will be shared with the bidders who already submitted Non-Disclosure Agreement (NDA) in the format provided under Annexure-7. |
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While submitting their responses to the subject RFP, bidders are advised to thoroughly review the replies to pre-bid queries and all amendments which have already been uploaded on the official websites of Karnataka Grameena Bank and Kerala Grameena Bank.

**Date: 05-01-2026**

**Sd/-  
General Manager**

**Annexure-18 (Revised)**  
**Compliance to Onsite Resources**

**[Should be submitted on Company's Letter Head with Company Seal and  
Signature of the Authorised Person]**

**(To be included in Part B - Technical Proposal Envelope)**

Reference No:

Date:

To  
General Manager,  
Karnataka Grameena Bank,  
Canara Bank RRBs CBS Project Office,  
19-19/1, III floor, Above Canara Bank Regional Office,  
South End Road, Basavanagudi,  
Bengaluru - 560004.

Dear Sir,

Sub: **RFP for Selection of System Integrator for “Supply of Finacle CBS license & Support, Supply & Implementation of Banking Applications performance monitoring solution, Supply & Implementation of Finacle PSP, Hot Fix & Patch testing solution and Management & Maintenance of Finacle CBS, CBS Allied & Non-CBS Applications, DC-DRC Infrastructure”**

| Sl. No | Resource Type   | No. of Resources | Educational Qualification | Other Details (Knowledge, Experience & Certification) | Additional Certification details |
|--------|---|------------------|---------------------------|---|----------------------------------|
| 1      | Project Manager   |                  |                           |   |                                  |
| 2      | L1 application support of CBS   |                  |                           |   |                                  |
| 3      | L2 application support of CBS   |                  |                           |   |                                  |
| 4      | L3 Technical Lead (CBS Application & Interfaces, Infrastructure, UAT and New tools) |                  |                           |   |                                  |
| 5      | Internet Banking- FEBA- L1  |                  |                           |   |                                  |
| 6      | Internet Banking -FEBA - L2   |                  |                           |   |                                  |
| 7      | SFMS (NEFT & RTGS), BG, LC, PFMS, NACH, H2H, MMS, BASE - L1                         |                  |                           |   |                                  |

|    |   |  |  |  |  |
|----|---|--|--|--|--|
| 8  | SFMS (NEFT & RTGS), BG, LC, PFMS, NACH, H2H, MMS, BASE - L2   |  |  |  |  |
| 9  | IBM WAS - L1  |  |  |  |  |
| 10 | IBM WAS - L2  |  |  |  |  |
| 11 | Finacle Integrator, Finacle API maintenance, Connect24 (UPI, IMPS, ATM, POS, AEPS, mobile Banking, BBPS etc..) - L1   |  |  |  |  |
| 12 | Finacle Integrator- Finacle API & Connect 24 customization - L2   |  |  |  |  |
| 13 | Oracle Data Base admin with expertise in RAC, AVDF - L1   |  |  |  |  |
| 14 | Oracle Data Base admin with expertise in RAC, AVDF - L2   |  |  |  |  |
| 15 | Oracle Data Base admin with expertise in RAC, AVDF - L3   |  |  |  |  |
| 16 | Database- MySQL & MSSQL -L2   |  |  |  |  |
| 17 | Database- MySQL & MSSQL -L3   |  |  |  |  |
| 18 | Database- Sybase - L2   |  |  |  |  |
| 19 | Application Monitoring Tool, Patch Management of Application, Data Configuration Management, Capacity Management - L1 |  |  |  |  |
| 20 | Application Monitoring Tool, Patch Management of Application, Data Configuration Management, Capacity Management - L2 |  |  |  |  |
| 21 | Desktop Patch Management - SCCM - L2  |  |  |  |  |
| 22 | Server Patch Management - BigFix - L2   |  |  |  |  |
| 23 | AV Admin for EndPoints-L1   |  |  |  |  |
| 24 | AV Admin for EndPoints-L2   |  |  |  |  |

|    |   |  |  |  |  |
|----|---|--|--|--|--|
| 25 | Proxy - L1                              |  |  |  |  |
| 26 | Proxy - L2                              |  |  |  |  |
| 27 | WAF-L1                                  |  |  |  |  |
| 28 | WAF-L2                                  |  |  |  |  |
| 29 | HSM , ADV, Load Balancer, NAC Admin- L1 |  |  |  |  |
| 30 | HSM , ADV, Load Balancer, NAC Admin- L2 |  |  |  |  |
| 31 | AIX Admin - L3                          |  |  |  |  |
| 32 | AIX Admin - L2                          |  |  |  |  |
| 33 | AIX Admin - L1                          |  |  |  |  |
| 34 | Windows+ Hyper V Admin - L2             |  |  |  |  |
| 35 | Windows AD - L1                         |  |  |  |  |
| 36 | Windows AD - L2                         |  |  |  |  |
| 37 | Linux Admin - L2                        |  |  |  |  |
| 38 | Backup Admin ( CBS) (Tivoli) -L1        |  |  |  |  |
| 39 | Backup Admin ( CBS) (Tivoli) -L2        |  |  |  |  |
| 40 | Backup Admin ( CBS) (Tivoli) -L3        |  |  |  |  |
| 41 | Backup Admin (Non CBS) (Veeam)- L1      |  |  |  |  |
| 42 | Backup Admin (Non CBS) (Veeam)- L2      |  |  |  |  |
| 43 | Storage Admin (CBS & NON CBS)- L2       |  |  |  |  |
| 44 | Storage Admin (CBS & NON CBS)- L3       |  |  |  |  |
| 45 | VMWare Admin - L2                       |  |  |  |  |
| 46 | L1 CBS Helpdesk                         |  |  |  |  |
| 47 | L1 Call Center Resource                 |  |  |  |  |
| 48 | L1 Resident Engineers                   |  |  |  |  |

We ..... hereby declare that we will adhere to the below mentioned resource requirements. We confirm that resource required are as per resource requirement mentioned in Bill of Material.

Signature of the Authorized Signatory with Company Seal:

Name of the Authorized Signatory:

Designation : .....

Company / Organization : .....

Place: .....

Date: .....

**Annexure-22 (Revised)**  
**Compliance to Scope of Work**

**(Should be submitted on Company's letter head with company seal and signature of the authorized person)**

**(To be included in Part A- Eligibility cum Technical Proposal)**

**Ref:**

**Date:**

**To**  
General Manager,  
Karnataka Grameena Bank,  
Canara RRBs CBS Project Office,  
19-19/1, IIIrd Floor,  
Above Canara Bank Regional Office,  
South End Road, Basavanagudi,  
Bengaluru - 560 004.

**DECLARATION**

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid if the bid is not submitted in proper format as per subject RFP. For each of the points in description, the Bidder is expected to submit a brief description justifying the below scope.

| <b>Sl. No.</b> | <b>Description</b>   | <b>Yes/No</b> | <b>Remarks/Deviations</b> |
|----------------|--|---------------|---------------------------|
| 1              | Project Objective  |               |                           |
| 2              | In-scope Allied Applications, Interfaces, Core Banking Solution Applications and New Tools |               |                           |
| 2.1            | In scope allied applications   |               |                           |
| 2.2            | List of Interfaces   |               |                           |
| 2.3            | Core Banking Applications  |               |                           |
| 2.4            | New Tools  |               |                           |
| 3              | Licensing  |               |                           |
| 4              | Customizations/Change Request  |               |                           |
| 5              | System Integration Testing   |               |                           |
| 6              | User Acceptance Testing  |               |                           |
| 7              | Technical Support  |               |                           |
| 8              | DC & DRC management  |               |                           |
| 9              | Level 1 - CBS helpdesk   |               |                           |
| 10             | Level 1 - Call centre resources  |               |                           |
| 11             | Scope of Work of the IT Support Engineer stationed in designated locations                 |               |                           |

