Karnataka Grameena Bank

Ref:- RFP No: KaGB/Project Office/RFP/01/2025-26 dated 01.09.2025

Reply to Pre-Bid Queries raised by Potential Bidders

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1	RFP-01-25-26-RFP-for-Selection-of-SI	NA	General	General	Request Bank to provide the following list of tools deployed : Infrastructure Monitoring tool ITSM tool Server Patching tools- Windows, Linux and Unix DR Orchestration tool Replication tools	Infrastructure Monitoring tool - Presently No Tools deployed ITSM tool - Everest Infraon Server Patching tools- Windows, Linux and Unix : HCL Big Fix DR Orchestration tool - No Tools deployed Replication tools - No Tools deployed
2	RFP-01-25-26-RFP-for-Selection-of-SI	NA	Annexure - 2	Bidder is required to maintain & support all the existing devices & solution presently installed at the DC & DRC. In case additional hardware/solutions are implemented by bank during the contract period the same must be supported by the bidder without any extra commercials.	As per bidders understanding, new solutions/technologies which requires new skillsets introduced in the environment will be discussed and mutually agreed as per the change request process. Please confirm.	The Bidder has to quote the commercial as per the BoM only. In case of any addition of either H/w or S/w component , it will be discussed with selected bidder and the price will be finalised.
3	List of Item AMC ATS.pdf	NA	General	General	1. Request Bank to share the Location Details of the hardware devices provided by Bank. 2. Our understanding is that the AMC equipment list shared by Bank is deployed in its DC & DR Site only. Please confirm 3. Please share the current AMC/ATS support contract with OEMs like (like 6Hr CTR, 24x7 Support etc,.)	1. The bank will share the asset location details by 30.09.2025 to those vendors who has submitted the NDA as referenced in Appendix N. 2.AMC/ATS equipment list shared by Bank is deployed in DC & DR Site only and current support time frame is 24x7x365. 3.Ref Page 278 Appendix-N; The detailed list of items under AMC and ATS support (as referenced in Appendix-N) will be shared only after execution of a Non-Disclosure Agreement (NDA) in the format . date of publication of RFP.
4	RFP-01-25-26-RFP-for-Selection-of-SI	NA	Appendix – M	A mandatory list of 30 applications to be monitored using an Application Performance Monitoring (APM) tool is provided	For the APM Tool implementation, request bank to provide the following information: a) Total Number of Web/App/DB servers hosting 30 applications in scope for APM Tool monitoring (Both Physical and virtual servers) b) Total Logs file size currently generated by the 30 applications which are to be monitored by the APM tool c) Any of the 30 Applications to be monitored by APM Tool are currently hosted in cloud as Saas? Please clarify	a) Total number of servers and its core details will be shared to the bidders who has submitted NDA as referenced in Appendix N.. Further specific details will be shared with the successful bidder. b) The query of the bidder is not clear c) No
5	List of Item AMC ATS.pdf	NA	General	General	Our understanding is that Bank is looking for AMC/ATS support from OEM through the bidder as per this RFP. Please confirm	Bidder's understanding is correct
6	NA	NA	General		Please provide Windows / Linux / Unix / Hypervisor Servers count with flavors & versions with environment bifurcation & Physical / virtual details	Details will be shared to the bidders who has submitted NDA as referenced in Appendix N. Further specific details will be shared with the successful bidder.
7	NA	NA	General		Please provide Storage/NAS make/models with usable capacity and count	IBM 7300 & IBM 7200 SAN Storage Usable Capacity of both = 200 TB in DC, 200 TB in DRC
8	NA	NA	General		Please provide Backup technologies with front end data protection capacity, no. of backup client servers	IBM Tivoli for CBS & Veeam for Non-CBS

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9	NA	NA	General		Please share the name of BCP tools in place .	No tool presently deployed
10	NA	NA	General		Please provide Monitoring tool info	Oracle Enterprise Manager for Database and IBM Instana for Servers
11	NA	NA	General		Please provide Ticketing tool info	Everest Infraon IMS
12	NA	NA	General		Please provide Service model - onsite/offshore/hybrid	Hybrid
13	NA	NA	General		Please provide technology wise YoY growth expectation	Please refer RFP Page No 15 & 16 for Business Projections for next 5 years. Bidder to comply with RFP terms and conditions
14	NA	NA	General		Please provide High level ticket info / ticket dump of last 6 months / 1 year	For the last 6 month, the ticket dump across all criticality levels are as below 1. Oracle DB= 49 2. Finacle = 111 3. IBM AIX = 31 4.Storage = 16
15	NA	NA	General		Please state any pain points which you want us to address	Invalid query.
16	NA	NA	General		Please provide info on current automation in place in managing the infra	Presently there is no automation available related to Infra
17	NA	NA	General		Please provide OS details such OS version, count, Prod/Non-Prod bifurcation	Bidder to comply with RFP terms and conditions
18	NA	NA	General		What is the current patch level of the servers?	Upto date
19	NA	NA	General		What are the current patching tools in place?	HCL BigFix
20	NA	NA	General		Please specify any challenges you are facing in patching?	No issues
21	NA	NA	General		What is the frequency of patching currently followed for various OS technologies?	Monthly
22	NA	NA	General		How many SAN Switches, please provide make, model, qty details.	4 in DC and 4 in DR. Detailed list already shared with the bidders who has submitted NDA as per Appendix N.
23	NA	NA	General		How many SAN Storage, please provide storage usable and consumed capacity.	3 in DC and 3 in DR. Detailed list already shared with the bidders who has submitted NDA as per Appendix N.
24	NA	NA	General		How many NAS storage, please provide usable and consumed capacity.	NAS Storage is presently not available
25	NA	NA	General		How many backup media server, provide back software name and version details.	For CBS , IBM Tivoli (TSM) is used . For Non CBS Veeam Used
26	NA	NA	General		for backup, Can you please share what is the raw capacity and what is the used capacity size for each location with type of back-up being used at each location ?	Details will be shared with the successful bidder
27	NA	NA	General		How many backup target like disk backup storage and Tape devices, please make and model.	Details will be shared with the successful bidder
28	NA	NA	General		How the data replication between DC and DR (Host based on database or storage based). OR please provide details in case using any other third party solutions	Host based on Database
29	NA	NA	General		What is the RPO/RTO, What is the Bandwidth between DC and DR.	At present RPO is near zero. And RTO is within 60 min. The successful Bidder is required to adhere to the timelines or as prescribed in the yearly BCP plan. Bandwidth between DC and DR = 1GBPS (Primary) , 1GBPS (Secondary)

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30	NA	NA	General		Total storage, Can you please share what is the raw capacity and what is the used capacity size for each location with type of storage being used at each location ?	Details will be shared with the successful bidder
31	NA	NA	General		Please share the name Hyperviser being used.	VMWare & MS HyperV for Non-CBS
32	NA	NA	Tools		Kindly provide Tools Landscape (ITSM, Monitoring)	Details will be shared with the successful bidder
33	NA	NA	General		Please share the count for each database flavors with version, instance count of each flavor , cluster details . Please include DB environment(Prod/Dev/UAT/DR) count flavors wise . Please provide the details cloud wise and on-prem wise	Oracle DB = 21 MS SQL = 52 MY SQL= 44 Sybase= 2 Postgres= 4
34	NA	NA	General		Please share the EOL/EOS database server details . If any	No EOS/EOL database used by the Banks
35	NA	NA	Warranty & AMC/ATS Support		For existing database (Oracle/ MS SQL/MySQL/DB2/Sybase/Postgre/MongoDB) any license or AMC needs to be procured by the vendor, If yes Please share the details.	ATS for Oacle DB licenses mentioned in the shared AMC/ATS list should be provided by the selected bidder
36	NA	NA	General		What are the Monitoring tools use for managing different database flavors and Middleware.	Oracle Enterprise Manager for Database, AVDF and IBM Instana for Servers . Apart from above Bank is having ITSM, ITAM Syslog Managemnet, NMS, NCCM,NetFlow, Server Patch Management, CA Spectrum for monitoring purposes.
37	NA	NA	General		Count of Incident and Service Request per month w.r.t database also share the tickects dump if their details can be shared .	Service Request per month w.r.t Oracle database around 8
38	NA	NA	Annexure-17 Onsite Resource Cost		L1 and L2 DB (non oracle) database resource are required as per RFP. Is bidder required to take care of L3 level tasks also for DB (non oracle) databases . Please confirm.	Bidder to comply with RFP Terms and Conditions
39	NA	NA	General		Does Bank currently have a set of operating and service level objectives and agreements between IT and applications areas?	Query not clear. Bidder to comply with RFP terms and conditions
40	NA	NA	General		Does Bank has a Helpdesk tool?	Yes. EMS Tool Provided by the present SI / ITSM Tool by Everest Infron
41	NA	NA	General		Does Bank has a procedure for call / issue escalation, If Yes, is it automated?	Procedure is available in ITSM tool by Everest and the same is not fully automated.
42	NA	NA	General		Is there a document to capture the skill set requirement at site, shift wise for supporting the infrastructure?	Details will be shared with the successful bidder
43	NA	NA	Transition		Transition Penalty and SLA will be discussed while in Commercial discussion	Bidder to comply with RFP terms and conditions
44	NA	NA	General		What is the server performance monitoring criteria	Details will be shared with the successful bidder
45	RFP	NA	TERMINATION ASSISTANCE SERVICES	The Bidder will provide shadow support for a minimum of 180 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.	Bank should make payments for all services rendered /Product or licenses delivered till date of exit	Bidder to comply with RFP terms and conditions
46	RFP	NA	NA	To be included	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.	Bidder to comply with RFP terms and conditions
47	RFP	NA	NA	To be included	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	Bidder to comply with RFP terms and conditions
48	RFP	NA	NA	To be included	Such third party to be appointed should not be a competitor of Bidder	Bidder to comply with RFP terms and conditions

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49	NA	NA	Tools - General		Please specify the ITSM tool and Modules Deployed and in use in your Environment. Is there any chatbot present in the environment? Please specify Tools separately for KGB and KAGB if different tools/instances of tools are used for all the tools related questions below	ITSM tool is Infraon from M/s Everest; The activation of all the features and automation is under progress.
50	NA	NA	Tools - General		Please specify the tool used for Asset Management? is it used both for HAM and SAM?,	Spectrum Openeye provided by M/s Brainotix Solutions. Yes, it is used for both Hardware and Software Asset Management
51	NA	NA	Tools - General		Please specify the infrastructure monitoring (Servers, database, cloud) Tool purchased and deployed in your landscape.	Presently no Infrastructure Monitoring tool is deployed in our landscape.
52	NA	NA	Tools - General		Can you specify the network monitoring tools currently in use within your environment? Please specify the modules like NPA, NCM, NFA etc of the Tool purchased and deployed in your landscape.	M/s Everest : Infraon NMS/NCCM/Netflow Log Management Solution
53	NA	NA	Tools - General		How are events currently correlated and managed across your infrastructure? Are there any existing tools or processes in place for event correlation?	Correlation is done through existing SIEM solution through Managed SOC centre.
54	NA	NA	Tools - General		Our understanding is that the bidder will be responsible for implementing the APM and PSP testing tools, and will manage only these tools in terms of administration, configuration, and support. For all other tools, the Service Provider will use them as required, but the management of those tools will remain the responsibility of the Bank. If the Service Provider is expected to support or manage any additional tools, kindly provide a list of those tools for clarity.	Bidder to comply with RFP terms and conditions
55	NA	NA	Tools - General		What tools are used for patching data center devices (servers) and end-user devices (laptops and desktops)?	HCL BigFix is used for Servers and Microsoft SCCM used for endpoints
56	NA	NA	Tools - General		Please provide name of native cloud monitoring solutions currently in use within your environment	Presently no cloud monitoring solutions are used by the Banks.
57	NA	NA	Tools - General		Please provide name of the storage and backup solutions present in your environment.	Name of the storage -- IBM SAN Backup - IBM Tivoli (CBS) Veeam(NON CBS)
58	NA	NA	Tools - General		What solutions are used for reporting and dashboards?	Bidder to comply with RFP terms and conditions
59	NA	NA	Tools - General		what are the automation, orchestration tools purchased and deployed in your environment?	Bidder to comply with RFP terms and conditions
60	NA	NA	Tools - General		Please specify Integrations between the tools in the current landscape.	Details will be shared with the successful bidder
61	NA	NA	Tools - General		what are the data centre discovery tools (Severs, network, database, cloud discovery, etc) present in the current Landscape?	Oracle Enterprise Manager for Database, AVDF and IBM Instana for Servers . Apart from above Bank is having ITSM, ITAM Syslog Managemnet, NMS, NCCM,NetFlow, Server Patch Management, CA Spectrum for monitoring purposes.
62	NA	NA	Tools - General		what are the Endpoints discovery tool (Laptop, Desktop etc) present in the current Landscape?	ITAM Secure Openeye solution from M/s Brainotix
63	NA	NA	Tools - General		Are all the tool licenses owned by Bank? Please let us know, if any of the tool licenses are owned by a third party or another MSP provider	All licenses are owned by the Bank

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64	NA	NA	Tools - General		Please let us know if you are looking to replace/Add any other Tools? If yes let us know if you are open for OnPrem as well as SaaS Solutions.	Bidder to comply with RFP terms and conditions.
65	NA	NA	Tools - General		What is the automation /orchestration tool in the environment?	No automation/orchestration tools are deployed presently
66	NA	NA	Tools - General		What is the GenAI road map for KGB and KAGB?	Bidder to comply with RFP terms and conditions
67	NA	NA	Tools - General		Please provide ticket data for 6 months	For the last 6 month, the ticket dump across all criticality levels are as below 1. Oracle DB= 49 2. Finacle = 111 3. IBM AIX = 31 4.Storage = 16
68	NA	NA	NA		Have you faced any service level problems in the last one year pertaining to Availability Performance Other	Query not clear
69	D. Annexure-2 SOW & Technical Specifications	NA	vv.Functional & Technical Specifications ii. Application Performance Monitoring Tool Part III: Application Performance Monitoring	We request bank to add following requirement to get complete visibility in Finacle Performance	"The Proposed APM solution should have Out Of Box (built-in) monitoring support for Finacle Core Critical (KPI) services like Finlistval, CoreSession, ConfigJ, limo, Maria and other services. It should also have monitoring support for Finacle Connect24 (C24), Finacle Integrator (FI) & Finacle E-Banking services. These KPI monitoring should have been implemented at least in one PSU bank in India" All core critical business functionality of Bank is dependent on CBS be it UPI, Internet Banking , Mobile Banking or any other allied application , hence Finacle Core Banking will be most important This will help the Application team to get deep visibility and insight into the Finacle performance & operations	1. Oracle DB= 49
70	NA	NA			Do you get a report on the systems that do not adhere to H/W and S/W standards	2. Finacle = 111
71	NA	NA			Do you have a process in place to implement the changed standards.	3. IBM AIX = 31
72	NA	NA	Annexure-17 Middleware		L1 and L2 DB Middleware resource are required as per RFP. Is bidder required to take care of L3 level tasks also for Middleware . Please confirm.	4.Storage = 16
73	NA	NA	Warranty & AMC/ATS Support		For existing Middleware any license or AMC needs to be procure by the vendor , If yes Please share the details .	Ref Page 278 Appendix-N; The detailed list of items under AMC and ATS support (as referenced in Appendix-N) already shared with vendor who executed NDA.
74	RFP	NA	AMC-CISCO	SLA	Please confirm whether if the requirement is for Smartnet/partner SLA for cisco AMC devices	Network & Security devices are not part of the RFP requirements.
75	RFP	NA	General AMC	General	If OEM declares any device as LDOS. Please confirm whether the same can be considered under Non OEM Support	Bidder to comply with RFP terms and conditions
76	General Queries	NA	General		Could you kindly provide the incident ticket data for the past six months?	For the last 6 month, the ticket dump across all criticality levels are as below 1. Oracle DB= 49 2. Finacle = 111 3. IBM AIX = 31 4.Storage = 16

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77	List of Item ATC/AMS	NA	General		Please confirm if our understanding is correct that the vendor will manage, track, maintain and engage with OEM for the AMC and ATS of the listed products, while procurement will be handled by the Bank or another SI vendor.	Bidder's understanding is correct
78	General Queries	NA	General		We request you to share the inventory details along with the deployment locations of the devices in the DC/DR.	Details will be shared with the successful bidder
79	General Queries	NA	General		Could you clarify how escalation is routed to vendor engineers?	Through ITSM ticketing tool.
80	General Queries	NA	General		Kindly share details of the tools being used for ITSM, Asset Management, License Tracking, and related functions.	Spectrum Openeeye provided by M/s Brainotix Solutions.
81	General Queries	NA	General		Are there any other SI vendors currently managing Resident Engineers activities? If so, kindly specify the division of work and activities they are handling.	Exisiting SI provided the Resident Engineers and managing their activities. For detailed works to be handled by Res, please refer Page 174 and 175 of RFP.
82	General Queries	NA	General		Kindly clarify whether vendor can propose a transformation journey towards a private cloud which can be considered by RRBs?	Bidder to comply with RFP terms and conditions
83	General Queries	NA	General		Please clarfy whether the DBA's are core production DBA's or is it Apps DBA's?	The Bank setup is mixed with Core Prod DBs and App DBs.
84	General Queries	NA	General		Please clarify who does the NOC operations?	NOC operations managed by separate vendor other than SI
85	General	NA	General		Does the bank have any incident management tool to mange the incidents ?Average total number of calls/incidents recorded for a month for all the applications and all the INFRA activities.	ITSM tool implementation is under progress
86	General	NA	General		Consider some resources with DBA knowledge with MSSQL, MYSQL and Postgres as there are applications running with this as DB	Bidder to comply with RFP terms and conditions
87	General	NA	General		Is there any possibility for extension of onboarding the resources in stagered approach during the transition ?	The Bank prefers full resource onboarding as per the RFP timelines to ensure seamless service continuity. However, a staggered onboarding approach during the transition may be considered, subject to submission of a detailed plan and prior approval by the Bank.
88	F.General Queries	NA		Please provide detailed ticket dump of 6 months for the entire Landscape (Description, Category, Priority, Resolution Comment, SLA, Resolved by Group, Location, Asset Details)		For the last 6 month, the ticket dump across all criticality levels are as below 1. Oracle DB= 49 2. Finacle = 111 3. IBM AIX = 31 4.Storage = 16
89	RFP	NA	NA	Implementation Timelines	We request KaGB to consider any kind of implementation timelines to be not less than 6 months including APM and PSP tools as hardware delivery itself takes 10-12 weeks amd another 10-12 weeks are needed for successful implementation	Bidder to comply with RFP terms and conditions

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90	SI for CBS and Non CBS Applications	NA	Generic	The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.	Why does RFP stop at anomaly detection instead of requiring AI-driven causal RCA?	Bidder to comply with RFP terms and conditions
91	SI for CBS and Non CBS Applications	NA	Generic	The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.	Why no requirement for contextual RCA for transaction failures (e.g., CBS vs payment switch)?	Bidder to comply with RFP terms and conditions
92	SI for CBS and Non CBS Applications	NA	Generic	Generic	The RFP says "no root privilege," but all agents need one-time root for install. Shouldn't this be clarified?	Root privilege may be required for initial installation, but ongoing operation and monitoring must not require root privilege.
93	SI for CBS and Non CBS Applications	NA	Generic	Generic	Offline patching is manual & error-prone. Shouldn't bank accept hybrid patching with local repository sync?	Bidder to comply with RFP terms and conditions

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94	SI for CBS and Non CBS Applications	NA	Generic	The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.	Shouldn't alert channels include Teams/WhatsApp/Slack etc, not just Email/SMS?	Bidder to comply with RFP terms and conditions
95	SI for CBS and Non CBS Applications	NA	Generic	Generic	Why no mention of auto-upgrade of agents & clusters?	Bidder to comply of RFP terms and conditions
96	SI for CBS and Non CBS Applications	NA	Generic	Generic	Why no mention of AI models with seasonal baselining vs static thresholds?	Bidder to comply with RFP terms and conditions
97	SI for CBS and Non CBS Applications	NA	Generic	The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.	Should RCA be causation-based, not just correlation alerts?	Bidder to comply with RFP terms and conditions
98	SI for CBS and Non CBS Applications	NA	Generic	The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.	Why no requirement for automatic problem cards summarizing root cause + impacted KPIs?	Bidder to comply with RFP terms and conditions

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99	SI for CBS and Non CBS Applications	NA	Generic	Generic	Why no mention of browser/device telemetry for internet banking apps?	Bidder to comply with RFP terms and conditions
100	SI for CBS and Non CBS Applications	NA	Generic	Generic	Shouldn't OEMs be mandated to have at least 3 large BFSI deployments in India to qualify?	Bidder to comply with RFP terms and conditions
101	SI for CBS and Non CBS Applications	NA	Generic	Generic	Shouldn't licenses be enterprise-wide instead of per-app, to ensure scalability?	Bidder to comply with RFP terms and conditions
102	SI for CBS and Non CBS Applications	NA	Generic	Generic	Why no requirement for AI-powered seasonal anomaly detection (weekday/weekend, festive spikes)?	Bidder to comply with RFP terms and conditions
103	SI for CBS and Non CBS Applications	NA	Generic	Generic	Why no mention of fraud-related transaction anomalies (sudden spikes, unusual geo)?	Bidder to comply with RFP terms and conditions
104	SI for CBS and Non CBS Applications	NA	Generic	Generic	Why no requirement for integration with CERT-In reporting systems?	Bidder to comply with RFP Terms and Conditions
105	SI for CBS and Non CBS Applications	NA	Generic	Generic	Why no requirement for real-time log masking for PII compliance?	Bidder to comply with RFP Terms and Conditions
106	SI for CBS and Non CBS Applications	NA	Generic	Generic	Shouldn't DEM provide device/browser-level metrics for customers?	Bidder to comply with RFP Terms and Conditions
107	SI for CBS and Non CBS Applications	NA	Generic	Generic	Should SI prove DEM references for BFSI customers at national scale?	Bidder to comply with RFP Terms and Conditions
108	SI for CBS and Non CBS Applications	NA	Generic	Generic	Why no requirement for geography/telco-based customer experience mapping?	Bidder to comply with RFP Terms and Conditions
109	SI for CBS and Non CBS Applications	NA	Generic	Generic	Should alerts auto-route into ITSM workflows?	Yes, it is required.
110	SI for CBS and Non CBS Applications	NA	Generic	The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.	Should RCA be reviewed jointly with Canara Bank IT audit teams?	Karnataka Grameena Bank and Kerala Gramin Bank will review the RCA. Bidder to comply with RFP Terms and Conditions
111	SI for CBS and Non CBS Applications	NA	Generic	Generic	Should SI be held accountable for missed alerts / undetected incidents?	Yes, the SI (System Integrator) shall be held accountable for missed alerts or undetected incidents that fall within the defined scope of their responsibilities and SLAs. Appropriate penalties or corrective actions will be applied as per the terms of the RFP

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112	SI for CBS and Non CBS Applications	NA	Generic	The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.	Should DEM be integrated into SLA penalty models?	Bidder to comply with RFP terms and conditions
113	SI for CBS and Non CBS Applications	NA	Generic	Generic	Should SI deliver branch-level performance dashboards?	Bidder to comply with RFP terms and conditions
114	SI for CBS and Non CBS Applications	NA	Generic	Generic	Should OEMs demonstrate minimum 5-year presence in India BFSI sector?	Bidder to comply with RFP terms and conditions
115	SI for CBS and Non CBS Applications	NA	Generic	Generic	Should OEMs have >1000 BFSI application agents deployed in India?	Bidder to comply with RFP terms and conditions
116	SI for CBS and Non CBS Applications	NA	Generic	Generic	Why no requirement for continuous R&D investment proof from OEM?	Bidder to comply with RFP terms and conditions
117	SI for CBS and Non CBS Applications	NA	Generic	Generic	Should OEM commit L2/L3 support from India-local teams?	Bidder to comply with RFP terms and conditions
118	SI for CBS and Non CBS Applications	NA	Generic	Generic	Should OEM provide at least 2 PSU/RRB bank references in India?	Bidder to comply with RFP terms and conditions
119	SI for CBS and Non CBS Applications	NA	Generic	The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.	Should SLA breach penalties be tied to DEM data showing customer impact?	Bidder to comply with RFP terms and conditions
120	SI for CBS and Non CBS Applications	NA	Generic	Generic	Why no requirement to baseline average transaction latency by product/channel?	Bidder to comply with RFP terms and conditions
121	SI for CBS and Non CBS Applications	NA	Generic	Generic	Why no mention of proactive alerts when CX KPIs deviate from baseline?	Bidder to comply with RFP terms and conditions
122	SI for CBS and Non CBS Applications	NA	Generic	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"	Why no requirement for anomaly correlation across CBS + APIs + ATM/POS?	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
123	SI for CBS and Non CBS Applications	NA	Generic	The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.	Should RCA provide confidence scores for accuracy of AI analysis?	Bidder to comply with RFP terms and conditions
124	SI for CBS and Non CBS Applications	NA	Generic	The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.	Should AI RCA reports be human-readable for management review?	Bidder to comply with RFP terms and conditions
125	SI for CBS and Non CBS Applications	NA	Generic	The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.	Why no requirement for predictive SLA breach simulation dashboards?	Bidder to comply with RFP terms and conditions
126	SI for CBS and Non CBS Applications	NA	Generic	Generic	Should agent updates be automated across 10,000+ endpoints?	Bidder to comply with RFP terms and conditions
127	SI for CBS and Non CBS Applications	NA	Generic	Generic	Should offline patching be automated using internal mirrors?	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
128	SI for CBS and Non CBS Applications	NA	Generic	The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.	Should RCA reports be reviewed quarterly by Canara Bank's central IT team?	The APM Tool is a specific requirement for our RRBs i.e Karnataka Grameena Bank and Kerala Gramin Bank. Our Bank got a dedicated IT Team for review of RCA reports.
129	SI for CBS and Non CBS Applications	NA	Generic	Generic	Why no requirement for drill-down dashboards during DR tests?	Bidder to comply with RFP terms and conditions
130	SI for CBS and Non CBS Applications	NA	Generic	Generic		Invalid query.
131	A. RFP main document	8	Section A, Point D	D) Supply, Installation, implementation, management and support of Finacle's Product Service Pack (PSP)'s, Hot Fixes and other patches testing a tool including its related hardware.	Does this mean Automated Functional testing? Should the Load testing also be included?	All the testing mentioned as per the RFP should be complied by the successful bidder.
132	A.RFP main document	9	SECTION A – BID DETAILS & ABBREVIATIONS	EMD Value - ₹ 5,00,00,000 (Rupees Five Crore Only)	As per GEM guidelines, any bidder having Rs 500 Cr + turnover is exempted from paying EMD, hence request you to pls remove this clause.	Bidder to comply with RFP terms and conditions
133	RFP	15	Business Projections of KGB	TPS is provided for KaGB, but not for KGB	Please include TPS for KGB as well	Already mentioned in the Page No 106 of the RFP
134	RFP-01-25-26-RFP-for-Selection-of-SI	16	Business Projection:	In the event the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, or any other form of change of ownership, the selected bidder must continue providing all services outlined in this RFP to any newly acquired or additional branches or entities. Such events will not affect the rights and obligations of both the Bank and the vendor under this RFP. In such cases, decisions will be made based on the Bank's Board at the time, and the vendor will be informed well in advance.	The amalgamation/merger/takeover kind of programs will be taken via a change process between the Bank & the Bidder to handle such projects which will involve integrations, migration, additional efforts for onboarding the new Bank and management of its Applications and inrastructure and support the onboarded users which are outside the growth projections mentioned in the RFP. Pls confirm the same	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
135		16		Section – B Introduction 1. About the Banks:	Additionally, the selected bidder is required to provide full technical support for the license transformation and migration process to the new entity. This includes ensuring smooth system integration, managing any required upgrades, supporting data migration, and ensuring compatibility between the Bank's existing systems and the new entity's infrastructure. The Bank reserves the right to terminate all contracts with the current system integrator by providing 30 days' advance notice. The vendor is expected to fully cooperate and provide all necessary assistance during this transition, ensuring a seamless handover of services, documentation, and technical knowledge to the new entity without disrupting ongoing operations. we request for the inclusion of below provisions under this section: Additionally, the selected bidder is required to provide full technical support for the license transformation and migration process to the new entity. This includes ensuring smooth system integration, managing any required upgrades, supporting data migration, and ensuring compatibility between the Bank's existing systems and the new entity's infrastructure. The Bank reserves the right to terminate all contracts with the current system integrator by providing 30 days' advance notice. The vendor is expected to fully cooperate and provide all necessary assistance during this transition, ensuring a seamless handover of services, documentation, and technical knowledge to the new entity without disrupting ongoing operations.... Any activities or scope arising from a merger, amalgamation, takeover, consolidation, reconstruction, or any other change in ownership shall be mutually agreed by the parties through a change request, subject to the execution of an appropriate novation agreement between the applicable parties.	Bidder to comply with RFP terms and conditions
136	A.RFP main document	16	About Bank	In the event the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, or any other form of change of ownership, the selected bidder must continue providing all services outlined in this RFP to any newly acquired or additional branches or entities. Such events will not affect the rights and obligations of both the Bank and the vendor under this RFP. In such cases, decisions will be made based on the Bank's Board at the time, and the vendor will be informed well in advance.	We understands that the scope is limited to the current RFP and any additional work / additional resources due to mergers and acquisitions will go through a change management process.	Bidder to comply with RFP terms and conditions
137	RFP-01-25-26-RFP-for-Selection-of-SI	17	Business Project	The successful Bidder shall submit/assist in detailed requirement/proposal for upgradation of hardware, software and technology refresh strategy for DC and DR for smooth functioning of the CBS for a period of next ten years as per the capacity management elsew heremention ed in the RFP.	RFP provides a total Business Volumetric projection for only 5 years and the proposal is also asked by Bank for only 5 years, can you pls clarify the period of 10 years or correct the period to 5 years?	As per the RFP, the initial contract period shall be for five (5) years. Upon completion of this period, the Bank reserves the right to either extend the contract with the Successful bidder for an additional period of up to five (5) years or to terminate the contract at its discretion."