|    |  |  |  |
|----|--|--|--|
| 12 | Application Support for CBS , In-scope Allied Applications, Interface and New tools (L1 , L2 & L3 support)   |  |  |
| 13 | ATS and AMC for in scope applications and infrastructure   |  |  |
| 14 | ATS and AMC for Assets as per the Appendix - N   |  |  |
| 15 | L1 FMS resource support for IBM WAS, Finacle Integrator, API Maintenance, Connect 24, Oracle DB Admin, APM Tool, Patch Management, Configuration Management, Capacity Management, AV admin for End Points, Proxy, WAF, HSM ADV Load Balancer , NAC Admin, AIX Admin, Windows AD, Backup Admin (Tivoli), Backup Admin (Veeam)   |  |  |
| 16 | L2 FMS resource support for IBM WAS, Finacle Integrator, API Maintenance, API & Connect 24 Customization, Oracle DB Admin, Data Base MySQL & MSSQL ,APM Tool, Patch Management, Configuration Management, Capacity Management, SCCM , BigFix, AV admin for End Points, Proxy, WAF, HSM ADV Load Balancer , NAC Admin, AIX Admin, Windows + Hyper V Admin, Linux Admin, Windows AD, Backup Admin (Tivoli), Backup Admin (Veeam) Storage Admin, Backup Admin, VMWare Admin |  |  |
| 17 | L3 FMS resource support for Oracle DB Admin, Database MySQL & MSSQL , AIX Admin, Backup Admin CBS (Tivoli) , Storage Admin ( CBS & Non-CBS)  |  |  |
| 18 | Training   |  |  |
| 19 | Documentation  |  |  |
| 20 | Transition plan  |  |  |

(If left blank it will be construed that there is no deviation from the specifications given above)

Date

Signature with seal  
Name:  
Designation :

**Annexure-23 (Revised)**  
**Resource Requirements**

**(Should be submitted on Company's letter head with company seal and signature of the authorized person)**

**(To be included in Part A- Conformity to Eligibility Criteria)**

**Ref:**

**Date:**

To  
General Manager,  
Karnataka Grameena Bank,  
Canara RRBs CBS Project Office,  
19-19/1, IIIrd Floor,  
Above Canara Bank Regional Office,  
South End Road, Basavanagudi,  
Bengaluru - 560 004.

**Subject:** Resource requirements declaration letter for RFP for Selection of System Integrator for “Supply of Finacle CBS license & Support, Supply & Implementation of Banking Applications performance monitoring solution, Supply & Implementation of Finacle PSP, Hot Fix & Patch testing solution and Management & Maintenance of Finacle CBS, CBS Allied & Non-CBS Applications, DC-DRC Infrastructure”

We hereby declare that *<Bidder's complete legal name as mentioned on Bid covering letter>* we will adhere to the below mentioned resource requirements.

| <b>Sl. No</b> | <b>Resource Type</b> | <b>Indicative No. of Resources</b> | <b>Educational Qualification, Knowledge &amp; Experience and Certification (if applicable)</b>   | <b>Minimum Years of Experience</b> |
|---------------|----------------------|------------------------------------|--|------------------------------------|
| 1             | Project Manager      | 1                                  | <p><b>Educational Qualification</b><br/>Graduate in Engineering (in IT, Computer Science, Electronics or ECE)/PGDCM/MCA or MBA/PGDGM/MSc with specialization in IT, Computer Science, Electronics or equivalent or higher qualification</p> <p><b>Experience and knowledge</b><br/>Practical experience in project management methodology and techniques gained through managing large and complex projects. Experience in managing Bank operations engagements and have worked as a Program manager in at least one Schedule Commercial Bank in India. Should have a minimum 15 years of experience in banking channels including ATM, UPI, E-Banking, Phone Banking, SMS Banking, Debit Card Management, and RTGS. The resource should have extensive expertise in the installation, testing, and maintenance of Connect 24 and FI interfaces. In-depth knowledge of the Finacle Core Banking System, covering both functional and technical aspects, and have</p> | 15+                                |

|   |                               |    |   |    |
|---|-------------------------------|----|---|----|
|   |                               |    | <p>experience implementation, up gradation, and maintenance of Finacle applications from version 7.x to 10.x, including data migration. Should work as a project lead in Core Banking Implementation and Customization teams, and must handle programming in PLSQL, Shell Script, JSP Customization, Finacle Scripting, Connect 24, and CSIS. Should have knowledge in preparation of test cases aligned with banking business rules, system analysis, parameterization, and customization of Finacle applications. Knowledge in Total Branch Computerisation projects, providing continuous production support and managing business process definition (BPD) and current system study (CSS) activities.</p> <p><b>Certification (Minimum one)</b></p> <ul style="list-style-type: none"> <li>• ITIL 4 Certified</li> <li>• PMP Certified</li> <li>• Prince-2 Certified</li> </ul> |    |
| 2 | L1 application support of CBS | 8  | <p><b>Educational Qualification</b><br/>Diploma/Degree in Engineering/BCA/ BSc in IT, Computer Science, Electronics equivalent or higher qualification.</p> <p><b>Experience and Knowledge</b><br/>Should have experience in application support or helpdesk roles in handling Core Banking Application related queries. Should be familiar with various ticketing tools, basic SQL, J2EE, Linux Commands, understanding the application logs and error tracing, SLA management and escalation procedures. Capable of handling L1-level incidents, Daily monitoring, and coordinating with L2 and OEM teams for resolution.</p>   | 2+ |
| 3 | L2 application support of CBS | 18 | <p><b>Educational Qualification</b><br/>Bachelor of Engineering (B.E. / B.Tech.) or a Master of Computer Applications (M.C.A.), or P.G.D.C.M. (Post Graduate Diploma in Computer Management) or M.B.A./P.G.D.G.M. /M.Sc. with a specialization in Computer Science, Information Technology (IT), Electronics or a related technical field.</p> <p><b>Experience and Knowledge</b><br/>Should have in depth understanding of CBS platforms, Proficiency in database technologies (Oracle/DB2/Sybase/MySQL/MSSQL), Linux commands, Sufficient knowledge and certification in J2EE, SQL etc.. Experience</p>   | 4+ |

|   |  |   |   |    |
|---|--|---|---|----|
|   |  |   | <p>with application logs, debugging, and root cause analysis, Understanding of batch jobs, schedulers, and monitoring tools, Experience in incident, problem, and change management processes.</p> <p><b>Certification</b></p> <ul style="list-style-type: none"> <li>• ITIL 4 Certified</li> </ul>   |    |
| 4 | L3 Technical Lead ( CBS Application & Interfaces, Infrastructure, UAT and New tools) | 2 | <p><b>Educational Qualification</b></p> <p>Bachelor of Engineering (B.E. / B.Tech. in IT, Computer Science, Electronics or ECE) or a Master of Computer Applications (M.C.A.) or P.G.D.C.M. (Post Graduate Diploma in Computer Management) or M.B.A./P.G.D.G.M./M.Sc. with a specialization in Computer Science, Information Technology (IT), Electronics, Communication or a related technical field.</p> <p><b>Experience and Knowledge</b></p> <p>Should have well experience in CBS, Allied Applications &amp; Interfaces, Infrastructure management but not limited to (Windows/Solaris/IBM Unix/AIX Administration/RHEL), storage, database (Oracle/DB2/Sybase/MySQL/MSSQL) and Network (Firewall/Load balancer/WAF/switch/router/SD-WAN) in Banking Domain.</p> <p>Should have proven expertise across multiple digital and assisted banking channels including ATM, UPI, Internet Banking, Mobile Banking, Phone Banking, SMS Banking, Debit Card Management, and RTGS. Have capabilities in the installation, testing, and maintenance of middleware and financial interfaces such as Connect 24 and FI. Resource should possess in-depth functional and technical knowledge of the Finacle Core Banking System, with hands-on experience in implementation, version upgrades (7.x to 10.x), data migration, and system customization. Should have proper experience to Core Banking Implementation and Customization projects, with proficiency in PL/SQL, Shell Scripting, JSP, Finacle Scripting, and integration tools including Connect 24 and CSIS. Knowledge in system analysis, parameterization, test case preparation aligned with banking business rules, and end-to-end support for Finacle modules covering Retail and Corporate Banking, Trade Finance, Deposits, Loans, Advances,</p> | 7+ |