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
138	A. RFP main document	17	Section B - Introduction	The Bidder is expected to consider the growth projections mentioned in this section and shall plan accordingly for sizing requirements to support the applications in scope of this RFP. Bidder may suggest for upgrade/replace the existing Hardware, Software, OS network, security devices if the existing devices are unable to handle the capacity/load of the application traffic.	Capacity planning, sizing, and projected growth over the next five years will be considered for applications that are being newly implemented as part of this RFP. For existing applications, an initial assessment will be conducted for critical applications, and a detailed assessment report will be provided accordingly. Based on the outcome of this assessment, if any additional hardware or devices are required, procurement will be handled by the Bank and is not within the scope of this RFP. Only the assessment activity is included under the scope of this RFP. Kindly confirm if our understanding is correct. Additionally, please share the details of the critical application to perform the sizing as per the initial assesment.	Bidder's understanding is correct and the requested details of critical application will be shared with the successful bidder.
139	RFP Main Document	17	Capacity Management & Infra Ownership	General	Kindly provide details of the DC/DR facility setup including whether these are bank-owned, co-location facilities, or managed by another System Integrator.	DC/DR infra is presently managed by System Integrator. The DC DRC facility is on co-location basis.
140	RFP Main Document	17	Scope - Network & Security handled by other SI	General	Please clarify whether network and security devices (firewalls, WAF, NAC, SD-WAN, etc.) and its monitoring are entirely managed by another SI, or if partial support is expected from the selected vendor.	Network & Security devices will be handled by Bank's independent system integrator. Successful bidder is expected to give suggestions for upgradation/replacement of the existing Hardware/Software/OS network/security devices/etc.. for smooth functioning of all the SOW items mentioned in this RFP.
141	A.RFP main document	17	Section B - Intro	Network Monitoring	Which Network Performance Monitoring tool is used by Existing Vendor for network management ?	Details will be shared with the successful bidder
142	Section – B Introduction	18	Section – B Introduction - 3. About RFP	Section – B Introduction - 3. About RFP 3.1. The bank proposes to select a service provider for a period of 5 years and an optional period of 5 years (if contracted) as per Terms and Conditions & Scope of Work described in this RFP document, in order to avail the below mentioned:	Bidder request for below terms : - Bidder will provide fixed price for duration of 5 years based on current scope provided in RFP. At the end of 5 years, any extenstion would be on mutually agreed price and terms.	As per the RFP, the initial contract period shall be for five (5) years. Upon completion of this period, the Bank reserves the right to either extend the contract with the Successful bidder for an additional period of up to five (5) years or to terminate the contract at its discretion."
143	A.RFP main document	18	3.1	A) Monitoring, Maintenance, and Managed Services of Finacle CBS, Finacle FEBA, CBS Allied Applications and the entire infrastructure for CBS, FEBA & Allied Applications, and Non- CBS Applications in the DC, DRC, and designated sites, including but not limited to DC & DRC infrastructure (Hardware, appliances, OS, middleware, VMware, DB, storage, backup, Antivirus (AV) & patch management, load balancer (LB), ITAM, proxy, active directory, endpoint DLP, etc.)	Kindly share the complete Inventory for Infra (Hardware appliances, No. of VM's , OS instances, middleware, VMware/any other virtualization, DB instance type, storage, backup software, Antivirus (AV) & patch management, proxy, active directory, endpoint DLP, other security tools etc. Please confirm Infra Monitoring Tool is available with the bank for all in-scope infrastructure. Of not then is the SI required to propose a tool for the same?	Ref Page 278 Appendix-N; The detailed list of items under AMC and ATS support (as referenced in Appendix-N) will be shared only after execution of a Non-Disclosure Agreement (NDA) in the format . the dated of RFP publication will be eligible to receive the list of items to be covered under AMC/ATS. Requests received after this date will not be entertained.

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
144	A. RFP main document	19	About RFP	Supply, Installation, implementation, management and support of Finacle's Product Service Pack (PSP)'s, Hot Fixes and other patches testing a tool including its related hardware.	The supply of PSPs will be facilitated through the OEM. The automation tool will be utilized solely for executing end-to-end test scenarios related to day-to-day BAU activities. This tool will be used exclusively for the maintenance and testing of Finacle PSP components. Code consolidation activities will be performed manually by our team. Kindly confirm if our understanding is correct.	The Bidder"s understanding is correct.
145	RFP-01-25-26-RFP-for-Selection-of-SI	20	5.4. Infrastructure management for DC, DRC	Bank has a variety of hardware and solutions such as (but not limited to IBM/HP/Dell/Cisco/Huawei/Hitachi/Lenovo/HCL Servers; Oracle, Sybase, MySQL and MS SQL Databases; AIX, Windows, Linux and Unix Operating Systems in order to support applications mentioned under section 5.1.	Request Bank to share complete infrastructure inventory to be managed by the bidder, including the Operating systems, Database, Middleware, Storage and Backup, Network, security devices to be under bidder's scope. This will help the bidder to propose the right mix of skill for day-to-day management of the environment.	Details will be shared with the successful bidder
146	Section – B Introduction	20	Network Operations	The management of all network-related operations rests with the Bank's designated Network (SD-WAN) System Integrator (SI). However, the Successful Bidder shall be responsible for supporting the Bank's network team and the Network (SD-WAN) System Integrator (SI) to ensure the smooth functioning, 24x7 monitoring, and efficient management of all Core Banking Solution (CBS) and related infrastructure components. After knowledge transition process, Bidder is expected to inform whether the existing infrastructure and network are adequate for supporting the existing and future applications as per mentioned SOW & commercial BOM. Procurement of any infra related to this will be decided by the Banks.	Request to provide detailed Network deliverables expected from Bidder	Details will be shared with the successful bidder
147	A.RFP main document	20	Existing Landscape 5.1	There are approximately 135 applications and 237 APIs which are being managed by the current System Integrator and/or by the third-party vendor.	Our understanding is that License and ATS for these applications and APIs are directly purchased by Bank with respective OEMs/Partners. Please confirm bidder understanding.	Bidder's understanding is correct
148	RFP	22	Section 8 "Eligibility Criteria> "General Criteria":" Sr. No. 2	The bidder should not be under debarment or blacklisting for breach of contract, fraud, or corrupt practices by any Scheduled Commercial Bank, Public Sector Undertaking (PSU), State or Central Government, or any of their agencies or departments as on the date of submission of the Proposal. Bidder should submit notarized declaration as per Annexure-8 to this effect in Letter Head.	We request you to remove the requirement of Notarization, as this document is being submitted on bidders letterhead signed by authorised signatory.	Bidder to comply with RFP terms and conditions
149	RFP	22	Section 8 "Eligibility Criteria> "General Criteria" Sr. No. 3	The Bidder should not have been involved in any legal case that may affect the solvency existence of their company or any of the partner or the promoter. Bidder should submit notarized declaration as per Annexure-12 to this effect in Letter Head.	We request you to remove the requirement of Notarization, as this document is being submitted on bidders letterhead signed by authorised signatory.	Bidder to comply with RFP terms and conditions
150	A. RFP main document	23	Eligibility Criteria	The bidder should be an authorized partner of Infosys/Edgeverve for Supply of license, implementation, customization and support of Finacle 10.2.x Core Banking Solution.	we can provide the joint service agreement between Modus and Edgeverve. JSA clearly states that we are the implentation partner for the Finacle services. MAF from EV/ Infosys will also be provided. The format would be as per the EV / Infosys team.	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
151		23	Section – B Introduction 8. Eligibility Criteria	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	We have been managing the handling infrastructure and related activities for a leading NBFC with a pan-India presence of over 6,000 branches since 2020, covering both their Data Center (DC) and Disaster Recovery (DR) operations. Given that NBFCs operate under the regulatory framework of the Reserve Bank of India (RBI), we respectfully request that this engagement be considered as fulfilling the eligibility criteria pertaining to regulatory compliance.	Bidder to comply with RFP terms and conditions
152	RFP	23	C-1	The bidder should be an authorized partner of Infosys/Edgeverve for Supply of license, implementation, customization and support of Finacle 10.2.x Core Banking Solution.	Please suggest if we can be the lead bidder (providing hardware and infra management resources) and leverage an authorized partner of Infosys for the CBS application scope (hence proof for the same would be provided by the authorised partner). We will still own the entire contract including ownership of delivery via the authorised partner.	Bidder to comply with RFP terms and conditions
153	RFP	23	C-1	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 as on 31.07.2025.	Please suggest if we can be the lead bidder (providing hardware and infra management resources) and leverage an authorized partner of Infosys for the CBS application scope (hence proof for the same would be provided by the authorised partner). We will still own the entire contract including ownership of delivery via the authorised partner.	Bidder to comply with RFP terms and conditions
154	RFP	23	C-1	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 as on 31.07.2025.	Please confirm if KaGB would accept experience in Customization and implementation projects	Bidder to comply with RFP terms and conditions
155	RFP	23	C-1	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 as on 31.07.2025.	Please confirm if KaGB would accept experience in Cooperative and Grameen banks	Bidder to comply with RFP terms and conditions
156	RFP	23	C-1	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 as on 31.07.2025.	Request relaxation in total number of branches expected. Experience in implementation and support independent of branch count to be considered	Bidder to comply with RFP terms and conditions
157	RFP	23	C-1	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.	We request removal of specific OEM (IBM) from this clause as OEM specific details cannot be shared due to agreed NDAs . We will share our experience of supply and/or support hardware/software 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 to comply with RFP terms and conditions
158	RFP	23	Section 8 "Eligibility Criteria> "Bidder Financial Criteria" Sr. No. 3	Bidder should not have Non- Performing Asset (NPA) with any Banks in India/Financial Institution as on date of RFP. Bidder should submit Certificate from Chartered Accountant with UDIN number to this effect.	We request you to accept the Certificate on Letterhead of Bidder Signed by authorised signatory instead of from Chartered Accountant	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
159	A. RFP main document	23	8. Eligibility Criteria C. Bidder Experience Criteria	1. The bidder should be an authorized partner of Infosys/Edgeverve for Supply of license, implementation, customization and support of Finacle 10.2.x Core Banking Solution.	We request the following amendment: The Bidder/**core banking partner** should be an authorized partner of Infosys/Edgeverve for Supply of license, implementation, customization and support of Finacle 10.2.x Core Banking Solution.	Bidder to comply with RFP terms and conditions
160	A. RFP main document	23	8. Eligibility Criteria C. Bidder Experience Criteria	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 as on 31.07.2025.	We request the following amendment: The Bidder/**core banking partner** 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 as on 31.07.2025.	Bidder to comply with RFP terms and conditions
161		24	Section - B Introduction 8. Eligibility Criteria	Bidder should be having minimum accreditations of any two from: ISO 9001:2015 or above ISO 20000-1:2018 or above ISO/IEC 27001:2013 or above	We have reviewed the eligibility criteria outlined and would like to request a relaxation in this criterion. Our organization currently holds: 1- ISO 27001:2022 – Information Security Management System (ISMS): Safeguards the confidentiality, integrity, and availability of information. 2- ISO 22301:2019 – Business Continuity Management System (BCMS): Ensures critical operations can continue during disruptions. 3- ISO 27701:2019 – Privacy Information Management System (PIMS): Extends information security to protect personal data and privacy. demonstrating our commitment to quality management and information security practices. We believe that our proven experience in delivering similar services, along with our existing certifications, makes us well-qualified to meet the objectives and quality expectations of this project. We kindly request the authority to consider allowing participation from bidders who meet some (but not all) of the mentioned ISO certifications, or to allow equivalent practices to be demonstrated through documented processes and project experience.	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
162		24	Section - B Introduction 8. Eligibility Criteria	Bidder should be having minimum accreditations of CMMi Level 3.	We would like to respectfully request a waiver or relaxation of this criterion. While our organization does not currently hold a CMMi Level 3 accreditation, we maintain robust quality management practices and are ISO-certified (as mentioned in above query). We have successfully delivered similar projects of comparable scale and complexity to reputed clients, demonstrating our capability to meet project quality and delivery standards. We believe that this waiver would encourage wider competition and allow capable service providers like us to participate, ultimately benefiting the project through a more diverse and competitive bidding process. Kindly consider this request and confirm whether bidders without CMMi Level 3 accreditation can still participate in the bidding process.	Bidder to comply with RFP terms and conditions
163	A.RFP main document	24	About RFP - 8.2	The proposed APM tool and PSP Testing Tool should have been deployed in public sector/private sector scheduled bank(s) in India with a total core business size of over 1 Lakh Crore as on 31.03.2025, considering the total deposits and advances portfolio.	Our understanding is that the total core business of 1 L crore is across the various customers base, where the OEMs product is deployed. Pl confirm.	No, the requirement specifies that the proposed APM tool and PSP Testing Tool should have been deployed in at least one individual public or private sector scheduled bank in India, having a total core business (deposits + advances) of over ₹1 Lakh Crore as on 31.03.2025. Deployments across multiple banks cannot be aggregated to meet this criterion.
164	RFP	24	C-1	Bidder should be having minimum accreditations of CMMi Level 3.	Please confirm if we can submit relevant or higher accerdetiation for our group company	No, the bidder must possess a minimum accreditation of CMMi Level 3 or higher in their own name at the time of bid submission. Accreditations of group companies, affiliates, or parent organizations will not be accepted.
165	RFP	24	C-1	ISO 20000-1:2018 or above	Please confirm if we can submit relevant accerdetiation for our group company	No, the bidder must possess ISO certification in their own name at the time of bid submission. Accreditations of group companies, affiliates, or parent organizations will not be accepted.
166		25	Section - B Introduction 8. Eligibility Criteria	8.9. Only Single firm bidding is permitted Bidding and Bidding as a Consortium of Bidders is not permitted.	We are in the process of acquiring a company specialized in application support of CBS and peripheral systems, systems integration, and customization. This acquisition is at an advanced stage, with definitive agreements already signed and closure activities (including share transfer) expected to be completed by the end of September. Given the strong synergies, the combined entity will operate as a single organization with unified ownership, governance, and accountability. Accordingly, we respectfully request confirmation that our submission for the current RFP will be treated as a single bid from our organization, and not categorized as a consortium or subcontracting arrangement.	Bidder to comply with RFP terms and conditions
167	A. RFP main document	25	8. Eligibility Crit	Only Single firm bidding is permitted Bidding and Bidding as a Consortium of Bidders is not permitted.	We request the following amendment: We request you to allow consortium for this tender so that we can jointly provide the best solution for the Bank	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
168	RFP-01-25-26-RFP-for-Selection-of-SI	26	9. Scope of Work:	The Successful Bidder shall deploy qualified L1, L2 and L3 technical resources on a 24x7 basis at the Bank's Data Centre (DC), Disaster Recovery Centre (DRC), and Project Office.	The resource and skill requirement per location across DC & DR is not provided in the RFP. Request Bank to provide the resource breakup per location	The detailed shift-wise resource count (indicative) is provided as Annexure -1 to Pre-Bid Queries
169	RFP-01-25-26-RFP-for-Selection-of-SI	26	9.Scope of Work	The resources deployed at the Data Center (DC) and Disaster Recovery Center (DRC) should complete all assigned DC operations tasks as directed by the Bank's team. These tasks must be performed in a proper and systematic manner in accordance with the Bank's requirements, including but not limited to cable dressing, hardware installation, and the setup of required \software, operating systems (OS), and other associated solutions.	Typically all Hardware installations will be carried out by respective HW OEMs like racking and stacking of servers/storage etc,. And also cabling vendor engaged by Bank. Only coordination with OEM/Cabling vendor needs to be done by Bidder, pls confirm	Normally hardware installation activities such as racking, stacking, and cabling will typically be carried out by the respective hardware OEMs and cabling vendors engaged by the Bank. However, the bidder's resources are expected to coordinate closely with these vendors and ensure that all activities are completed as per the Bank's requirements.
170	RFP-01-25-26-RFP-for-Selection-of-SI	26	Brief Scope of Work	Web Application Firewall (WAF), Network Access Control (NAC), and NAT firewall operations. In addition, firewall administrators must have deep technical knowledge of Cisco and Checkpoint firewalls with an emphasis on maintaining near-zero downtime. Familiarity with load balancer configurations, Hardware Security Modules (HSM), IBM WebSphere Application Server (WAS)	Bidder is expected to procure any licenses for cyber security tools/technology. Please clarify.	Not Required
171	RFP-01-25-26-RFP-for-Selection-of-SI	26	Brief Scope of Work	Web Application Firewall (WAF), Network Access Control (NAC), and NAT firewall operations. In addition, firewall administrators must have deep technical knowledge of Cisco and Checkpoint firewalls with an emphasis on maintaining near-zero downtime. Familiarity with load balancer configurations, Hardware Security Modules (HSM), IBM WebSphere Application Server (WAS)	Please share OEM and detail inventory of all the in-scope cyber security / Information security solutions	Details will be shared with the successful bidder
172	RFP-01-25-26-RFP-for-Selection-of-SI	26	9. Scope of Work	The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documen ted, version-controlled, and compliant with audit and security standards.	Deploying new modules is not a normal operations activity, this requires a larger study of business requirements, impact analysis is to be done and also will require additional skills, this needs to come via a change process, kinldy confirm	Yes, deployment of new modules or major customizations is not considered part of routine operations. Such activities will be initiated through a formal change management process, including detailed requirement analysis, impact assessment, and necessary approvals from the Bank.
173	RFP-01-25-26-RFP-for-Selection-of-SI	26	9. Scope of Work	The bidder must coordinate with the OEM (Infosys or its authorized partner) for support in case of major issues or upgrades, and maintain staging and UAT environments for patch validation.	Version upgrade is a major activity and should be treated as part of regular IT activity, this requires architectural changes and OEM involvement for which efforts can be ascertained at this time, Hence, we request you to be part of change request basis only	Major version upgrades involving architectural changes and significant OEM involvement will not be treated as part of routine operations. Such activities will be undertaken through the Bank's formal change management process on a case-by-case basis, with effort estimation and necessary approvals.
174	RFP-01-25-26-RFP-for-Selection-of-SI	26	9. Scope of Work:	The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards.	Is the Bank using any version control/configuration management tools? Pls provide info	No such tools are presently deployed in our environment.