|   |                             |   |  |    |
|---|-----------------------------|---|--|----|
|   |                             |   | <p>and Delivery Channels. The resource should have knowledge to Total Branch Computerisation initiatives, business process definition (BPD), current system study (CSS), and ongoing production support.</p> <p><b>Certification</b></p> <ul style="list-style-type: none"> <li>• Application development Certification</li> <li>• Technical certifications like MCP/SA/ RHCE / CCNP/ VMware vSphere/ Oracle Solaris Certified/ PowerVM/IBM Certified Specialist.</li> <li>• Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2</li> </ul>   |    |
| 5 | Internet Banking-FEBA- L1   | 3 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /MBA/ PGDCM/ BCA/BSc in Computer Science, IT, Electronic or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Experience of working in IT Technical Application &amp; Interfaces, Infrastructure, and Network support for Customization, Implementation, and Configuration. Knowledge of Internet Banking, Mobile Banking, UPI, Payment Services, Customization, Implementation, Configuration, Knowledge of Banking Operation Logic, RTGS, NEFT, EOD, and BOD. Vendor Management, customization. Should have worked as L1 Support for at least one Scheduled Commercial Bank in India.</p>  | 2+ |
| 6 | Internet Banking -FEBA - L2 | 1 | <p><b>Educational Qualification</b><br/>Bachelor of Engineering (B.E. / B.Tech.) or a Master of Computer Applications (M.C.A.) or an equivalent post-graduate qualification such as an M.B.A. or P.G.D.C.M. (Post Graduate Diploma in Computer Management), with a specialization in Computer Science, Information Technology (IT), Electronics &amp; Communication (ECE), Electrical and Electronics Engineering (EEE), or a related technical field. A B.Sc. (Bachelor of Science) in a relevant discipline like Electronics or Computer Science will also be considered.</p> <p><b>Experience and Knowledge-</b><br/>Experience of working in IT Technical Application &amp; Interfaces, Infrastructure and Network support for Customization, Implementation, and Configuration. Should have expert knowledge in Finacle E-Banking Architecture (FEBA) implementation, customization, and maintenance of the</p> | 4+ |

|   |   |   |  |    |
|---|---|---|--|----|
|   |   |   | <p>Internet Banking channel for both Retail and Corporate users. Key experience includes end-to-end management of critical FEBA functionalities such as multi-factor authentication (2FA/3FA), fund transfer services (NEFT/RTGS/IMPS), bill payments, online service requests, and utility features like Fixed/Recurring Deposit opening and Form 15G/H submission. Proficient in the FEBA technical architecture and middleware integration (e.g., WebSphere/WebLogic), the resource is adept at troubleshooting production issues, deploying product and custom patches, ensuring VAPT/Security compliance, and managing user activity logging and audit trails to maintain a secure, high-performing, and regulatory-compliant digital banking experience.</p> <p>Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution</p> <p>Should have worked as L1 Support for at least one Scheduled Commercial Bank in India.</p> <p><b>Certification</b><br/>Application Development</p> |    |
| 7 | SFMS (NEFT & RTGS), BG, LC, PFMS, NACH, H2H, MMS, BASE - L1 | 3 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /MBA/ PGDCM/ BCA/BSc in Computer Science/IT/ Electronic &amp; communication/ EEE or BSc in IT, Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Experience of working in IT Technical Application &amp; Interfaces, Infrastructure and Network support for Customization, Implementation, and Configuration.<br/>Knowledge of Internet Banking, Mobile Banking, UPI, Payment Services, Customization, Implementation, Configuration, Knowledge of Banking Operation Logic, RTGS, NEFT, EOD, and BOD. Vendor Management, customization.<br/>Capable of handling L1-level incidents, Daily monitoring , and coordinating with L2 and OEM teams for resolution.<br/>Should have worked as L1 Support for at least one Scheduled Commercial Bank in India.</p> <p><b>Certification</b><br/>Application Development</p>   | 2+ |

|   |   |   |  |    |
|---|---|---|--|----|
| 8 | SFMS (NEFT & RTGS), BG, LC, PFMS, NACH, H2H, MMS, BASE - L2 | 1 | <p><b>Educational Qualification</b><br/>           Bachelor of Engineering (B.E. / B.Tech.) or a Master of Computer Applications (M.C.A.) or an equivalent post-graduate qualification such as an M.B.A. or P.G.D.C.M. (Post Graduate Diploma in Computer Management), with a specialization in Computer Science, Information Technology (IT), Electronics &amp; Communication (ECE), Electrical and Electronics Engineering (EEE), or a related technical field. A B.Sc. (Bachelor of Science) in a relevant discipline like Electronics or Computer Science will also be considered.</p> <p><b>Experience and Knowledge-</b><br/>           Experience of working in IT Technical Application &amp; Interfaces, Infrastructure and Network support for Customization, Implementation, and Configuration. Expertise includes comprehensive administration and support for SFMS (Structured Financial Messaging System), specifically for NEFT and RTGS, ensuring high availability and seamless transaction processing. The resource is also adept at managing Trade Finance products (BG - Bank Guarantee and LC - Letter of Credit), government schemes like PFMS, and bulk payment utilities such as NACH (National Automated Clearing House). Further technical skills encompass H2H (Host-to-Host) integration, MMS (Mandate Management System), and general support for foundational banking operations (BASE), guaranteeing robust connectivity and adherence to established banking protocols. Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution. Should have worked as L2 Support for at least one Scheduled Commercial Bank in India under these domain.</p> <p><b>Certification</b><br/>           Application Development</p> | 4+ |
| 9 | IBM WAS - L1  | 1 | <p><b>Educational Qualification</b><br/>           Graduate in Engineering /PGDCM /MCA/BSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>           Experience in supporting Finacle integrator application and well knowledge in installation, configuration, and</p>   | 2+ |

|    |              |   |  |    |
|----|--------------|---|--|----|
|    |              |   | <p>administration of IBM WebSphere Application Server (WAS) environments, specializing in managing WAS across large-scale enterprise banking platforms. Knowledge in deploying and troubleshooting Java-based applications (WAR/EAR files), configuring JMS, JNDI, data sources (JDBC Providers), and security settings (SSL/TLS). Capable of handling L1-level incidents, Daily monitoring, and coordinating with L2 and OEM teams for resolution.</p>  |    |
| 10 | IBM WAS - L2 | 4 | <p><b>Educational Qualification</b><br/>Bachelor of Engineering (B.E. / B.Tech.) or a Master of Computer Applications (M.C.A.) or an equivalent post-graduate qualification such as an M.B.A. or P.G.D.C.M. (Post Graduate Diploma in Computer Management), with a specialization in Computer Science, Information Technology (IT), Electronics &amp; Communication (ECE), Electrical and Electronics Engineering (EEE), or a related technical field. A B.Sc. (Bachelor of Science) in a relevant discipline like Electronics or Computer Science will also be considered.</p> <p><b>Experience and Knowledge-</b><br/>Experience in supporting Finacle integrator application and well knowledge in installation, configuration, and administration of IBM WebSphere Application Server (WAS) environments, specializing in managing WAS across large-scale enterprise banking platforms. Core expertise includes creating and managing Deployment Managers (DMGRs), Node Agents, and application clusters for high availability and load balancing. Proficient knowledge in deploying and troubleshooting Java-based applications (WAR/EAR files), configuring JMS, JNDI, data sources (JDBC Providers), and security settings (SSL/TLS). Furthermore, experience covers performance tuning (JVM heap size, thread pools), monitoring using any APM tool provided by the Bank, applying fix packs/cumulative fixes, and ensuring the stability and security of WAS instances in production and non-production environments.</p> <p>Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.</p> <p>Must have L2 Support experience (or equivalent) within the WAS domain for at</p> | 4+ |