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
175	RFP	26	The Successful Bidder shall deploy qualified L1, L2 and L3 technical resources on a 24x7 basis at the Bank's Data Centre (DC), Disaster Recovery Centre (DRC), and Project Office.		Please confirm whether all resources (L1,L2 & L3) will be present for support for each shift.	The detailed shift-wise resource count (indicative) is provided as Annexure -1 to Pre-Bid Queries
176	RFP	26	9.1: Scope of Work	They must also be proficient in managing storage systems, antivirus solutions, proxy configurations, patch management (for both endpoints and servers), Web Application Firewall (WAF), Network Access Control (NAC), and NAT firewall operations. In addition, firewall administrators must have deep technical knowledge of Cisco and Checkpoint firewalls with an emphasis on maintaining near-zero downtime.	If Network and security is being managed by the bank, Why is the scope for WAF, NAC and NAT firewall operations included in this RFP?	While the Bank has separate vendors for network and security management, the scope included in this RFP covers day-to-day coordination, monitoring, and basic operational support for WAF, NAC, and NAT firewall systems from the application infrastructure perspective. The bidder is expected to work collaboratively with the Bank's network/security teams and OEMs to ensure end-to-end service continuity and quick incident resolution.
177	A.RFP main document	26	Brief Scope	The Successful Bidder shall deploy qualified L1, L2 and L3 technical resources on a 24x7 basis at the Bank's Data Centre (DC), Disaster Recovery Centre (DRC), and Project Office.	Pl provide, the service window for each of the skill matrix of 272 resources to ascertain the shift	The detailed shift-wise resource count (indicative) is provided as Annexure -1 to Pre-Bid Queries
178	RFP-01-25-26-RFP-for-Selection-of-SI	27	9. Scope of Work Sub section 9.1 Brief Scope of Work Point h)	Regular capacity management, audit and performance audit	Request bank to provide the detailed scope of performance audit requirement of this RFP Clause?	Details will be shared with the successful bidder
179	A. RFP main document	27	scope of work	Regular capacity management, audit and performance audit.	whether any tool available already? We can consider the tool to considered as part of RFP.	Bidder to comply with RFP terms and conditions
180	A.RFP main document	27	Scope of Work - 9.1 k	To adhere to all policy & practices of the bank during project tenure and assist bank during audit. Audit observations/recommendations provided by Bank's auditors or regulatory auditors to be resolved within agreed timelines.	This can be complied after the OEM gives the certification for a patch or work around for the audit observation. Kindly confirm. As an application support SI we can coordinate with OEM for the best possible solution.	Bidder to comply with RFP terms and conditions
181	RFP-01-25-26-RFP-for-Selection-of-SI	28	9. Scope of Work:	Bidder to propose hardware (servers, storage etc.) including required OS, DB & middleware (if any) during bid submission for proposed new applications as per mentioned scope of work and Commercial Bill of material. The network component should be 10G (copper) compatible and SAN network should be 16/32G compatible.	Is the bidder required to proposed TOR and SAN switches for connectivity or Bank will provide free ports on existing switches for connectivity?	The successful Bidder has to provide all the necessary TOR & SAN switches required for implementing the requested solutions under this RFP along with cabling. The Bank will provide the network interfaces detail for terminating the cable.

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
182	Section – B Introduction	28	9.Scope of Work	Bidder to propose hardware (servers, storage etc.) including required OS, DB & middleware (if any) during bid submission for proposed new applications as per mentioned scope of work and Commercial Bill of material. The network component should be 10G (copper) compatible and SAN network should be 16/32G compatible.	Request to share the current Network diagram and detailed inventory and available capacity in existing Network devices . This is required for sizing the Network component as ask in the clause	Details will be shared with the successful bidder
183	Section – B Introduction	28	9.Scope of Work - Middleware	Bidder to propose hardware (servers, storage etc.) including required OS, DB & middleware (if any) during bid submission for proposed new applications as per mentioned scope of work and Commercial Bill of material. The network component should be 10G (copper) compatible and SAN network should be 16/32G compatible.	Please share Individual versions count of Middleware Application server for all flavors need to be managed e.g. Weblogic, Websphere, Jboss, IIS etc. Also share environment details count wise (UAT,DEV,PROD,DR). Kinly also share Cloud and On-premise Middleware inventory.	Details will be shared with the successful bidder
184	Section – B Introduction	28	9.Scope of Work - Middleware		What are the tools used for the Middleware Monitoring?	Presenytly no tools are onboarded for middleware monitoring
185	Section – B Introduction	28	9.Scope of Work - Middleware		How many of Middleware Application server's among the managed list have their DR available.	Details will be shared with the successful bidder
186	Section – B Introduction	28	9.Scope of Work - Middleware		How many of Middleware among the managed list are having high availability.	Details will be shared with the successful bidder
187	Section – B Introduction	28	9.Scope of Work - Middleware		What are the current backup strategy and backup mechanism use for Middleware	Details will be shared with the successful bidder
188	Section – B Introduction	28	9.Scope of Work - Middleware		Please share Count of Incident and Service Request per month w.r.t Middleware. Kindly also share the tickects dump if their details can be shared	Details will be shared with the successful bidder
189	Section – B Introduction	28	9.Scope of Work - Middleware		What is the YoY growth expected in next 3 years in each Middleware flavours	Bidder to comply with RFP terms and conditions
190	Section – B Introduction	28	9.Scope of Work - Middleware		what is the expected SLA for Middleware managed service and current SLA achieved	Details will be shared with the successful bidder
191	A. RFP main document	28	Point number g of Scope of work	To test & implement any new patch/version of the in-scope applications in consultation with OEM & bank officials.	Should the testing be done by an independent team?	Bidder to comply with RFP terms and conditions
192	A. RFP main document	28	9.1e	Bidder to propose hardware (servers, storage etc.) including required OS, DB & middleware (if any) during bid submission for proposed new applications as per mentioned scope of work and Commercial Bill of material.	What are the proposed new applications?	APM Tool & PSP Tool

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
193	RFP-01-25-26-RFP-for-Selection-of-SI	29	11. Third Party Co-ordination Services:	Coordinate with the 3rd party System Integrators or OEM which affects the In-scope Applications and Interfaces for support services. b. Co-ordinate with any new System Integrator on boarded during the contract period which affects the In-scope Applications for support services. c. Logging call and tickets, co-ordination, and follow-up with the System Integrators, OEM and vendor. d. Strictly follow escalation matrix whenever required to resolve any tickets. e. Provide Root Cause Analysis (RCA) document whenever failures occurred. In case of involvement of multiple stakeholders, Successful Bidder to ensure co-ordination and active participation in providing the RCA. f. Maintain database of the various System Integrators with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments. g. Weekly, Monthly, quarterly standup calls with the System Integrators to maintain good relation and monitoring of SLAs.	Can the Bank let us know with how many such vendors/third party SI will the Bidder needs to coordinate for escalations/standup calls etc,?	The Bidder need to coordinate with all the vendors who are managing critical applications like UPI/Mobile Banking/IMPS, SFMS, PFMS, AEPS, CKYC etc.. . The complete list will be shared with the Successful Bidder
194	Section – C Deliverables & Service Level Agreements (SLAs)	29	5. Penalty for Mishandling, Misconfiguration, or Improper Deployment	5. Penalty for Mishandling, Misconfiguration, or Improper Deployment	Financial Loss and Operational Impact: a. The Vendor shall be fully liable for any financial losses, reputational damage, or operational disruptions caused to the bank as a result of mishandling, misconfiguration, or improper deployment of solutions /patches/PSPs. b. In the event of any such occurrence, the Vendor shall compensate the bank for all direct and indirect financial losses incurred, including but not limited to operational downtime, recovery costs, and any additional expenses resulting from the incident. As there is no cap on such financial loss hence we are proposing below modification: Financial Loss and Operational Impact: a. The Vendor shall be fully liable for any financial losses, reputational damage, or operational disruptions caused to the bank as a result of mishandling, misconfiguration, or improper deployment of solutions/patches/PSPs. b. In the event of any such occurrence, the Vendor shall compensate the bank for all direct and indirect financial losses incurred, including but not limited to operational downtime, recovery costs, and any additional expenses resulting from the incident.The Vendor’s aggregate liability under this clause shall not exceed five percent (5%) of the Annual Contract Value in any contract year.	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
195	Section – C Deliverables & Service Level Agreements (SLAs)	29	5. Penalty for Mishandling, Misconfiguration, or Improper Deployment	5. Penalty for Mishandling, Misconfiguration, or Improper Deployment	**Penalty for Failure to Test in CBS Environment:** a. Should the Vendor deploy any solution, patch, or PSP without conducting thorough testing in the CBS environment or without obtaining the bank's prior approval for the deployment, a penalty of maximum 5% of the total contract value will be imposed for each such incident. b. In addition, the Vendor will bear all costs for rectifying the issue, including costs related to testing, remediation, and re-deployment. We propose modification as below: a. Should the Vendor deploy any solution, patch, or PSP without conducting thorough testing in the CBS environment or without obtaining the bank's prior approval for the deployment, a penalty of maximum 5 2% of the total Quarterly AMS Services invoice value will be imposed for each such incident. b. In addition, the Successful Bidder will bear all costs for rectifying the issue, including costs related to testing, remediation, and re-deployment.	Bidder to comply with RFP terms and conditions
196	Section – C Deliverables & Service Level Agreements (SLAs)	29	5. Penalty for Mishandling, Misconfiguration, or Improper Deployment	5. Penalty for Mishandling, Misconfiguration, or Improper Deployment	**Corrective Action and Remediation:** The Vendor shall immediately take corrective action to resolve any issues arising from mishandling, misconfiguration, or improper deployment of solutions/patches/PSPs. b. The Vendor must provide a detailed remediation plan and timeline to the bank within 6 hours/days of notification of the issue. We propose modification as below: a. The Vendor shall immediately take corrective action to resolve any issues arising from mishandling, misconfiguration, or improper deployment of solutions/patches/PSPs. b. The Vendor must provide a detailed remediation plan and timeline to the bank within 6 hours/days of notification of the issue; Provided if such issues are attributable to the Vendor; the Vendor shall not be liable where they result from misrepresentation or incorrect directions by the Bank or its third parties.	Bidder to comply with RFP terms and conditions
197	Section – C Deliverables & Service Level Agreements (SLAs)	29	5. Penalty for Mishandling, Misconfiguration, or Improper Deployment	5. Penalty for Mishandling, Misconfiguration, or Improper Deployment	**Termination Clause:** a. If such issues lead to substantial operational impact or if the Vendor fails to resolve the problem within the agreed timeframe, the bank reserves the right to terminate the contract with immediate effect and claim damages as deemed appropriate. Termination Clause: a. If such issues lead to substantial operational impact or if the Vendor fails to resolve the problem within the jointly agreed timeframe, the bank reserves the right to terminate the contract with immediate effect and claim damages as deemed appropriate only if the Vendor has not rectified the issue within 30 days	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
198	Section – C Deliverables & Service Level Agreements (SLAs)	29	5. Penalty for Mishandling, Misconfiguratio n, or Improper Deployment	5. Penalty for Mishandling, Misconfiguration, or Improper Deployment	Indemnification: The Vendor agrees to indemnify the bank and hold it harmless against any losses, liabilities, claims, damages, or costs arising from the Vendor's failure to comply with these terms. Request for the complete deletion of this indemnity, as the above capping has already been proposed. Agreeing to both provisions for the same loss or damages is not feasible, as it would result in double jeopardy: The Vendor agrees to indemnify the bank and hold it harmless against any losses, liabilities, claims, damages, or costs arising from the Vendor's failure to comply with these terms.	Bidder to comply with RFP terms and conditions
199	A. RFP main document	29	scope of work	Please note that it is Successful Bidder's responsibility to get the entire end-to-end handholding and knowledge transfer during the transition period as per the timelines mentioned in as furnished in the RFP document, and that the Bank will not be held responsible if anything is missed. The Bank will make necessary arrangement for the Knowledge transition process from the existing SI to the Successful Bidder. It is Bidder's responsibility to ensure proper utilization of KT sessions and manage our environment.	What is the commitment from the existing vendor on knowledge transfer. What is the support Bank will provide in ensuring that the knowledge transfer is complete. Required documentation should be arranged by existing vendor and it should be facilitated by bank.	The Bank will make necessary arrangement for the Knowledge transition process from the existing SI to the Successful Bidder. Bidder has to comply with RFP terms and conditions.
200	RFP Main Document	29	Third Party Coordination Services	General	Could you confirm if the Security Operations Center (SOC) falls under the scope of this RFP vendor, or is it being managed by another System Integrator?	The Security Operations Center (SOC) does not fall under the scope of this RFP. It is currently being managed by a separate vendor
201	Section – C Deliverables & Service Level Agreements (SLAs)	30	6. Penalty/LD	4. Transition – Timelines - Within 3 months from the date of acceptanc e of PO. Penalties - INR 2,50,000 per calendar week delay post completion of transition due date and part thereof Maximum Capping - 50% of the transition payout post 30 calendar day delay of the transition phase	Bidder request for below terms : - Penalty in case of delay in tranisition should be capped at 0.25% per week of cost of transition fees, with overall penalty not exceeding 5% of transition fees	Bidder to comply with RFP terms and conditions
202	Section – C Deliverables & Service Level Agreements (SLAs)	31	1. Project Timeline	Implementation and Go-Live of new applications i.e.,PSP Testing Tool and Application Monitoring Tool. 1. Supply, Install, implement and management of Application Monitoring Tool including its related hardware. 2. Supply, Install, implement and management of Finacle's Product Service Pack (PSP)'s testing tool. Within 3 months from the date of acceptance of PO	The implementation & Go-Live of PSP Testing tool and APM tool are transformational in nature and good amount of due-diligence and study of the IT landscape needs to be done to deploy these tools which we acknowledge are very important for the Bank's Business. Kindly consider for the bidder to deploy these tools within 6 months from the date of PO acceptance	Bidder to comply with RFP terms and conditions
203	A. RFP main document	31	Section C-1.Project timeline	Project Initiation, Detailed Project Plan Submission and sign off	Project initiation Timeline of within 7 Days is too short period. We request bank to consider minimum 1 month from acceptance of PO	Bidder to comply with RFP terms and conditions
204	A. RFP main document	31	Section C-1.Project timeline	1. Supply, Install, implement and management of Application Monitoring Tool including its related hardware.	Timeline - Within 3 months is too short period.	Bidder to comply with RFP terms and conditions
205	A. RFP main document	31	Section C, Point No. 3	Implementation and Go Live of new applications i.e., PSP Testing Tool and pplication Monitoring Tool	When will the SLA measurement period start?	SLA measurement period start from the date of Go-Live or the mentioned timeline for implementation i.e 3 month from the date of PO acceptance
206	RFP Main Document	31	Section C – Deliverables & SLAs, Project Timeline & Transition	General	Kindly share the detailed project timelines, including the transition plan, key milestones and expected completion dates.	Mentioned in the RFP document