|    |   |   |   |    |
|----|---|---|---|----|
|    |   |   | least one Scheduled Commercial Bank in India.   |    |
| 11 | Finacle Integrator, Finacle API maintenance, Connect24 ( UPI, IMPS, ATM, POS, AEPS , mobile Banking, BBPS etc..) - L1 | 1 | <p><b>Educational Qualification</b><br/> Graduate in Engineering /PGDCM /MCA/ MBA/BSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/> Experience in supporting Finacle integrator applications across channels like IB, MB, Financial Inclusion, UPI, POS, NACH, ATM, IMPS, AEPS, PFMS, NEFT, RTGS, Tax, BG, and LC. Must be proficient in managing application monitoring tools, patch deployment, data and configuration management, capacity planning, and ensuring VAPT/security compliance. Should have hands-on expertise in managing FI and Connect-24 integrators across both MZ and DMZ zones, with a solid understanding of middleware, message queues, and secure data flow between internal and external systems.<br/> Capable of handling L1-level incidents, Daily monitoring, and coordinating with L2 and OEM teams for resolution.</p> <p>Should have worked as L1 Support for at least one Scheduled Commercial Bank in India.</p> | 2+ |
| 12 | Finacle Integrator- Finacle API & Connect 24 customization - L2   | 1 | <p><b>Educational Qualification</b><br/> Bachelor of Engineering (B.E. / B.Tech.) or a Master of Computer Applications (M.C.A.) or an equivalent post-graduate qualification such as an M.B.A. or P.G.D.C.M. (Post Graduate Diploma in Computer Management), with a specialization in Computer Science, Information Technology (IT), Electronics &amp; Communication (ECE), Electrical and Electronics Engineering (EEE), or a related technical field. A B.Sc. (Bachelor of Science) in a relevant discipline like Electronics or Computer Science followed by a relevant post-graduate degree will also be considered.</p> <p><b>Experience and Knowledge-</b><br/> Experience in supporting Finacle integrator applications across channels like IB, MB, Financial Inclusion, UPI, POS, NACH, ATM, IMPS, AEPS, PFMS, NEFT, RTGS, Tax, BG, and LC. Must be proficient in managing application monitoring tools, patch</p>   | 4+ |

|    |   |   |   |    |
|----|---|---|---|----|
|    |   |   | <p>deployment, data and configuration management, capacity planning, and ensuring VAPT/security compliance. Should have hands-on expertise in managing FI and Connect-24 integrators across both MZ and DMZ zones, with a solid understanding of middleware, message queues, and secure data flow between internal and external systems.</p> <p>Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.</p> <p>Should have worked as an API developer for at least one Scheduled Commercial Bank in India.</p> <p><b>Certification</b><br/>Certification in API Developments</p>   |    |
| 13 | Oracle Data Base admin with expertise in RAC, AVDF - L1 | 3 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MBA/ BCA/PGDGM/BSC-IT/Comp Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have experience supporting Oracle Database environments, concentrating on routine operational duties such as performing daily system health checks, monitoring basic database alerts, and managing simple user access and permissions. Must include supervised execution of fundamental database maintenance tasks, specifically utilizing RMAN for backup and recovery procedures. Should possess a conceptual understanding of Oracle RAC (Real Application Clusters) architecture, enabling u to assist senior resources with cluster monitoring and log retrieval, and be familiar with the role of Oracle Audit Vault and Database Firewall (AVDF) in security, allowing to check the status of secured targets and generate basic audit reports.</p> <p>Capable of handling L1-level incidents, Daily monitoring , and coordinating with L2 and OEM teams for resolution.</p> | 2+ |
| 14 | Oracle Data Base admin with expertise in RAC, AVDF - L2 | 4 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b></p>  | 4+ |

|    |   |   |  |    |
|----|---|---|--|----|
|    |   |   | <p>Hands-on experience in Oracle Database Administration in enterprise environments. Must possess strong expertise in ODG including configuration, monitoring, and failover management. Should be proficient in Oracle AVDF for implementing database activity monitoring, audit policy enforcement, and firewall configurations. Experience in performance tuning, backup and recovery strategies, patch management, and database hardening is essential. Coordination with application and infrastructure teams for integrated support is expected. Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution</p> <p>Should have worked as L2 DB Admin for at least one Scheduled Commercial Bank in India.</p> <p><b>Certification</b></p> <p>Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2</p>  |    |
| 15 | Oracle Data Base admin with expertise in RAC, AVDF - L3 | 2 | <p><b>Educational Qualification</b></p> <p>Graduate in Engineering (IT, CSE, Electronics or ECE) /PGDCM /MBA/ BCA/PGDGM/MSC-IT/Comp Science or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b></p> <p>Experience in Oracle Database Administration with proven expertise in managing production-grade, mission-critical environments. Strong hands-on skills in ODG for HA/DR and Oracle AVDF for audit and firewall management. Proficient in performance tuning, patching, backup/recovery, and compliance with BFSI security standards. Capable of leading RCA, mentoring teams, and collaborating across infrastructure, application, and security functions.</p> <p>Should have worked as L2 DB Admin for at least one Scheduled Commercial Bank in India.</p> <p><b>Certification</b></p> <p>Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2</p> <p>Oracle Certified Professional (OCP) certification (Mandatory)</p> | 7+ |

|    |                            |   |  |    |
|----|----------------------------|---|--|----|
| 16 | Database-MySQL & MSSQL -L2 | 4 | <p><b>Educational Qualification</b><br/> Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge</b><br/> Should have in depth understanding of CBS platforms, Proficiency in database technologies (Oracle/DB2/Sybase/MySQL/MSSQL), Experience with application logs, debugging, and root cause analysis, Understanding of batch jobs, schedulers, and monitoring tools, Experience in incident, problem, and change management processes. Should have an extensive and verifiable record as an onsite Database Administrator (DBA) within a nationalised Bank Data Center, specializing in concurrent administration of MySQL and MSSQL critical production environments. This includes expert-level configuration, maintenance, and monitoring of high-availability solutions for both platforms, such as MSSQL Always On Availability Groups and MySQL Group Replication, and routinely participating in full Disaster Recovery (DR) failover drills to meet strict Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements. The experience must emphasize practical application of stringent Security and Compliance protocols, including implementing Transparent Data Encryption (TDE), performing least privilege access control, establishing comprehensive database auditing, and preparing documentation for financial regulatory reviews. Furthermore, the candidate should have a deep understanding of performance optimization, resource provisioning (storage, CPU, memory), patch management, and serving as the primary technical point-of-contact for all P1 production incidents, often necessitating immediate, hands-on, onsite troubleshooting and change execution during scheduled maintenance windows.</p> <p>Should have worked as L2 DB Admin for at least one Scheduled Commercial Bank in India.</p> <p><b>Certification</b></p> <ul style="list-style-type: none"> <li>• Professional/Expert level DB Certifications</li> </ul> | 4+ |
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|    |                            |   | but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2   |    |
| 17 | Database-MySQL & MSSQL -L3 | 1 | <p><b>Educational Qualification</b><br/> Graduate in Engineering (IT, CSE, Electronics or ECE)/PGDCM /MBA/ MCA/PGDGM/MSC-IT/Comp Science or equivalent or higher qualification.</p> <p><b>Experience and Knowledge</b><br/> Should have in depth understanding of CBS platforms, Proficiency in database technologies (Oracle/DB2/Sybase/MySQL/MSSQL), Experience with application logs, debugging, and root cause analysis, Understanding of batch jobs, schedulers, and monitoring tools, Experience in incident, problem, and change management processes. Database Administrator (DBA) for MySQL and MSSQL - Should have hands-on experience in core database management functions. Good knowledge in installation, configuration, and upgrades; implementation of robust backup and disaster recovery solutions; advanced performance tuning (query optimization, indexing, and monitoring); the design and management of high-availability features like MSSQL Always On or MySQL Replication; and strict security management for user access, roles, and data integrity. Furthermore, increasing familiarity with scripting (T-SQL, PowerShell) for automation and cloud database services (Azure SQL/MySQL on Cloud) is essential</p> <p>Should have worked as L2 DB Admin for at least one Scheduled Commercial Bank in India.</p> <p><b>Certification</b></p> <ul style="list-style-type: none"> <li>• Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2</li> </ul> | 7+ |
| 18 | Database-Sybase - L2       | 1 | <p><b>Educational Qualification</b><br/> Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge</b><br/> Should possess strong knowledge of Sybase (now SAP Adaptive Server Enterprise or SAP</p>   | 4+ |