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
207	A.RFP main document	31	Section - C Deliverables & Service Level Agreements (SLAs)	Transition Timelines - Within 3 months from the date of acceptance of PO	Our Understanding is that the Transition period of 3 months is included in the total contract duration of 60 months. Which is essentially (Transition 3 M + BAU 57M). Pl confirm.	The period of contract with the Successful Bidder will be 60 months starting from 01.04.2026, unless extended by the Bank due to unforeseen reasons. Prior to this, the successful bidder shall undertake processes related to reverse transition for a period of 3 months without any additional cost to the Bank, so as to equip themselves to take over from the existing System Integrator by 01.04.2026 or as decided by the Bank.
208	A.RFP main document	31	Section - C Deliverables & Service Level Agreements (SLAs)	Implementation and Go-Live of new applications i.e., PSP Testing Tool and Application Monitoring Tool. --> Within 3 months from the date of acceptance of PO	Since we have to provision the required infrastructure for tool implementation, which will have lead time and during initial 3 months our focus will be on transition. Bidder requests you to change the timelines to --> Within 3 months from the date of completion of transition.	Bidder to comply with RFP terms and conditions
209	Section - C Deliverables & Service Level Agreements (SLAs	31		q) If the Bidder is unable to implement the Application Performance Monitoring tool as per the technical requirement and to the satisfaction of the Bank, the Bank at its discretion may hold the amount equivalent to the total cost of the respective tool from any payment due to the Bidder.	Bidder proposes no withholding of invoices	Bidder to comply with RFP terms and conditions
210	RFP	31	C	Project Timelines- Sl. No. 3	The implementation of APM Tool is expected to be completed within 3 months. However, considering implementation on 30 Applications for Each Bank (KaGB & KGb) i.e. 60 Applications in total, we suggest to revise this timeline to at least 6 Months	Bidder to comply with RFP terms and conditions
211	RFP-01-25-26-RFP-for-Selection-of-SI	32	3. General SLA terms and Terminologies	The Bidder must have a suitable strategy for recovery of data and application in case of a disaster, with necessary procedures, within RPO and RTO as defined in the Bank's BCP document as revised from time to time. The Bidder must adhere to the latest BCP framework of the Bank. In, case of disaster the DR site should be up and operational with minimal manual intervention.	As per bidder's understanding, suitable DR strategy needs to be proposed for the APM and PSP patching tools. Other applications already have a DR strategy and DR replication tools which the bidder need to leverage and follow. Please confirm.	Details will be shared with the successful bidder
212	RFP-01-25-26-RFP-for-Selection-of-SI	32	3. General SLA terms and Terminologies	The Bidder must have a suitable strategy for recovery of data and application in case of a disaster, with necessary procedures, within RPO and RTO as defined in the Bank's BCP document as revised from time to time. The Bidder must adhere to the latest BCP framework of the Bank. In, case of disaster the DR site should be up and operational with minimal manual intervention.	What is the RPO and RTO for the APM and PSP patching tool?	At present RPO is near zero. And RTO is within 60 min. The successful Bidder is required to adhere to the timelines or as prescribed in the yearly BCP plan.
213	Section - C Deliverables & Service Level Agreements (SLAs)	32	2. Service level Agreement	2. Service level Agreement	Bidder request for below terms : - Maximum cumlative aggregate for all types of penalties/Service Credits/ Liquidated Damages under this agreement shall not exceed 5% of monthly invoice value of respective month . - The overall cap for all types of penalties/Service Credits/ Liquidated Damages under this agreement shall not exceed 5% of Annual contract value.	Bidder to comply with RFP terms and conditions
214	RFP Main Document	32	Section C - SLA Terms & Business Hours	General	Please confirm whether there are different SLA requirements for business hours and non-business hours.	SLA is applicable to both business and non-business hours and it will be on 24x7x365 basis. Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
215	Section – C Deliverables & Service Level Agreements (SLAs	32	3. General SLA terms and Terminologies	The audit of the IT systems by the Banks or an independent third-party will be held on a periodic basis (annual, semi-annual, quarterly or ad-hoc). The Successful Bidder should cooperate with the auditors, provide all the required details to them and ensure that the shortcomings on the part of the Successful Bidder observed during the audit are rectified in full within a period of one month. The Successful Bidder shall conduct audits as and when required by the Bank/ regulator to assess and ensure license compliance by verifying the number of software licenses in use against the total number of licenses procured. These audits must confirm that usage is in full alignment with the terms and conditions of the respective license agreements. The list of procured licenses will be shared with the Successful Bidder by the Bank for this purpose.	Bidder wishes to clarify- Cost related information, other proprietary inform any and Confidential information shall not be subject to Audit. Except regulatory audits, the number of audits shall be limited to one for calendar year and restricted to only information related to services rendered and places where the services being rendered, during business hours.	Bidder to comply with RFP terms and conditions
216	A.RFP main document	32	General SLA terms and Terminologies - 3.5	The successful Bidder shall provide onsite support and manage all in-scope applications, interfaces, infrastructure, as per Scope of Work (Annexure-2) for 24 (twenty-four) x 7 (seven) or as defined elsewhere in this RFP.	Please provide the following clarifications: 1. Our understanding is all resources will be working from the banks main office in Bangalore and will be connecting other locations via remotely ? 2. If the answer to the above question is YES, bidder understands remote Infrastructure is in good usable condition? 3. Bidder understands the bank provides Laptop/Desktop, IP Phone (call center & Help Desk team) and headsets with all the relevant telephony, IVR and related infrastructure to manage.	1. No, all resources are expected to work from the Bank's Project office / DC / DRC Sites or from any other location as designated by the Bank from time to time during the contract period. 2. Not applicable, as remote work is not the default arrangement. 3. Yes, the Bank will provide desktops, IP phones (for Call Center and Help Desk teams), headsets, and all relevant telephony, IVR, and related infrastructure as required for onsite operations.
217	Section – C Deliverables & Service Level Agreements (SLAs)	33	3. General SLA terms and Terminologies	3.7.4. The Bidder should carry out the DR drill quarterly once or as and when required by the Bank or as per Banks policy to test the readiness and effectiveness of business continuity plan as proposed. The vendor should provide a Disaster Recovery (DR) drill automation script for both CBS and Non-CBS environments at free of cost. During DR drill, other Data Centre locations must be in sync, the same should be a part of the backup solution. Bidder should take the responsibility for all observations during the DR drill and should rectify within the stipulated time.	Is there an automated DR failover tool deployed by the Bank? What is the DR replication mechanism used across DC & DR? What is the RPO/RTO currently achieved by Bank?	No automated DR failaover tool deployed at present. DR Replication mechanisam is Host based At present RPO is near zero. And RTO is within 60 min. The successful Bidder is required to adhere to the timelines or as prescribed in the yearly BCP plan.
218	Section – C Deliverables & Service Level Agreements (SLAs)	33	3. General SLA terms and Terminologies	3.8. The audit of the IT systems by the Banks or an independent third-party will be held on a periodic basis (annual, semi-annual, quarterly or ad-hoc). The Successful Bidder should cooperate with the auditors, provide all the required details to them and ensure that the shortcomings on the part of the Successful Bidder observed during the audit are rectified in full within a period of one month.	Kinldy let us know how many audits and what type of audits are conducted by Bank in the frequencies mentioned	Presently, the Bank conducts VAPT (Vulnerability Assessment and Penetration Testing) audits on a quarterly basis for critical assets and on a half-yearly basis for the entire infrastructure. In addition, as per regulatory requirements and the Bank's internal policies, audits will be conducted by Bank Team/SOC Team/External Team/Regulatory Bodies etc as and when required.

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
219	RFP-01-25-26-RFP-for-Selection-of-SI	33	9.Scope of Work	3.7.4.The Bidder should carry out the DR drill quarterly once or as and when required by the Bank or as per Banks policy to test the readiness and effectiveness of business continuity plan as proposed. The vendor should provide a Disaster Recovery (DR) drill automation script for both CBS and Non-CBS environments at free of cost . During DR drill, other Data Centre locations must be in sync, the same should be a part of the backup solution. Bidder should take the responsibility for all observations during the DR drill and should rectify within the stipulated time.	Does the Bank has automation scripts for all the applications today to carry out the DR Drill, pls confirm	Presently there is no automation scripts deployed.
220	RFP Main Document	33	Replication & DR Strategy	General	Kindly provide the list of applications currently being actively replicated to the DR site.	All the list of applications listed in the RFP actively replicated to DRC; except for a few.
221	A.RFP main document	33	General SLA terms and Terminologies	3.7.4. The vendor should provide a Disaster Recovery (DR) drill automation script for both CBS and Non-CBS environments at free of cost.	As per SoW L2 activities (ii) the automation scripting is only for applications in-scope. Since CBS is in part of SI scope, this activity will be limited to CBS application only. Please confirm.	Bidder to comply with RFP terms and conditions
222	Section – C Deliverables & Service Level Agreements (SLAs)	34	3. General SLA terms and Terminologies	3.15. Bidder needs to arrange to replace the existing Infrastructure with equivalent or higher configuration in case required for smooth functioning of CBS and Allied applications: 3.15.1. End of Sale, End of Support declared, End of Life by the respective OEM 3.15.2. Hardware is obsolete 3.15.3. Hardware failure/faulty/wear and tear (replacement by bidder, if supplied by the bidder)	RFP does not call out any specific scope for refresh of existing HW/SW nor there is any mention of cost line item in the commercial template. Is refresh part of RFP scope? If so, can you pls provide the list of existing HW/SW infrastructure and achitecture to propose a suitable refresh solution and plan?	Any hardware or solutions reaching End of Support (EOS) or End of Life (EOL) during the contract period to be identified and communicated to the Bank within the timeline specified in the RFP. The procurement will be undertaken by the Bank at its sole discretion
223	Section – C Deliverables & Service Level Agreements (SLAs)	34	3. General SLA terms and Terminologies	3.17. The Successful Bidder shall conduct audits as and when required by the Bank/ regulator to assess and ensure license compliance by verifying the number of software licenses in use against the total number of licenses procured. These audits must confirm that usage is in full alignment with the terms and conditions of the respective license agreements. The list of procured licenses will be shared with the Successful Bidder by the Bank for this purpose.	Is the Bank using a SW License Management tool to discover, track and report Licenses? If so, kinldy let us know what is the tool used	Presently no tools are deployed.
224	RFP-01-25-26-RFP-for-Selection-of-SI	34	3. General SLA terms and Terminologies	3.15. Bidder needs to arrange to replace the existing Infrastructure with equivalent or higher configuration in case required for smooth functioning of CBS and Allied applications: 3.15.1. End of Sale, End of Support declared, End of Life by the respective OEM 3.15.2. Hardware is obsolete 3.15.3. Hardware failure/faulty/wear and tear (replacement by bidder, if supplied by the bidder)	As per our understanding, for Bank's existing infrastructure hosting CBS, Allied and Non-CBS applications, refresh of any such hardware will be taken up as a separate project as part of the change request process. Please confirm our understanding.	Bidder's understanding is correct
225	RFP-01-25-26-RFP-for-Selection-of-SI	34	9.Scope of Work	It is Bidder’s responsibility to inform the Bank about EOS, EOL and all other associated licenses for Infrastructure as and when announced by the OEM within 15 days from the date of announcement, failing which the successful bidder has to compensate the bank for any loss or damage happened to the bank on account of any issue that may entail at a later date due to EOS/EOL.	Does bank has any license management solution...there are specialised solutions available in market from Flexera/Service now? If not, can the Bank elaborate on how they expect the bidder to comply?	No license management solution presently used by the Bank. Bidders are responsible for tracking EOS/EOL as sepcified in the RFP. The bidder is expected to use industry-standard methods or solutions to fulfill the obligation, ensuring timely notifications and mitigating risks.

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
226	RFP-01-25-26-RFP-for-Selection-of-SI	34	Section - C Deliverables & Service Level Agreements (SLAs)	3.15.Bidder needs to arrange to replace the existing Infrastructure with equivalent or higher configuration in case required for smooth functioning of CBS and Allied applications: 3.15.1.End of Sale, End of Support declared, End of Life by the respective OEM 3.15.2.Hardware is obsolete 3.15.3.Hardware failure/faulty/wear and tear (replacement by bidder, if supplied by the bidder)	Our understanding is that this clause is applicable only for the hardware the bidder is supplying as part of this RFP . Any hardware/software refresh/supply/augmentation for existing Applications is not part of this RFP and will be taken up by bank on CR basis. Please confirm	Bidder's understanding is correct
227	A.RFP main document	34	General SLA terms and Terminologies	3.16 It is Bidder's responsibility to inform the Bank about EOS, EOL and all other associated licenses for Infrastructure as and when announced by the OEM within 15 days from the date of announcement, failing which the successful bidder has to compensate the bank for any loss or damage happened to the bank on account of any issue that may entail at a later date due to EOS/EOL.	15 days is too less a time to check and communicate. Request you to pls extend this to 180 days	Please check the Amendment No- 2 Bidder should communicate the Bank/s regarding EOS & EOL either before 1 year of EOS/EOL date or within 3 months of date of announcement of EOS/EOL whichever is earlier.
228	Section - C Deliverables & Service Level Agreements (SLAs)	35	4. Priority of Incidents	**Priority 1 - Critical Threat/ Severe Incident** **- Response Time in minutes - 5 mins** **- Resolution Time in minutes - 15 Mins** **Priority 2 - Significant incident** **- Response Time in minutes - 20 mins** **- Resolution Time in minutes - 40 Mins**	**Resolution time of 15mins for P1 and 40mins for P2 is highly stringent. Even if infrastructure is architected and built with high resiliency, for any software issues which require OEM intervention or HW component failures, we will need more than 15mins to replace the component and resolve the issue even if there are spares stocked within the DC/DR sites, so kindly make this atleast 30mins for P1 and 1Hr for P2 as most of the Banks are adhering to this timeline**	Please check the Amendment No- 2 Priority 1 - Critical Threat/ Severe Incident - Response Time in minutes - 5 mins - Resolution Time in minutes - 30 Mins Priority 2 - Significant incident - Response Time in minutes - 20 mins - Resolution Time in minutes - 60 Mins
229	A.RFP main document	35	4. Priority of Incidents	Resolution time is - P1- 15 min, P2- 40 Mins & P3 - 120 Mins	All SLAs are Infra specific P1- 15 min, P2- 40 Mins & P3 - 120 Mins Please define separate SLAs for Application specific issues, P1- 2 hrs, P2-6 Hrs. P3 - 12 hrs, P4 - 36 hrs	Please check the Amendment No- 2 Priority 1 - Critical Threat/ Severe Incident - Response Time in minutes - 5 mins - Resolution Time in minutes - 30 Mins Priority 2 - Significant incident - Response Time in minutes - 20 mins - Resolution Time in minutes - 60 Mins
230	Section - C Deliverables & Service Level Agreements (SLAs)	36	5. Penalty for Mishandling, Misconfiguration, or Improper Deployment	Penalty for Failure to Test in CBS Environment: a. Should the Vendor deploy any solution, patch, or PSP without conducting thorough testing in the CBS environment or without obtaining the bank's prior approval for the deployment, a penalty of maximum 5% of the total contract value will be imposed for each such incident. b. In addition, the Vendor will bear all costs for rectifying the issue, including costs related to testing, remediation, and re-deployment.	Bidder request for deletion of this clause	Bidder to comply with RFP terms and conditions
231	RFP	36	Penalty for Mishandling, Misconfiguration, or Improper Deployment	Financial Loss and Operational Impact: a. The Successful Bidder shall be fully liable for any financial losses, reputational damage, or operational disruptions caused to the bank as a result of mishandling, misconfiguration, or improper deployment of solutions/patches/PSPs. b. In the event of any such occurrence, the Successful Bidder shall compensate the bank for all direct and indirect financial losses incurred, including but not limited to operational downtime, recovery costs, and any additional expenses resulting from the incident	Kindly change the clause to - Vendor will make good for such occurrences limited to 10% of TCV	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
232	RFP	36	Penalty for Mishandling, Misconfiguration, or Improper Deployment - Termination Clause	. If such issues lead to substantial operational impact or if the Successful Bidder fails to resolve the problem within the agreed timeframe, the bank reserves the right to terminate the contract with immediate effect and claim damages as deemed appropriate.	Kindly Cap this to PBG invocation and TCO	Bidder to comply with RFP terms and conditions
233	RFP	36	Termination Clause	Bidder do not have termination right	Kindly add clause which allows Both parties to have termination rights	Bidder to comply with RFP terms and conditions
234	Section – C Deliverables & Service Level Agreements (SLAs	36	5. Penalty for Mishandling, Misconfiguration, or Improper Deployment	Financial Loss and Operational Impact: a. The Successful Bidder shall be fully liable for any financial losses, reputational damage, or operational disruptions caused to the bank as a result of mishandling, misconfiguration, or improper deployment of solutions/patches/PSPs. b. In the event of any such occurrence, the Successful Bidder shall compensate the bank for all direct and indirect financial losses incurred, including but not limited to operational downtime, recovery costs, and any additional expenses resulting from the incident.	Bidder requests deletion of this clause.	Bidder to comply with RFP terms and conditions
235	Section – C Deliverables & Service Level Agreements (SLAs	36	Penalty for Failure to Test in CBS Environment:	a. Should the Successful Bidder deploy any solution, patch, or PSP without conducting thorough testing in the CBS environment or without obtaining the bank's prior approval for the deployment, a penalty of maximum 5% of the total contract value will be imposed for each such incident. b. In addition, the Successful Bidder will bear all costs for rectifying the issue, including costs related to testing, remediation, and re-deployment.	Bidder proposes Overall LD/Penalties shall be capped at 5% of TCV	Bidder to comply with RFP terms and conditions
236	Section – C Deliverables & Service Level Agreements (SLAs	36	Termination Clause:	a. If such issues lead to substantial operational impact or if the Successful Bidder fails to resolve the problem within the agreed timeframe, the bank reserves the right to terminate the contract with immediate effect and claim damages as deemed appropriate.	Bidder seeks relaxation claim damages , also need clarity what is meant by damages as its subjective	Bidder to comply with RFP terms and conditions
237	Section – C Deliverables & Service Level Agreements (SLAs)	37	6. Penalty/LD	Transition ₹ 2,50,000 per calendar week delay post completion of transition due date and part thereof. 50% of the transition payout post 30 calendar day delay of the transition phase	50% of transition payout is too huge, kindly limit this to the 2.5Lakh per calendar week penalty How will 50% of transition payout be determined?	Please check the Amendment No- 2 The Bank has reviewed the request and agrees to the bidder's suggestion. Accordingly, the clause stands revised as follows: "In case of delay in completion of the transition phase beyond the stipulated transition completion date, a penalty of ₹2,50,000 per calendar week or part thereof shall be levied. The provision regarding withholding 50% of the transition payout post 30 calendar days delay is hereby removed."

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
238	Section – C Deliverables & Service Level Agreements (SLAs)	37	6. Penalty/LD	6. Penalty/LD….....	Bidder request for deletion of below line items under Penalty/LD table : 1. Performance Bank Guarantee 2. Signing of the Agreement 3. Project Initiation 11. Renewal of Licenses/ Subscriptions/ Fees /AMC/ATS/ Support contracts as applicable, during the period of Contract 13. Delay/Failure/ Non-compliance to regulatory guidelines or as per Banks requirement on DR Drill activity 14. Delay/Failure/ Non-compliance to regulatory guidelines or as per Banks requirement on VAPT or any other audit 15. Penalties imposed by regulatory bodies/agenci es on account of shortcomings related to Monitoring, maintenance and managed services for entire DC & DRC infrastructure & Non-CBS applications in DC & DRC handled by the Successful bidder	Bidder to comply with RFP terms and conditions
239	RFP	37	Indemnification	The Successful Bidder agrees to indemnify the bank and hold it harmless against any losses, liabilities, claims, damages, or costs arising from the Successful Bidder's failure to comply with these terms.	Kindly Cap this to PBG invocation and TCO	Bidder to comply with RFP terms and conditions
240	A. RFP main document	37	Penalty/LD		In the event where recovery from customer is involved, how the penalty is calculated?	In case the Bank is able to recover the full amount from the customer at a later stage, the same shall be refunded to the vendor within a period of three (3) months from the date of such recovery.
241	A. RFP main document	37	3. Penalty LD: Project Initiation	Within 7 days after the acceptance of PO. Penalty of INR 1,00,000/week and part thereof	Project initiation Timeline of within 7 Days is too short period. We request bank to consider minimum 1 month from acceptance of PO	Bidder to comply with RFP terms and conditions
242	Section – C Deliverables & Service Level Agreements (SLAs	37	5. Indemnification	Indemnification: The Successful Bidder agrees to indemnify the bank and hold it harmless against any losses, liabilities, claims, damages, or costs arising from the Successful Bidder's failure to comply with these terms.	Bidder requests deletion of this clause.	Bidder to comply with RFP terms and conditions
243	Section – C Deliverables & Service Level Agreements (SLAs	37	Penalty/LD	Signing of the Agreement The successful Bidder must sign the contract and should also ensure to take Sign-off from the Bank. Within 21 days from the date of acceptance of PO 0.5% of TCO per week for each completed calendar week of delay or part thereof. Cancellation of the Purchase order and forfeiture of EMD.	Bidder proposes Overall LD/Penalties shall be capped at 5% of TCV	Bidder to comply with RFP terms and conditions
244	Section – C Deliverables & Service Level Agreements (SLAs	37	Penalty/LD	Sl No 1- 17 under Penalty/LD	Bidder proposes Overall LD/Penalties shall be capped at 5% of TCV	Bidder to comply with RFP terms and conditions
245	RFP Main Document	38	Penalty Clauses & Exceptions	General	Could you clarify if penalties will apply in cases where delays or downtime arise due to factors beyond the SI's control (e.g., telco link issues, OEM delays)?	Penalties will be levied only in cases where delays or downtime are directly attributable to the SI. The SI must notify the Bank in writing immediately upon identification of such issues, provide sufficient documentary evidence and communication trail substantiating that the cause is beyond their control, and demonstrate proactive efforts taken to mitigate the impact and resolve the issue
246	Section – C Deliverables & Service Level Agreements (SLAs	38	Penalty/LD	Sl No 16 Penalties imposed by regulatory bodies/agency es on account of shortcomings related to Monitoring, maintenance and managed services for entire DC & DRC infrastructure & Non-CBS applications in DC & DRC handled by the Successful bidder 100%of the Penalized amount	Bidder proposes Overall LD/Penalties shall be capped at 5% of TCV	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
247	Section – C	38	6	Ticket Resolution	Please share the details of Banks current ITSM tools	Infraon ITSM provided by M/s Everest
248	Section – C	38	6	Ticket Resolution	Please confirm current ITSM tools is configured with expected SLA and if not then Tools is capable of reporting and measuring expected SLAs	The ITSM tool is currently under implementation, and the configuration of expected SLAs will be completed before the project handover to the new System Integrator. The tool is fully capable of reporting and measuring the required SLAs.
249	Section – C Deliverables & Service Level Agreements (SLAs)	39	6. Penalty/LD	Delay/Failure/Noncompliance in Monitoring, maintenance and managed services for entire DC & DRC infrastructure & Non-CBS applications in DC & DRC Penalty of ₹ 50,000 per tool per week for every week of delay and part thereof 10% of the total cost (including Hardware, License, and Implementation) for the respective tool	The tools and infrastructure will be Bank's assets once deployed and they will carry the same criticality of other applications, so they should follow the same SLA/Penalty as others. Kinldy exclude this Penalty	Bidder to comply with RFP terms and conditions
250	Section – C Deliverables & Service Level Agreements (SLAs)	39	6. Penalty/LD	Renewal of Licenses/ Subscriptions/ Fees /AMC/ATS/ Support contracts as applicable, during the period of Contract 1% of the total quarterly payout for respective component for every week of delay and part thereof. 5% of the annual payout for	The statement '5% of the annual payout for" is incomplete, pls provide the complete statement on the capping	5% of the annual payout for the AMC & ATS Cost for Hardware and Software
251	Section – C Deliverables & Service Level Agreements (SLAs)	39	6. Penalty/LD	10. Delay/Failure/ Non compliance in Monitoring, maintenance and managed services for entire DC & DRC infrastructure & Non-CBS applications in DC & DRC Timelines - As per the timelines give for the implemen tation of new tools mentione d above Penalties - Penalty of INR 50,000 per tool per week for every week of delay and part thereof Maximum Capping - 10% of the total cost (including Hardware, License, and Implementation) for the respective tool	Bidder request for below terms : It should be applicable for delay attributable only during implementation phase, where penalty should be capped as below : - For Delay in Supply of Tools - Penalty should be capped at 0.5% per week of cost of relevant delayed tools, with overall cap not exceeding 5% of delayed tool cost. - For Delay in Implementation / Installation - Penalty should be capped at 0.5% per week of cost of relevant delayed milestones, with overall cap not exceeding 5% of cost of relevant delayed milestones. Further, Maximum cumlative aggregate all types of penalties/Service Credits/ Liquidated Damages under this agreement shall not exceed 5% of monthly invoice value	Bidder to comply with RFP terms and conditions
252	A. RFP main document	39	SLA	The successful Bidder shall ensure that the Customizations and Change requests are done as per the agreed timelines with the Bank	Change request efforts/timeline would be mutually agreed case to case depends on the requirement.	The effort estimation and timelines for each Change Request will be mutually discussed and agreed upon between the Bank and the successful Bidder on a case-to-case basis, depending on the scope and complexity of the requirement. Once the timeline is finalized, it shall be the responsibility of the successful Bidder to complete the Change Request within the agreed timeframe.

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253	RFP-01-25-26-RFP-for-Selection-of-SI	40	6. Penalty/LD	Penalty for Non-taking of periodical back-ups	What is the DB backup methodology in bank? Request Bank to also share any known existing issues?	Currently Tape Backup and Disk backup through IBM TSM and Veamm on daily, weekly, monthly, quarterly and yearly periodicity. Detailed methodology will be shared with successful bidder.
254	RFP-01-25-26-RFP-for-Selection-of-SI	40	6. Penalty/LD	Delay/Failure/Noncompliance to regulatory guidelines or as per Banks requirement on VAPT or any other audit	To comply with this requirement, we may require downtime to schedule the update of the Systems/Databases. If Downtime for any reason cannot be approved by Bank, this clause will be exempted for such instances. Please confirm our understanding.	In such special cases mutually agreed steps will be taken and downtime will be given with the approval of respective Bank team.
255	Section – C Deliverables & Service Level Agreements (SLAs)	41	7. SLA for the incidents/ ticket raised and delay in submission of RCA report	Note: The indicative number of average tickets is 30 per day per Bank based on the last 6 months data.	Pls provide the breakup of 30 tickets across P1, P2 & P3 tickets per day, also breakup of those 30 tickets across Applications & Infrastructure. Pls provide the trend of the tickets for the past 6 months atleast	Details will be shared with the successful bidder
256	RFP-01-25-26-RFP-for-Selection-of-SI	41	7.2 SLA for delay in submission of RCA Report	Root Cause Analysis (RCA) for Priority-1 issues should be provided within 24 hours and for Priority-2 and 3 within 3 (Three) calendar days and preventive steps to be taken by Bidder. The Successful Bidder should ensure that the RCA reports submitted to the Banks are conclusive and acceptable to the Bank. Superfluous and unconvincing RCA reports will not be accepted by the Bank.	Our understanding is that Bank will not impose any penalty for delay in RCA where there is a dependency on OEM/3P vendors which is beyond control of bidder. Please confirm	No penalty will be imposed for delays in RCA submission where the delay is due to dependencies on OEMs or third-party vendors, provided the bidder promptly notifies the Bank, submits adequate documentary evidence demonstrating that the delay is beyond their control, and continues to follow up proactively with the concerned parties while keeping the Bank informed of the progress at regular intervals.
257	RFP-01-25-26-RFP-for-Selection-of-SI	41	Permanent remediation of RootCause Analysis	The Successful Bidder shall perform the remediation withinthe stipulated time 1. For Priority-1 incidents, permanent fix shall be provided within 7 calendar days and for Priority 2 and 3 within 15 calendar days	Our understanding is that any delay in providing fixes by OEM , Bank will not impose any penalty as there is a dependency on OEM/3P vendors which is beyond control of bidder. Please confirm	No penalty will be imposed for delays in RCA submission where the delay is due to dependencies on OEMs or third-party vendors, provided the bidder promptly notifies the Bank, submits adequate documentary evidence demonstrating that the delay is beyond their control, and continues to follow up proactively with the concerned parties while keeping the Bank informed of the progress at regular intervals.
258	RFP-01-25-26-RFP-for-Selection-of-SI	41	6. Penalty/LD	Penalty for delay in restoration of back-ups	The restoration time of a backup is dependent on the amount of Data to be restored including the network bandwidth available. Request Bank to share what size of data restoration will be covered under this clause, as the restoration time may vary greatly depending on the size of the Data to be restored?	The Bank acknowledges that restoration time varies based on the data size and network bandwidth. For the purpose of penalty calculation, the Bank will consider the average expected data size of 5TB for restoration. Any restoration beyond this data size will be evaluated on a case-to-case basis, with mutually agreed timelines taking into account the actual data volume and network conditions. The successful bidder is expected to demonstrate best efforts to restore backups within the agreed SLA based on these parameters.

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
259	RFP-01-25-26-RFP-for-Selection-of-SI	41	Section – C Deliverables & Service Level Agreements (SLAs)	Penalty for delay in restoration of back-ups - Delay in successful restoration of backups - More than 6Hours from receiving intimation from Bank - ₹25,000 per instance, per hour	Request Bank to change the penalty to 10,000 per instance and remove per hour	Bidder to comply with RFP terms and conditions
260	A. RFP main document	41	SLA	Permanent remediation of Root Cause Analysis	if the issue with the product/ OEM, then the SLA should be considered accordingly. It should be excluded from the penalty clause	Bidder to comply with RFP terms and conditions
261	Section – C Deliverables & Service Level Agreements (SLAs	41	Penalty/LD	7.1 SLA Penalty for Tickets raised through Bank's ITSM	Bidder proposes Overall LD/Penalties shall be capped at 5% of TCV	Bidder to comply with RFP terms and conditions
262	A.RFP main document	41	7.1 SLA Penalty for Tickets raised through Bank's ITSM	The indicative number of average tickets is 30 per day per Bank based on the last 6 months data.	Is this ticket data for entire Landscape. Pl confirm.	Bidder to comply with RFP terms and conditions
263	A.RFP main document	41	7.2 SLA for Delay in Submission of RCA Reports	Root Cause Analysis (RCA) for Priority-1 issues should be provided within 24 hours and for Priority-2 and 3 within 3 (Three) calendar days and preventive steps to be taken by Bidder.	The RCA timelines are too stringent. We propose to discuss the timelines & Applicability for S1 & Repeated S2. during contracting stage and mutually agree.	Bidder to comply with RFP terms and conditions
264	Section – C	41	7.1	Priority 1 – Resolution Time - 15 Minutes	This is very stringent, please share the current benchmark	Please check the Amendment No- 2 Priority 1 – Critical Threat/ Severe Incident - Response Time in minutes - 5 mins - Resolution Time in minutes - 30 Mins Priority 2 – Significant incident - Response Time in minutes - 20 mins - Resolution Time in minutes - 60 Mins
265	Section – C	41	7.1	SLA Penalty	5000 per 10 minutes how the maximum capping will be calculated post 10 minutes	Post 10 min penalty calculation mentioned in the RFP (page 41). The maximum penalty amount is capped at 10% of the total monthly payout.
266	RFP-01-25-26-RFP-for-Selection-of-SI	42	8. SLA for Uptime (mts means Minutes)	SLA for Uptime (mts means Minutes)	To meet the uptime requirement the underlying infrastructure has to be configured in a high-availability mode. Request Bank to share the CBS, Allied and Non-CBS application infra deployment architecture, so that bidder can validate the same.	Details will be shared with the successful bidder
267	Section – C Deliverables & Service Level Agreements (SLAs)	42	6. Penalty/LD	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.	Bidder request for below modification/deletion of this clause : *8.5. Total penalty per year during the contract period shall not exceed more than ~~20%~~ 5% of the annual payout.*	Please check the Amendment No- 2
268	A. RFP main document	42	SLA for uptime, point 8.5	Total penalty per year during the contract period shall not exceed more than 20% of the annual payout.	Overall penalty cap of 20% is much higher side. Maximum cap should be limited to 10% as a standard practice. We request bank to reduce Maximum penalty cap to 10% of annual payout.	Please check the Amendment No- 2
269	Section – C Deliverables & Service Level Agreements (SLAs	42	Penalty/LD	8) SLA for Uptime Total penalty per year during the contract period shall not exceed more than 20% of the annual payout.	Bidder proposes Overall LD/Penalties shall be capped at 5% of TCV	Please check the Amendment No- 2
270	RFP	42	Penalty Capping	Total penalty per year during the contract period shall not exceed more than 20% of the annual payout	We request maximum penalty for a particular year to be capped at 10% of Annual Contract Value/ Payout	Please check the Amendment No- 2