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|    |   |   | <p>ASE) database administration, including comprehensive lifecycle management of this high-performance RDBMS. This includes expertise in its unique architecture and memory structures, such as data and procedure caches. A proficient Sybase DBA is expected to be skilled in its T-SQL dialect for query and stored procedure development, adept in implementing its specialized dump and load backup/recovery methodology, and experienced in performance tuning techniques such as analyzing query execution plans and managing named caches to ensure optimal system performance. Additionally, the role requires hands-on experience with High Availability solutions like SAP Replication Server, user security and permission management, and the use of shell scripting to automate routine operational tasks in typical Unix/Linux environments where SAP ASE is deployed.</p> <p>Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.</p> <p>Should have worked as L1 Support for at least one Scheduled Commercial Bank in India.</p> |    |
| 19 | Application Monitoring Tool, Patch Management of Application, Data Configuration Management, Capacity Management - L1 | 3 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MBA/ BCA/PGDGM/BSC-IT/Comp Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have Basic, hands-on experience as the onsite technical lead for managing enterprise-grade Application Performance Monitoring (APM) Tools and the Core Banking System (CBS) Patch Management Tool within a bank data center. This includes day-to-day responsibility for configuring and tuning the APM tool to provide real-time, deep transaction visibility and intelligent alerting across the CBS ecosystem (including Finacle, payment gateways, and surround applications), thereby minimizing Mean Time to Detect (MTTD) and Resolve (MTTR) critical incidents. Furthermore, the resource should knowledg of the CBS Patch Management lifecycle, from risk-based prioritization of vendor releases and rigorous testing in dedicated staging environments to scheduling and personally overseeing the secure, non-disruptive deployment of</p>                                     | 2+ |

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|    |   |   | <p>patches into the production environment during defined Change Management windows.</p> <p>Capable of handling L1-level incidents, Daily monitoring , and coordinating with L2 and OEM teams for resolution.</p>  |    |
| 20 | Application Monitoring Tool, Patch Management of Application, Data Configuration Management, Capacity Management - L2 | 3 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have expert, hands-on experience as the onsite technical lead for managing enterprise-grade Application Performance Monitoring (APM) Tools and the Core Banking System (CBS) Patch Management Tool within a high-security banking data center. This includes day-to-day responsibility for configuring and tuning the APM tool to provide real-time, deep transaction visibility and intelligent alerting across the CBS ecosystem (including Finacle, payment gateways, and surround applications), thereby minimizing Mean Time to Detect (MTTD) and Resolve (MTTR) critical incidents. Furthermore, the resource should demonstrate end-to-end ownership of the CBS Patch Management lifecycle, from risk-based prioritization of vendor releases and rigorous testing in dedicated staging environments to scheduling and personally overseeing the secure, non-disruptive deployment of patches into the production environment during defined Change Management windows. The experience must reflect an acute understanding of banking compliance and the need for meticulous documentation and audit reporting to prove system stability and security patch compliance across the entire core infrastructure.</p> <p>Should have worked as L2 Support in the respective domain for at least one Scheduled Commercial Bank in India.</p> <p><b>Certification</b><br/>Relevant certification in the proposed APM Tool</p> | 4+ |
| 21 | Desktop Patch Management - SCCM - L2  | 3 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or</p>   | 4+ |

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|    |                                       |   | <p>Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have hands-on experience with Microsoft System Center Configuration Manager (SCCM), managing enterprise IT environments through software deployment, patch management, and operating system deployment (OSD). Responsibilities have included automating application and security update rollouts, creating and managing task sequences for OS installations, and maintaining hardware and software inventory for compliance and audit purposes. The resource is also proficient in endpoint protection, compliance settings, and reporting, with expertise in integrating SCCM with Active Directory, WSUS, and Microsoft Intune for hybrid device management. Additionally, the resource has utilized SCCM to enforce configuration baselines, manage user access, and automate routine administrative tasks to ensure consistent and secure IT operations. Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.</p> <p>Should have worked as L2 Support for at least one Scheduled Commercial Bank in India.</p> <p><b>Certification</b><br/>Relevant certification from Microsoft</p> |    |
| 22 | Server Patch Management - BigFix - L2 | 2 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have on-site experience dedicated to managing and executing Server Patch Management cycles across large, diverse enterprise environments (Windows, Linux/Unix), including patch testing, deployment scheduling, and remediation of failed installations. A primary qualification is demonstrable expertise with the BigFix (HCL BigFix/Tivoli Endpoint Manager) tool, specifically for creating and deploying custom baselines, managing Fixlets/tasks for security and vulnerability compliance, and</p>  | 4+ |

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|    |                           |   | <p>utilizing the BigFix Console and Web Reports for detailed progress tracking and auditing. This experience must include strong troubleshooting skills to resolve complex on-site agent and relay communication issues, ensuring accurate inventory and patch compliance reporting to meet internal and regulatory requirements while minimizing downtime.</p> <p>Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.</p> <p>Should have worked as L2 Support for at least one Scheduled Commercial Bank in India.</p>  |    |
| 23 | AV Admin for EndPoints-L1 | 2 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MBA/ BCA/PGDGM/BSC-IT/Comp Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have on-site experience dedicated to managing enterprise security solutions, with a deep specialization in Symantec Anti-Virus (AV) endpoint protection, specifically configuring and maintaining agents across various operating systems and ensuring high compliance rates. This experience must include significant hands-on work with Extended Detection and Response (XDR) and Endpoint Detection and Response (EDR) platforms, including incident investigation, threat hunting, and policy tuning to reduce false positives. Expertise is required in deploying, managing, and troubleshooting the Symantec management console to enforce security policies, integrate endpoint data with the XDR platform for holistic threat analysis, and provide immediate, on-site support for critical security incidents and rapid remediation efforts.</p> | 2+ |
| 24 | AV Admin for EndPoints-L2 | 1 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have on-site experience dedicated to managing enterprise security solutions, with a deep specialization in Symantec Anti-Virus</p>  | 4+ |

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|    |            |   | (AV) endpoint protection, specifically configuring and maintaining agents across various operating systems and ensuring high compliance rates. This experience must include significant hands-on work with Extended Detection and Response (XDR) and Endpoint Detection and Response (EDR) platforms, including incident investigation, threat hunting, and policy tuning to reduce false positives. Expertise is required in deploying, managing, and troubleshooting the Symantec management console to enforce security policies, integrate endpoint data with the XDR platform for holistic threat analysis, and provide immediate, on-site support for critical security incidents and rapid remediation efforts.<br>Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.<br>Should have worked as L1 Support for at least one Scheduled Commercial Bank in India.  |    |
| 25 | Proxy - L1 | 2 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MBA/ BCA/PGDGM/BSC-IT/Comp Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have on-site experience managing and maintaining enterprise Proxy Server infrastructure within a highly regulated Banking or Financial Services environment. Expertise is mandatory in administering leading proxy solutions (e.g., Symantec/Broadcom ProxySG/Blue Coat, Zscaler, or similar enterprise gateways), specifically handling on-site configuration of Web Filtering policies, managing SSL decryption, implementing access control lists (ACLs), and ensuring compliance with financial security regulations. This experience must include advanced troubleshooting of connectivity issues, authentication problems (Kerberos/SAML), and performance bottlenecks related to user traffic, along with documented involvement in capacity planning and on-site disaster recovery procedures for the proxy architecture. Capable of handling L1-level incidents, Daily monitoring, and coordinating with L2 and OEM teams for resolution.</p> | 2+ |