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
271	RFP-01-25-26-RFP-for-Selection-of-SI	43	8. SLA for Uptime (mts means Minutes)	1. **Mean Time to Respond** - Not more than 1 hour in DC and DR 2. **Mean Time to Rectify/Repair (Physical Infrastructure and Network) -** Not more than 2 hours in DC/DRC. Not more than 4 hours in other locations within 60 KM from Regional Offices Not more than 6 hours in locations where the distance exceeds 60 KM from Regional Offices3.	The Best AMC/Hardware Support available from OEMs for DC/DR is 6 hour CTR only and is Industry Standard. No OEMs can provide 2hours/4hours Rectify/reapir Support. Request Bank to relook at the requirement and modify the SLA and Associated penalties.	Bidder to comply with RFP terms and conditions
272	RFP-01-25-26-RFP-for-Selection-of-SI	43	Section - C Deliverables & Service Level Agreements (SLAs)	CBS and Related Hardware Failures of CBS and all associated Hardware & Software at DC, DR and NDR (associated Hardware & Software include Servers, Storage, Application Servers, Databases and any other devices or platform software component or library	Request Bank to remove the hardware related defaults from this as no OEM will be able to provide hardware repair/replacement in the timelines mentioned	Bidder to comply with RFP terms and conditions
273	RFP-01-25-26-RFP-for-Selection-of-SI	43	Section - C Deliverables & Service Level Agreements (SLAs)	10.Resource Availability and Associated Penalties a)Failure to provide L2 resource in a shift: A penalty of additional ₹ 5000 per day will be imposed for each shift where L2 support is not provided	Bank will not pay the bidder if the resource is not available, Additionally, 5000 penalty per day is very stringnet. Request Bank to remove this clause.	Bidder to comply with RFP terms and conditions
274	Section - C Deliverables & Service Level Agreements (SLAs	43	Change request	Change Request: The Bidder should quote for 1000 man days per year in the commercial BOM for Bid evaluation purpose and Bank shall release the payment for Change Request as per the man-day charges used and the number of man-days for each CR should be backed up with the transparent estimation model, productivity parameter and shall be on mutually agreed terms with the successful Bidder. In case of any delay in delivering the change request, financial penalty is applicable as per the SLA defined above	Bidder proposes Overall LD/Penalties shall be capped at 5% of TCV	Bidder to comply with RFP terms and conditions
275	A.RFP main document	43	SLA Uptime	Mean Time to Rectify/Repair (Physical Infrastructure and Network) --> Not more than 2 hours in DC/DRC. Not more than 4 hours in other locations within 60 KM from Regional Offices Not more than 6 hours in locations where the distance exceeds 60 KM from Regional Offices	All the OEMs provide the SLA as per their standards. We have seen minimum rectification time of 4 hours. Since this has dependency on OEMs, bidder request to adhere to the SLAs as per OEMs guidelines. SLA for AMC - We assume that Bank has provisioned spares on-site for adhering to the SLAs in cases where spare replacement is required. We plan to utilize the current critical spares inventory at the DC and DR to adhere to resolution times for critical systems.	Bidder to comply with RFP terms and conditions
276	RFP-01-25-26-RFP-for-Selection-of-SI	44	8. SLA for Uptime (mts means Minutes)	CBS and all associated Hardware/ Software failure at DC DR and NDR for more than 15 continuous minutes	Our understanding is that Bank will not impose any penalty for failure of hardware as long as Application is available . Please confirm.	Your understanding is partially correct. The Bank will not impose any penalty in case of hardware failure as long as CBS, allied applications, and all online channels are functioning smoothly without any service disruption or transaction failure. However, penalty will be applicable from the point of actual service impact, i.e., when transaction failures or downtime occur due to such failures.

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
277	RFP	44	Failures of CBS and all associated Hardware & Software at DC, DR and NDR (associated Hardware & Software include Servers, Storage, Application Servers, Databases and any other devices or platform software component or library		We believe the CBS associated Hardware are redundant, please elaborate whether LD will be applicable on solution failure or associate individual Hardware failure?	The Bank regularly upgrades and maintains hardware infrastructure in consultation with the OEMs and the existing System Integrator to ensure redundancy and high availability. LD will be applicable only if the failure or issue is attributable to the successful bidder, including but not limited to improper configuration, lack of maintenance, delay in resolution, or non-compliance with agreed SLAs, which leads to service disruption or downtime.
278	Section – C Deliverables & Service Level Agreements (SLAs	44	CBS and Related Hardware	Failures of CBS and all associated Hardware & Software at DC, DR and NDR (associated Hardware & Software include Servers, Storage, Application Servers, Databases and any other devices or platform software component or library CBS and all associated Hardware/ Software failure at DC DR and NDR for more than 15 continuous minutes CBS and all associated Hardware / Software failure at DC, DR and NDR for less than 15 continuous minutes but overall downtime during the month exceeding 44 minutes The LD will be levied separately per change request:	Bidder proposes Overall LD/Penalties shall be capped at 5% of TCV	Bidder to comply with RFP terms and conditions
279	RFP-01-25-26-RFP-for-Selection-of-SI	45	8. SLA for Uptime (mts means Minutes)	Example: If the Bank assigns a Change Request (enhancement or modification of the existing features) / Customization (new development) to the System Integrator (SI) requiring an estimated effort of 7 man-days, the following conditions will apply: a.If the SI completes the assigned work within the estimated 7 man-days and successfully migrates it to the Production environment within 10 calendar days, no penalty will be imposed by the Bank. b.If the SI completes the work within 7 man-days but migrates it to the Production environment after 13 calendar days, the Bank will impose a penalty of ₹ 4,500 (i.e., ₹ 1,500 per day for a 3-day delay beyond the stipulated 10-day window)	The 10 calender days mentioned in the point a. is post the 7 days after completion of the assigned work or from the day of the assigned work? Pls clarify	Calculated from the day of the assigned work

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
280	Section – C Deliverables & Service Level Agreements (SLAs)	45	9	9. Liquidated Damage for Data Breach	9.Liquidated Damage for Data Breach In case the Bank happens to suffer any monetary/reputational loss/ damage due to breach of any data coming under the Scope of work of the system integrator, the same will be recovered from the system integrator after quantifying the loss/damage in accordance with the Industry best practices mutually agreed upon. As there a seperate clause which is well defiened in clasue 23 appendix J - Service Level Agreement and clause 25 of the General Conditions hence we request for the deletion: 9. Liquidated Damage for Data Breach In case the Bank happens to suffer any monetary/reputational loss/ damage due to breach of any data coming under the Scope of work of the system integrator, the same will be recovered from the system integrator after quantifying the loss/damage in accordance with the Industry best practices mutually agreed upon.	Bidder to comply with RFP terms and conditions
281	RFP	45	10. Resource Availability and Associated Penalties	a) Failure to provide L2 resource in a shift: A penalty of additional ₹ 5000 per day will be imposed for each shift where L2 support is not provided. b) Failure to deploy L2 resources for DR drill/incident: A penalty of ₹ 10,000 on daily basis will be imposed for each incident or drill missed or inadequately supported by the resources. c) If a resource works all the working days in a given month, the full payment for the month will be made. If a resource works less than the required number of working days and a suitable replacement is not provided on such days, the proportionate payment will be deducted for the absent days. Apart from this equal amount will be deducted towards penalty from the amount payable.	Points "a" and "c" seem to be confusing and contradicting. Kindly provide clarification	Point (a) refers to the non-availability of L2 support during any scheduled shift (day or night), attracting a penalty of ₹5,000 per shift per day or an amount proportionate to the resource cost, whichever is higher, while point (c) pertains to monthly attendance and continuity of deployment, where absence without a suitable replacement will lead to proportionate deduction in payment for the absent days along with an equal amount as penalty—thereby making point (a) shift-based (operational support availability) and point (c) calendar-based (monthly billing and resource continuity).
282	RFP	45	Liquidated Damage for Data Breach	In case the Bank happens to suffer any monetary/reputational loss/ damage due to breach of any data coming under the Scope of work of the system integrator, the same will be recovered from the system integrator after quantifying the loss/damage in accordance with the Industry best practices mutually agreed upon.	Kindly cap Data breach liability to 2X TCO	Bidder to comply with RFP terms and conditions
283	A. RFP main document	45	SLA	In case the Bank happens to suffer any monetary/reputational loss/ damage due to breach of any data coming under the Scope of work of the system integrator, the same will be recovered from the system integrator after quantifying the loss/damage in accordance with the Industry best practices mutually agreed upon.	If the system integrator is solely responsible for the loss/damage then only this clause should be applied.	This clause will be applicable only if the loss or damage is attributable to the negligence, breach, or failure on the part of the system integrator. The Bank will assess responsibility based on facts, and any recovery will be initiated only after due diligence.