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| 26 | Proxy - L2 | 1 | <p><b>Educational Qualification</b><br/> Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/> Should have on-site experience managing and maintaining enterprise Proxy Server infrastructure within a highly regulated Banking or Financial Services environment. Expertise is mandatory in administering leading proxy solutions (e.g., Symantec/Broadcom ProxySG/Blue Coat, Zscaler, or similar enterprise gateways), specifically handling on-site configuration of Web Filtering policies, managing SSL decryption, implementing access control lists (ACLs), and ensuring compliance with financial security regulations. This experience must include advanced troubleshooting of connectivity issues, authentication problems (Kerberos/SAML), and performance bottlenecks related to user traffic, along with documented involvement in capacity planning and on-site disaster recovery procedures for the proxy architecture.<br/> Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.<br/> Should have worked as Proxy Admin for at least one Scheduled Commercial Bank in India.</p> | 4+ |
| 27 | WAF-L1     | 1 | <p><b>Educational Qualification</b><br/> Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM/BSC-IT/Comp Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge</b><br/> Should have on-site experience in managing and securing web-facing applications within a strictly regulated Banking or Financial Services infrastructure. Core expertise is required in the deployment, configuration, and day-to-day administration of Web Application Firewall (WAF) solutions, specifically focused on the on-site creation and fine-tuning of custom security policies and rule sets to mitigate threats like SQL Injection, Cross-Site Scripting (XSS), and OWASP Top 10 vulnerabilities. This experience must include advanced</p>  | 2+ |

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|    |   |   | troubleshooting of WAF false positives/negatives, managing geo-blocking and bot management policies, integrating the WAF with SIEM and SOC teams for real-time incident response, and providing critical, hands-on support for regulatory compliance audits and change management procedures within the bank's data center. Capable of handling L1-level incidents, Daily monitoring, and coordinating with L2 and OEM teams for resolution.   |    |
| 28 | WAF-L2                                  | 1 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge</b><br/>Should have on-site experience in managing and securing web-facing applications within a strictly regulated Banking or Financial Services infrastructure. Core expertise is required in the deployment, configuration, and day-to-day administration of Web Application Firewall (WAF) solutions, specifically focused on the on-site creation and fine-tuning of custom security policies and rule sets to mitigate threats like SQL Injection, Cross-Site Scripting (XSS), and OWASP Top 10 vulnerabilities. This experience must include advanced troubleshooting of WAF false positives/negatives, managing geo-blocking and bot management policies, integrating the WAF with SIEM and SOC teams for real-time incident response, and providing critical, hands-on support for regulatory compliance audits and change management procedures within the bank's data center. Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.</p> <p><b>Certification</b><br/>ISC2 Certified Information Systems Security Professional (CISSP)</p> | 4+ |
| 29 | HSM , ADV, Load Balancer, NAC Admin- L1 | 3 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM/BSC-IT/Comp Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b></p>   | 2+ |

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|    |   |   | Should have experience in IT infrastructure support across BFSI environments. Proficient in managing and troubleshooting HSM & ADV devices , Load Balancers and NAC . Should have working knowledge of Load Balancer and network access control (NAC). Capable of handling L1-level incidents, Daily monitoring , and coordinating with L2 and OEM teams for resolution.  |    |
| 30 | HSM , ADV, Load Balancer, NAC Admin- L2 | 3 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge</b><br/>Should have experience in IT infrastructure support across BFSI environments. Proficient in managing and troubleshooting HSM &amp; ADV devices , Load Balancers and NAC . Should have working knowledge of Load Balancer and network access control (NAC). Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.</p> <p><b>Certification (Minimum one)</b></p> <ul style="list-style-type: none"> <li>• ITIL 4 Certified</li> <li>• Related OEM Certifications</li> </ul>  | 4+ |
| 31 | AIX Admin - L3                          | 1 | <p><b>Educational Qualification</b><br/>Graduate in Engineering (IT, CSE, Electronics or ECE) /PGDCM /MBA/ MCA/PGDGM/MSC-IT/Comp Science or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have hands-on experience as an AIX Administrator managing and maintaining critical IBM Power Systems within a high-security Bank Data Center environment. Core expertise is mandatory in HMC (Hardware Management Console) management, LPAR (Logical Partition) provisioning, VIO server configuration, and deep administration of AIX Operating Systems (versions 7.1/7.2/7.3), including OS installation, patching via NIM (Network Installation Management), and file system management using LVM (Logical Volume Manager). This experience must include proven on-site skills in implementing and troubleshooting High Availability solutions like PowerHA/HACMP, managing enterprise storage fabrics (SAN), performing system</p> | 7+ |

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|    |                |   | <p>performance tuning (CPU, memory, I/O), and adhering strictly to change management and compliance protocols required in a financial infrastructure. Proficiency in shell scripting (Korn/Bash) for automation and 24/7 on-site support for critical system incidents is essential.</p> <p>Capable of handling L2 &amp; L3 level incidents, performing RCA and Submission of reports to the Bank, and coordinating with OEM teams for resolution.</p> <p>Should have worked as L2/L3 AIX Admin for at least one Scheduled Commercial Bank in India.</p> <p><b>Certification (Minimum one)</b></p> <ul style="list-style-type: none"> <li>• ITIL 4 Certified</li> <li>• IBM AIX Administrator Specialty credential</li> </ul>  |    |
| 32 | AIX Admin - L2 | 4 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have hands-on experience as an AIX Administrator managing and maintaining critical IBM Power Systems within a high-security Bank Data Center environment. Core expertise is mandatory in HMC (Hardware Management Console) management, LPAR (Logical Partition) provisioning, VIO server configuration, and deep administration of AIX Operating Systems (versions 7.1/7.2/7.3), including OS installation, patching via NIM (Network Installation Management), and file system management using LVM (Logical Volume Manager). This experience must include proven on-site skills in implementing and troubleshooting High Availability solutions like PowerHA/HACMP, managing enterprise storage fabrics (SAN), performing system performance tuning (CPU, memory, I/O), and adhering strictly to change management and compliance protocols required in a financial infrastructure. Proficiency in shell scripting (Korn/Bash) for automation and 24/7 on-site support for critical system incidents is essential. Capable of handling</p> | 4+ |

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|    |                             |   | <p>L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.</p> <p>Should have worked as AIX Admin for at least one Scheduled Commercial Bank in India</p>   |    |
| 33 | AIX Admin - L1              | 3 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM/BSC-IT/Comp Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have knowledge as an AIX Administrator managing and maintaining critical IBM Power Systems within a high-security Bank Data Center environment. Good knowledge is mandatory in HMC (Hardware Management Console) management, LPAR (Logical Partition) provisioning, VIO server configuration, and administration of AIX Operating Systems (versions 7.1/7.2/7.3), including OS installation, patching via NIM (Network Installation Management), and file system management using LVM (Logical Volume Manager). Capable of handling L1-level incidents, Daily monitoring , and coordinating with L2 and OEM teams for resolution.</p>    | 2+ |
| 34 | Windows+ Hyper V Admin - L2 | 4 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have a hands-on experience as a Windows and Hyper-V Administrator within a Bank Data Center or similar BFSI environment. Experience must include expert-level installation, configuration, and advanced troubleshooting of large-scale Windows Server environments and deep mastery of Microsoft Hyper-V virtualization. The resource must be proficient in managing Hyper-V Clustering, Live Migration, and Failover Clustering to ensure High Availability (HA) and Disaster Recovery (DR) for critical Core Banking applications. Key experience points include managing VM</p> | 4+ |

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|    |                 |   | <p>resource provisioning, performance optimization for CPU/memory/storage utilization, and securing the Windows Server OS using best practices like Group Policy Objects (GPO) and PowerShell scripting for routine automation. Furthermore, a proven track record is necessary in coordinating with storage and network teams for SAN/NAS integration and managing the seamless operation of associated enterprise tools, including centralized backup solutions and application monitoring agents within the virtualized guest operating systems. Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.</p> <p>Should have worked as Windows+ Hyper V Admin for at least one Scheduled Commercial Bank in India</p>  |    |
| 35 | Windows AD - L1 | 3 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM/BSc-IT/Comp Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have worked as a dedicated Windows Active Directory (AD) Administrator within Bank Data Center or regulated BFSI environment. Should have basic knowledge in the design, implementation, and maintenance of complex, multi-site AD forests and domains (Server 2016/2019/2022), focusing on high availability and fault tolerance for critical authentication services. Expertise includes the rigorous application of security best practices such as configuring and hardening Group Policy Objects (GPO) to meet strict regulatory compliance standards, managing and auditing all privileged access (including Tier 0 assets), and implementing robust AD Federation Services (AD FS) or other Single Sign-On (SSO) solutions. The resource must be good knowledge in managing DNS, DHCP, Certificate Services (PKI), and PowerShell scripting for automation, with a proven history of performing AD health checks, disaster recovery (DR) preparedness testing, and rapidly resolving P1 incident tickets related to authentication or access control issues within the secure data center environment.</p> | 2+ |

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| 36 | Windows AD - L2 | 1 | <p><b>Educational Qualification</b><br/> Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/> Experience in managing enterprise-level Windows Server environments. Proficient in installing, configuring, and maintaining Windows Server versions with a strong grasp of Group Policy Objects (GPOs), user and access management, and domain services within Active Directory. Experience with Microsoft Hyper-V is essential, including virtual machine provisioning, resource allocation, performance tuning, and backup integration. Resource should be comfortable handling incident resolution, system updates, and collaborating with cross-functional teams to ensure infrastructure stability. Should have worked as a dedicated Windows Active Directory (AD) Administrator within Bank Data Center or regulated BFSI environment. This experience must demonstrate mastery in the design, implementation, and maintenance of complex, multi-site AD forests and domains (Server 2016/2019/2022), focusing on high availability and fault tolerance for critical authentication services. Key expertise includes the rigorous application of security best practices such as configuring and hardening Group Policy Objects (GPO) to meet strict regulatory compliance standards, managing and auditing all privileged access (including Tier 0 assets), and implementing robust AD Federation Services (AD FS) or other Single Sign-On (SSO) solutions. The resource must be proficient in managing DNS, DHCP, Certificate Services (PKI), and PowerShell scripting for automation, with a proven history of performing AD health checks, disaster recovery (DR) preparedness testing, and rapidly resolving P1 incident tickets related to authentication or access control issues within the secure data center environment.</p> <p>Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.</p> <p><b>Certification (Minimum one)</b></p> <ul style="list-style-type: none"> <li>• Microsoft Certifications such as AZ-800, AZ-801</li> </ul> | 4+ |
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|    |                                  |   | <ul style="list-style-type: none"> <li>• Microsoft Certified: Virtualization Administrator</li> <li>• CompTIA Server+</li> </ul>   |    |
| 37 | Linux Admin - L2                 | 5 | <p><b>Educational Qualification</b><br/> Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer Science /MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/> Should have extensive onsite experience as a dedicated Linux System Administrator within a Data Center or regulated BFSI environment, managing critical production servers running RHEL/CentOS/Ubuntu distributions. This experience must demonstrate mastery in hardening the Linux OS to meet banking security and compliance benchmarks , managing user authentication via LDAP/Active Directory integration, and strictly implementing principle of least privilege and access control. Key expertise includes proficient shell scripting (Bash/Python) for automation, advanced troubleshooting of performance bottlenecks (CPU, memory, I/O, network), and deep familiarity with managing Linux-based applications, including high-traffic web servers (Apache/Nginx) and application servers. The resource must have proven experience with enterprise tools for patch management, configuration management, centralized logging, and monitoring in an environment requiring 24/7 uptime and must be adept at co-locating with storage, network, and database teams to perform complex, high-risk onsite change management procedures.<br/> Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.</p> <p>Should have worked as Linux Admin for at least one Scheduled Commercial Bank in India.</p> | 4+ |
| 38 | Backup Admin ( CBS) (Tivoli) -L1 | 1 | <p><b>Educational Qualification</b><br/> Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM/BSC-IT/Comp Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/> Should have knowledge of TSM/Spectrum</p>   | 2+ |

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|    |                                  |   | Protect servers within a critical financial environment. Include proven expertise in designing and managing complex Policy Domains and Storage Pools (VTL, LTO, Container), extensive experience implementing and troubleshooting LAN-Free backups and Tivoli Data Protection (TDP) agents for critical applications like Oracle and DB2, and providing 24/7 on-site support for complex incidents and recovery operations. Capable of handling L1-level incidents, performing RCA, and coordinating with L2 and OEM teams for resolution.  |    |
| 39 | Backup Admin ( CBS) (Tivoli) -L2 | 3 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM/MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have hands-on administration of TSM/Spectrum Protect servers within a critical financial environment. Include proven expertise in designing and managing complex Policy Domains and Storage Pools (VTL, LTO, Container), extensive experience implementing and troubleshooting LAN-Free backups and Tivoli Data Protection (TDP) agents for critical applications like Oracle and DB2, and providing 24/7 on-site support for complex incidents and recovery operations. The role requires expert knowledge of the Disaster Recovery Manager (DRM) and a strong track record of ensuring strict audit compliance and data integrity (RPO/RTO) in adherence to regulatory standards, complemented by strong shell scripting skills for daily automation and rigorous adherence to the bank's Change Management protocols. Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution.</p> <p>Must have L2 Support experience within the Tivoli Backup Admin domain for at least one Scheduled Commercial Bank in India.</p> | 4+ |
| 40 | Backup Admin ( CBS) (Tivoli) -L3 | 1 | <p><b>Educational Qualification</b><br/>Graduate in Engineering (IT, CSE, Electronics or ECE) /PGDCM /MCA/ MBA or PGDGM with specialization in IT or Computer</p>   | 7+ |

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|    |                                    |   | <p>Science/MSC-IT/Computer Science or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have hands-on administration of TSM/Spectrum Protect servers within a critical financial environment. Include proven expertise in designing and managing complex Policy Domains and Storage Pools (VTL, LTO, Container), extensive experience implementing and troubleshooting LAN-Free backups and Tivoli Data Protection (TDP) agents for critical applications like Oracle and DB2, and providing 24/7 on-site support for complex incidents and recovery operations. The role requires expert knowledge of the Disaster Recovery Manager (DRM) and a strong track record of ensuring strict audit compliance and data integrity (RPO/RTO) in adherence to regulatory standards, complemented by strong shell scripting skills for daily automation and rigorous adherence to the bank's Change Management protocols. Capable of handling L2 &amp; L3level incidents, performing RCA and Submission of necessary reports, and coordinating with OEM for resolution.</p> <p><b>Certification (Minimum one)</b></p> <ul style="list-style-type: none"> <li>• ITIL 4 Certified</li> <li>• IBM Certified Administrator - Spectrum Protect</li> </ul> <p>Must have L2 Support experience within the Tivoli Backup Admin domain for at least one Scheduled Commercial Bank in India.</p> |    |
| 41 | Backup Admin (Non CBS) (Veeam)- L1 | 1 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM/BSC-IT/Comp Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have onsite experience as a dedicated Veeam Backup &amp; Replication Administrator within a Bank Data Center or regulated BFSI environment, specializing in non-Core Banking System (CBS) infrastructure. This experience must demonstrate expert proficiency in the entire Veeam lifecycle, including design, deployment, configuration, and advanced troubleshooting of backup jobs, replication jobs, and capacity planning across large, complex virtualized environments</p>  | 2+ |

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|    |                                    |   | (VMware/Hyper-V). Key responsibilities include ensuring strict adherence to RTO/RPO SLAs through routine DR testing, SureBackup verification, and failover/failback procedures. The resource must be highly skilled in managing immutable backups (Hardened Repository) for enhanced ransomware protection, integrating Veeam with SAN/NAS storage snapshots, and maintaining meticulous onsite audit trails and compliance reports demonstrating data integrity, retention policy enforcement, and successful backup completion rates for all non-CBS applications.   |    |
| 42 | Backup Admin (Non CBS) (Veeam)- L2 | 3 | <p><b>Educational Qualification</b><br/>Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in Computer Science or IT/MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/>Should have onsite experience as a dedicated Veeam Backup &amp; Replication Administrator within a Bank Data Center or regulated BFSI environment, specializing in non-Core Banking System (CBS) infrastructure. This experience must demonstrate expert proficiency in the entire Veeam lifecycle, including design, deployment, configuration, and advanced troubleshooting of backup jobs, replication jobs, and capacity planning across large, complex virtualized environments</p> <p>(VMware/Hyper-V). Key responsibilities include ensuring strict adherence to RTO/RPO SLAs through routine DR testing, SureBackup verification, and failover/failback procedures. The resource must be highly skilled in managing immutable backups (Hardened Repository) for enhanced ransomware protection, integrating Veeam with SAN/NAS storage snapshots, and maintaining meticulous onsite audit trails and compliance reports demonstrating data integrity, retention policy enforcement, and successful backup completion rates for all non-CBS applications. Capable of handling L2-level incidents, performing RCA, and coordinating with OEM for resolution.</p> <p>Must have L2 Support experience as Veeam</p> | 4+ |

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|----|-----------------------------------|---|--|----|
|    |                                   |   | Backup Admin for at least one Scheduled Commercial Bank in India.  |    |
| 43 | Storage Admin (CBS & NON CBS)- L2 | 4 | <p><b>Educational Qualification</b><br/> Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in Computer Science or IT/MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/> Hands-on-experience in enterprise IT environments. Proficient in managing SAN/NAS infrastructures, configuring RAID arrays, and handling LUN provisioning and performance optimization. Expertise in backup technologies, including scheduling, restoration, and disaster recovery planning across multi-OS platforms. Must have understanding of non-Oracle databases, with capabilities in routine maintenance, backup integration and performance tuning. AIX system administration is critical—candidates should be adept in shell scripting, package management, and system performance analysis.</p> <p>Capable of handling L2 level incidents, performing RCA and submission of necessary report to Bank, and coordinating with OEM teams for resolution.</p> <p><b>Certification (Minimum one)</b></p> <ul style="list-style-type: none"> <li>• Storage Administration</li> <li>• Backup Administration</li> <li>• Database (Non-Oracle) Certification</li> <li>• AIX System Administration</li> </ul> | 4+ |
| 44 | Storage Admin (CBS & NON CBS)- L3 | 1 | <p><b>Educational Qualification</b><br/> Graduate in Engineering (IT or CSE)/PGDCM /MCA/ MBA or PGDGM with specialization in Computer Science, IT or Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b><br/> Hands-on-experience in enterprise IT environments. Proficient in managing SAN/NAS infrastructures, configuring RAID arrays, and handling LUN provisioning and performance optimization. Expertise in backup technologies, including scheduling, restoration, and disaster recovery planning across multi-OS platforms. Must have understanding of non-Oracle databases, with capabilities in routine maintenance, backup integration and performance tuning. AIX system administration is critical—candidates should be adept in shell scripting, package management, and system performance</p>  | 7+ |

|    |                   |   |   |    |
|----|-------------------|---|---|----|
|    |                   |   | <p>analysis.</p> <p>Capable of handling L2 and L3 level incidents, performing RCA and submission of necessary report to Bank, and coordinating with OEM teams for resolution</p> <p><b>Certification (Minimum one)</b></p> <ul style="list-style-type: none"> <li>• Storage Administration</li> <li>• Backup Administration</li> <li>• Database (Non-Oracle) Certification</li> <li>• AIX System Administration</li> </ul>  |    |
| 45 | VMWare Admin - L2 | 4 | <p><b>Educational Qualification</b></p> <p>Graduate in Engineering /PGDCM /MCA/ MBA or PGDGM with specialization in Computer Science or IT/MSC-IT/Computer Science, Electronics or equivalent or higher qualification.</p> <p><b>Experience and Knowledge-</b></p> <p>Should have onsite experience as a VMware Administrator and Infrastructure Engineer within Bank data center environment. This role demands expert proficiency in the VMware vSphere stack (ESXi, vCenter Server), encompassing design, deployment, configuration, and advanced performance tuning of large-scale virtual machines (VMs) and clusters that host mission-critical Core Banking and payment applications. The resource must demonstrate a holistic infrastructure skill set, including hands-on management and troubleshooting of the underlying Windows Server OS (especially with Hyper-V or native virtualization), intricate integration with enterprise SAN/NAS storage arrays , and rigorous administration of centralized backup and disaster recovery solutions. A proven track record is required in managing complex environments involving non-Oracle databases (like MySQL, MSSQL) and leveraging Application Performance Monitoring (APM) tools to proactively diagnose and resolve VM resource contention, storage latency, and network bottlenecks to maintain required Service Level Agreements (SLAs) and strict security standards.</p> <p>Capable of handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution</p> <p><b>Certification</b></p> <ul style="list-style-type: none"> <li>• VMware Certified Professional</li> </ul> | 4+ |

|    |                         |    |  |    |
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| 46 | L1 CBS Helpdesk         | 20 | <p><b>Educational Qualification</b><br/> Graduate in Science/Commerce/Engineering/BCA/BBA or Diploma in Engineering with experience in Core or Allied Applications/Infrastructure/ Network in the field of Banking IT domain / support of related solution.</p> <p><b>Experience and Knowledge-</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of Finacle, Allied applications, Core Infrastructure and Network</li> <li>2. Business Logic of Banks, handling calls, managing EOD/ BOD operations of Bank</li> <li>3. Knowledge of Core Banking Solutions, Banking support</li> <li>4. Troubleshooting of issues observed/reported on day-to-day basis</li> <li>5. Working knowledge on Service Ticketing/ Management Solutions.</li> </ol> | 1+ |
| 47 | L1 Call Center Resource | 24 | <p><b>Educational Qualification</b><br/> Any Graduate in Science/Commerce/Engineering or Diploma in Engineering with experience as a Call Center executive in the field of Banking IT domain/support of related solution.</p> <p><b>Experience and Knowledge-</b></p> <p>Should have experience in a customer service or call center environment, preferably within BFSI. Should have strong communication skills, basic technical troubleshooting ability, and familiarity with CRM/ticketing tools. Must be capable of handling inbound/outbound calls, logging incidents, and escalating issues as per defined SOPs. An understanding of banking products, services, and customer handling protocols is desirable.</p>                                | 1+ |
| 48 | L1 Resident Engineers   | 34 | <p><b>Educational Qualification</b><br/> Graduate in Engineering (BE/B Tech)/MCA/BCA/BSC with experience in Managing Computer Hardware/Networking and having experience in networking or other IT services</p> <p><b>Experience and Knowledge-</b></p> <p>Should have experience in IT support or resident engineering roles, preferably in BFSI environments. Should have working knowledge of desktop support, basic network troubleshooting, hardware/software installation, Patch updation and incident logging.</p> <p>Familiarity with ticketing tools, SLA adherence, and coordination with backend</p>   | 1+ |

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|  |  |  | support teams is essential. Exposure to banking applications and branch-level IT operations is preferred. |  |
|--|--|--|---|--|

Notes:-

1. The number mentioned above are indicative only.
2. In addition to the numbers mentioned above, for meeting SLA obligations, the Successful Bidder should arrange for equally qualified and experienced resources for attending holiday/leave substitute duties at their own cost.
3. The payment will be made in accordance with the respective number of shifts of normal working days of each Bank.
4. All resources, except L1 Resident Engineers, Helpdesk and Call Centre Resources, should be on the rolls of the Successful Bidder.

### **Declaration**

We hereby declare that all L1, L2, and L3 onsite resources for managing CBS and allied applications, as well as DC/DRC management and management personnel proposed to be deployed for this project shall be our direct employees and will be on our official payroll. These personnel are entitled to all statutory and company-provided benefits applicable to our employees.

This declaration is made in full compliance with the terms and conditions of the tender.

Date

Signature with seal  
Name:  
Designation :