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
284	Section - C Deliverables & Service Level Agreements (SLAs	45	Liquidated Damage for Data Breach	In case the Bank happens to suffer any monetary/reputational loss/ damage due to breach of any data coming under the Scope of work of the system integrator, the same will be recovered from the system integrator after quantifying the loss/damage in accordance with the Industry best practices mutually agreed upon.	Bidder requests deletion of this clause.	Bidder to comply with RFP terms and conditions
285	Section - C Deliverables & Service Level Agreements (SLAs	45	10. Resource Availability and Associated Penalties	a) Failure to provide L2 resource in a shift: A penalty of additional ₹ 5000 per day will be imposed for each shift where L2 support is not provided.	Bidder proposes Overall LD/Penalties shall be capped at 5% of TCV	Bidder to comply with RFP terms and conditions
286	Section - C Deliverables & Service Level Agreements (SLAs	45	10. Resource Availability and Associated Penalties	b) Failure to deploy L2 resources for DR drill/incident: A penalty of ₹ 10,000 on daily basis will be imposed for each incident or drill missed or inadequately supported by the resources.	Bidder proposes Overall LD/Penalties shall be capped at 5% of TCV	Bidder to comply with RFP terms and conditions
287	Section - C Deliverables & Service Level Agreements (SLAs	45	10. Resource Availability and Associated Penalties	c) If a resource works all the working days in a given month, the full payment for the month will be made. If a resource works less than the required number of working days and a suitable replacement is not provided on such days, the proportionate payment will be deducted for the absent days. Apart from this equal amount will be deducted towards penalty from the amount payable.	Bidder proposes Overall LD/Penalties shall be capped at 5% of TCV	Bidder to comply with RFP terms and conditions
288	Section - C Deliverables & Service Level Agreements (SLAs)	46	11. Payment Terms	The bidder shall generate all invoices in the name of Karnataka Grameena Bank and Kerala Gramin Bank, as per the requirements of the Banks and the cost-sharing ratio mutually agreed upon by them during the entire contract period. At no point shall the bidder raise any objection to the splitting of invoices, and the decision regarding the invoice sharing ratio or pattern shall rest solely at the discretion of the Banks	Bidder request for below terms : - Sponsored Bank has to take responsibility to provide payment with respect to RRB's as bidder will not chase RRB's for payment. There should be only one party (which will sign the contract) responsible for all types of payments under the agreement and invoice will be raised in the name of that party.	Bidder to comply with RFP terms and conditions
289	RFP	46	Penalty	The Total penalty per year during the contract period shall not exceed more than 20% of the annual payout.	Kindly cap all penalty in contract to 10% of ACV	Bidder to comply with RFP terms and conditions
290	Section - C Deliverables & Service Level Agreements (SLAs	46	11. Payment Terms	11.6 Payment shall be released within 30 days from submission of all the relevant undisputed documents approved by the Bank as per RFP terms. After receipt of payment, the Bidder should submit the proof of GST return filing corresponding to the respective invoices on a quarterly basis, within 10 days from the end of each GST filing quarter.	Bidder proposes -Payments are due from date of receipt of invoice and payable within thirty (30) days of date of invoice. In the event of late payments, Bidder reserves the right to charge a late payment fee @ 2% per month on the overdue amounts, in addition to the right of suspension of services or termination till the overdue amounts are paid	Bidder to comply with RFP terms and conditions
291	Section - C Deliverables & Service Level Agreements (SLAs)	47	12. Payment Schedules	a) Charges for all resources will be paid quarterly in arrears, upon submission of undisputed invoices along with attendance certificates duly counter-signed by a designated Bank official.	Bidder request for below terms : - Payment shall be quarterly in advance	Bidder to comply with RFP terms and conditions
292	Section - C Deliverables & Service Level Agreements (SLAs)	47	12.1. Customization Charges	12.1. Customization Charges	Bidder request for below terms : - Customisation charges shall be paid monthly basis based on actuals. No milestones should be attached on customisation fees	Bidder to comply with RFP terms and conditions
293	Section - C Deliverables & Service Level Agreements (SLAs)	47	12. Payment Schedules	e) All payments will be released within 30 days from the date of submission of undisputed invoices and relevant supporting documents, in accordance with the terms specified in the RFP	Bidder request for below term : - Bank shall pay for all invoices within 30 days from date of invoice. Invoice shall be deemed to be accepted by Bank, unless dispute is raised within 7 days from date of receipt of such invoice. - Bidder request for Bidder's right to suspend the services or terminate the contract or both, in case of non payment of overdue amount for more than 30 days, by giving notice of 30 days	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
294	Section -F Ownership & Awarding of Contract	47	12. Payment Schedules	If the Bidder is unable to implement the Application Performance tool as per the technical requirement and to the satisfaction of the Bank, the Bank at its discretion may hold the amount equivalent to the total cost of the respective tool from any payment due to the Bidder.	Bidder request for deletion of this clause	Bidder to comply with RFP terms and conditions
295	Section – C Deliverables & Service Level Agreements (SLAs	47	12. Payment Schedules	a)Charges for all resources will be paid quarterly in arrears, upon submission of undisputed invoices **along with attendance certificates duly counter-signed by a designated Bank official.** b)All AMC (Annual Maintenance Contract) charges will be paid quarterly in arrears; ATS (Annual Technical Support) charges can be paid annually in advance against BG for equal amount; otherwise, quarterly in arrears. c)Payment of subscription for any software supplied by the Successful Bidder will be released annually in advance, subject to compliance with contractual terms. d)The Bank will not make any advance payments, except as specified under clause (c) for software subscription. e)All payments will be released within 30 days from the date of submission of undisputed invoices and relevant supporting documents, in accordance with the terms specified in the RFP. o)The payment will be subjected to satisfactory services rendered.	Bidder seeks removal of lines/words in **red** Bidder proposes the following Billing Terms :- Supply of Hw/ SW- Upon Delivery Implementation- On milestone basis Recurring /Resident Engineer changes - Quarterly in advance	Bidder to comply with RFP terms and conditions
296	Section – C Deliverables & Service Level Agreements (SLAs	47	12. Payment Schedules	All AMC (Annual Maintenance Contract) charges will be paid quarterly in arrears	AMC - AMC charges, if any, will be paid quarterly in arrears or 100% cost will be paid yearly in advance against BG for equal amount.	Bidder to comply with RFP terms and conditions
297	Section – C Deliverables & Service Level Agreements (SLAs)	48	12.2. A. License and ATS Cost for Application/Software	12.2. License and ATS Cost for Application/Software 12.2. A. License and ATS Cost for Application/Software……..... B. ATS Cost for Operating System and Database (Existing)	Bidder request for below modification/addtion in terms : - Licenses including other Supporting Software License like (RDBMS, OS any Middleware.) - 100% payment should be made on delivery. - ATS for Applicaction/Software and Operating system and Database (existing) - Annually in Advance Bidder request bank to delete requirement of providing BG requirement with respect to ATS advance payment	Bidder to comply with RFP terms and conditions
298	Section – C Deliverables & Service Level Agreements (SLAs)	48	12.3. Implementation / Installation Cost for Product Service Pack Testing Tool and Application Monitoring Tool	12.3. Implementation / Installation Cost for Product Service Pack Testing Tool and Application Monitoring Tool 1. Successful completion and Go-Live of all the issues raised during the testing phase for both the applications with Go live signoff - 100% of the Implementation Cost of Product Service Pack Testing Tool and Application Monitoring Too 2. Successful installation of hardware component at DC and DRC - 100% of the Installation Cost of Hardware component at DC and DRC	Bidder request for Below payment terms : 1. Implementation Cost of Product Service Pack Testing Tool and Application Monitoring Tool - Payment based on below milestones - - PO Relase - 10% of implementation cist - Project kick off - 20% of implementation cost - SRS sign off - 20% of implementation cost - UAT Sign-off - 40% of implementation cost - Go Live - 10% of implementation cost 2. Installation of hardware component - 50% at the beginning and remaining 50% on completion of installation	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
299	RFP	48	12.2 License and ATS Cost for Application/Software	Delivery & installation of Product Service Pack Testing tool: 50/40/10 -	Request bank to modify payment terms as 70%, 20% and 10%	Bidder to comply with RFP terms and conditions
300	RFP	48	12.2 (4,5)	Delivery & Installation of Supporting Software License like (RDBMS, OS any Middleware.) to bank : 50/50	Payment terms to be modified as 80% and 20%	Bidder to comply with RFP terms and conditions
301	A.RFP main document	48	12.2 License and ATS Cost for Application/Software	Delivery of Product Service Pack Testing tool and Application Monitoring tool License on the name of bank. **50%**. Successful completion and Go-Live of all the issues raised during the testing phase for both the applications with Go live signoff of Product Service Pack Testing tool and License on the name of bank. **40%**. On successful resolution of all issues encountered post three months of go live signoff of Product Service Pack Testing tool and Application Monitoring tool **10%**	100% against Delivery Delivery of Product Service Pack Testing tool and Application Monitoring tool License on the name of Bank - 100%	Bidder to comply with RFP terms and conditions
302	A.RFP main document	48	12.2 License and ATS Cost for Application/Software	Delivery of Supporting Software License like (RDBMS, OS any Middleware) to the Bank. 50%. Installation of Supporting Software License like (RDBMS, OS etc.) 50%	100% against Delivery Delivery of Product Service Pack Testing tool and Application Monitoring tool License on the name of Bank - 100%	Bidder to comply with RFP terms and conditions
303	Section – C Deliverables & Service Level Agreements (SLAs)	49	12.4. A. Infrastructure Hardware Procurement and AMC Cost (for new procurement) of APM and PSP tool)	A. Infrastructure Hardware Procurement and AMC Cost (for new procurement) of APM and PSP tool) ….. B. Existing Infrastructure AMC Cost….....	Bidder request for below modification/addtion in terms : - Infrastructure Hardware - 100% payment should be made on delivery. - AMC for Existing Infrastructure and New Procurement (APM and PSP tool) - Payment should be made annually in advance	Bidder to comply with RFP terms and conditions
304	RFP	49	Payment term	For hardware and license 60% /50% linked to Go live for both tools	Product payment should be restricted to installation of product/License and not to Go live milestones	Bidder to comply with RFP terms and conditions
305	RFP-01-25-26-RFP-for-Selection-of-SI	50	13. Onsite Resources and Support	13.12. Bank at its discretion can remove the resources deployed by giving a notice of 1month.	Request the Bank to also provide 3 months of notice period for clause No.13.12 and also any resource reduction will be done via a change management process by both Bank & Bidder	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
306	RFP-01-25-26-RFP-for-Selection-of-SI	50	13.Onsite Resources and Support	13.13.Minimum resources requirement as per Annexure 18 should be maintained onsite on all calendar days including Holidays and Weekends	Our understanding is that Bidder needs to deploy and maintain all 272 Resources on all 365 days as mentioned in Annexure 17 , Bill of Material " A. Onsite Resource Cost". Please confirm	As per the BoM, Bidder has to quote for the 272 resources (indicative), and the actual resource count required for deployment will be communicated to the successful bidder at the time of issuance of Purchase Order. The detailed shift-wise resource count (indicative) is provided as Annexure: The successful bidder is required to deploy resources as per the Purchase Order to manage the complete scope of work defined in the RFP on a 24x7 basis, which typically requires three resources per position to cover an 8-hour shift cycle across 24 hours. Any additional resources needed to manage leave, weekly offs, or shift rotation shall be borne by the bidder and should be factored into the resource planning accordingly.
307	A. RFP main document	50	Point 13.4	**In case the performance of the Bidder /their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, The Bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the Bidder fails to comply with the Bank's request, the Bank may take suitable action accordingly.**	**Request bank to quantify the Timeline for the clause**	Please check the Amendment No- 2 30 days from the date of intimation from the Bank.
308	Section – C Deliverables & Service Level Agreements (SLAs	50	13.Onsite Resources and Support	13.8- In case of any abnormal activity done by the resource which hampers the business or any system of the Bank, the Bidder shall be responsible to compensate the actual loss.	Bidder seeks removal of "Actual Loss". Penalty can be as per agreed SLAs	Bidder to comply with RFP terms and conditions
309	Section – C Deliverables & Service Level Agreements (SLAs) Section -F Ownership & Awarding of Contract page no 74 Appendix - J Page no 258	51	14. Exit Option - 11. Order Cancellation/Termination of Contract: Appendix - J SERVICE LEVEL AGREEMENT BETWEEN	14. Exit Option - .....Please note that the Bank shall also have the right to exit the contract at its own discretion without assigning any reason by giving a notice period of 180 days. Section -F Ownership & Awarding of Contract 11. Order Cancellation/Termination of Contract: 11.3. Bank shall serve the notice of termination to the bidder at least 180 days prior, of its intention to terminate services. Appendix - J 10. ORDER CANCELLATION/TERMINATION OF CONTRACT: 10.7. Notwithstanding anything contained hereinabove, the Bank may terminate this contract by giving a 30 day's notice without assigning any cause.	Bidder request for below terms / modification : - Bank shall provide 180 days notice period before termination of contract, - Bidder proposes mutal termination for convenience right between bidder and bank - Bank has to pay for undisputed fees for services rendered till date of termination. In addtion to undisputed fees outstanding till date of termination, Bank shall also pay the Bidder for any hardwares/Appliances/licenses and AMC/ATS for which Bidder has made payment to OEM. - Bank would also require to pay for reverse transition fees proposed by Bidder	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
310	Section – C Deliverables & Service Level Agreements (SLAs)	51	14. Exit Option -	14. Exit Option The Bank reserves the right to cancel the entire contract or part thereof, by giving 180 days' notice or as mentioned elsewhere in the RFP (whichever is applicable) in the event of happening of one or more of the following conditions mentioned below: 12.1. Discrepancy in services provided or the performance levels agreed upon or fraudulent practices, which have an impact on the functioning of the Bank. 12.2. Total value of penalties arising of the SLA clauses defined in Section C accounting for more than 20% of the of the proportionate Annual Contract Value in one year during the contract period. 12.3. Any other situation, which warrants cancellation of the contract, which may otherwise adversely affect the interest of the Bank. 12.4. In case of any IT security breaches observed which has an impact on the functioning of the Bank's risk.	Bidder request for below modification / deletion in clause : - Bank shall provide 180 days notice period including 30 days as cure period in case of any major material breach solely attributable to Bidder, before termination.	Bidder to comply with RFP terms and conditions
311	RFP	51		14.2 Total value of penalties arising of the SLA clauses defined in Section C accounting for more than 20% of the of the proportionate Annual Contract Value in one year during the contract period.	We underatsnd that penalty capping is 20%, hence whatever penalties clauses are there it would be nullified if penalty reaches 20% of Annual contract value. Kindly confirm our understanding	If the total accumulated penalties reach or exceed 20% of the Annual Contract Value (ACV), the Bank reserves the right to initiate termination of the contract as per the terms and conditions specified in the RFP.
312	RFP Main Document	51	*Resource Requirement & Annexure-18*	General	Could you clarify whether the minimum number of resources specified in the RFP is fixed, or if the selected vendor may propose optimization based on need?	The number 272 is indicative, and the actual resource count required for deployment will be communicated to the successful bidder at the time of issuance of Purchase Order.
313	Section – C Deliverables & Service Level Agreements (SLAs	51	14. Exit Option	The Bank reserves the right to cancel the entire contract or part thereof, by giving 180 days' notice or as mentioned elsewhere in the RFP (whichever is applicable) in the event of happening of one or more of the following conditions mentioned below: 14.1.Discrepancy in services provided or the performance levels agreed upon or fraudulent practices, which have an impact on the functioning of the Bank. 14.2.Total value of penalties arising of the SLA clauses defined in Section C accounting for more than 20% of the of the proportionate Annual Contract Value in one year during the contract period. 14.3.Any other situation, which warrants cancellation of the contract, which may otherwise adversely affect the interest of the Bank. 14.4.In case of any IT security breaches observed which has an impact on the functioning of the Bank's risk. Please note that the Bank shall also have the right to exit the contract at its own discretion without assigning any reason by giving a notice period of 180 days. Notwithstanding the existence of a dispute, and/ or the commencement of arbitration proceedings, the Bidder shall be expected to continue the services. The Bidder is solely responsible to prepare the detailed Reverse Transition plan.	In case of any termination event, Bank shall pay Bidder for all the products and Services provided up to the effective date of termination, in addition for products which are in transit or orders already placed with respective OEMs, prepaid expenses (AMC, Subscription, support) and value of unamortized investments made by Bidder and any expenses including wind down costs Bidder incurs through termination. Non-payment is also a material breach Bidder clarifies Bidder should also have a right to terminate for non payment with 30 days notice to Bank Bank will pay termination fee at the rate of 5% of remaining contract value in case of termination for convenience by Bank	Bidder to comply with RFP terms and conditions
314	Section – C Deliverables & Service Level Agreements (SLAs	51	15.1. Exit Management Plan			Bidder to comply with RFP terms and conditions
315	RFP	52	Section – C Deliverables & Service Level Agreements (SLAs) & 15. Exit Management	15.1.10. The Bidder will provide shadow support for a minimum of 180 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.	Need to clarify on this point	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
316	RFP	52	Section - C Deliverables & Service Level Agreements (SLAs) & 15. Exit Management	15.1.12. Bidder must ensure closing off all critical open issues, any audit observation as on date of exit. All other open issues as on date of Exit shall be listed and provided to Bank.	Please clarify: If any Audit issue or other critical issues unable to close due to dependencies from other team/Bank /Bank's vendor .then at the exit time it can not been closed	In case any audit or critical issue remains unresolved at the time of exit due to documented dependencies on the Bank, its vendors, or other external teams, such issues will not be held against the bidder, provided the bidder has duly documented and handed over the pending items with clear status, dependencies, supporting evidence, and has proactively coordinated with the concerned stakeholders.
317	RFP	52	Section - C Deliverables & Service Level Agreements (SLAs) & 15. Exit Management	15.1.13. The Bidder needs to comply with Banks requirements and any statutory or regulatory guidelines during the reverse transition period.	It's a open statement ,need to clarify on this	During the reverse transition period, the successful bidder complies with all applicable statutory, regulatory, and contractual obligations, as well as any specific requirements communicated by the Bank to facilitate a smooth and compliant transition. These requirements may include, but are not limited to, timely handover of assets, documentation, and knowledge; ensuring data security and confidentiality; cooperating with the incoming vendor or internal teams; and adhering to RBI, NABARD, Sponsor Bank , or other applicable regulatory guidelines relevant at the time of exit. The Bank will clearly define and communicate specific requirements during the transition phase, and the successful bidder will be expected to comply accordingly.
318	RFP	52	Section - C Deliverables & Service Level Agreements (SLAs) & 16.Training and Handholding	16.1. The Bidder shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to:	We will share all process with Bank but we will not share the command to perform activity as its our intellectual property.	Bidder to comply with RFP terms and conditions
319	RFP	53	Section - C Deliverables & Service Level Agreements (SLAs) & 16.Training and Handholding	16.8. Hand-over of the user IDs, passwords, security policies, scripts to replacement System Integrator	Script is the intellectual property of Bidder, so it would not be handed over to any , only process will be handed over	Bank's owned script will be handed over to the selected Bidder. Bidder to comply with RFP terms and conditions
320	RFP	53		17.3. The Bank reserves the right to increase or decrease the number of resources agent depending on its requirements at the Bank. The Bank also reserves the right to change the locations of CBS helpdesks/ Call Center agents at its discretion.	we request bank to provide minimus 2 months notice prior to change the location of CBS helpdesks/ Call Center agents	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
321	A.RFP main document	53	17.2 Subcontracts	Subcontracting of L1, L2, and L3 resources deployed for CBS and allied applications, as well as DC/DRC management, is strictly prohibited. These resources must be permanent employees of the bidder and listed on their payroll. However, subcontracting of L1 resources for CBS Helpdesk, call centre resources, and resident engineers will be permitted only after obtaining prior written permission from the Bank. In the event that any subcontracted resources found to be incapable of performing their duties, as notified by the Bank, the vendor is required to immediately replace the resource(s) with a qualified and experienced alternative. If bank desires, the bidder has to deploy their on-roll employees. The Successful Bidder has to submit self-declaration and valid documents on their Sub- Contract facility for the mentioned facilities.	Bidder requests the Bank to consider the L2/L3 resources on Bidder Payroll and rest all L1 resources, CBS Helpdesk, Call center resources & Resident engineers on Subcontracting / Vendor payroll.	Bidder to comply with RFP terms and conditions
322	RFP	53	Sub-Contracting	The successful bidder should provide the appropriate skilled resources domain wise to the bank in respect of the customization of CBS and allied applications, DC DRC Infra Management and PSP testing. Subcontract will not be encouraged due to sensitivity of the data to be handled and the applications.	Since we will be levearging an Infosys authorised partner for CBS application scope, the CBS and application resources including helpdesk will also be provided by the same partner.We will still own the entire contract including ownership of delivery via the authorised partner. Kindly confirm	Bidder to comply with RFP terms and conditions
323	RFP	53	Sub-Contracting	Subcontracting of L1, L2, and L3 resources deployed for CBS and allied applications, as well as DC/DRC management, is strictly prohibited. These resources must be permanent employees of the bidder and listed on their payroll. However, subcontracting of L1 resources for CBS Helpdesk, call center resources, and resident engineers will be permitted only after obtaining prior written permission from the Bank. In the event that any subcontracted resources found to be incapable of performing their duties, as notified by the Bank, the vendor is required to immediately replace the resource(s) with a qualified and experianced alternative. If bank desires, the bidder has to deploy their on-roll employees. The Successful Bidder has to submit self-declaration and valid documents on their Sub Contract facility for the mentioned facilities.	Since we will be levearging an Infosys authorised partner for CBS application scope, the CBS and application resources including helpdesk will also be provided by the same partner.We will still own the entire contract including ownership of delivery via the authorised partner. Kindly confirm	Bidder to comply with RFP terms and conditions
324	RFP	54	Scoop creep	Successful Bidder shall forthwith replace/make good such defective supplies at no extra cost to the Bank without prejudice to other remedies as may be available to the Bank as per RFP bid terms.	Kindly add clause -Any extra cost to be born by vendor not included in scope shall not exceed 10% of TCO	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
325	Section – C Deliverables & Service Level Agreements (SLAs	54	18. Defect Liability	In case any of the supplies and hardware components delivered for in scope new applications under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty period of the contract, the Successful Bidder shall forthwith replace/make good such defective supplies at no extra cost to the Bank without prejudice to other remedies as may be available to the Bank as per RFP bid terms.	Bidder wishes to clarify- Any supply of OEM /third-party Software shall be on "as is" basis and all guarantee, warranties, indemnities shall be strictly on a pass through basis.	Bidder to comply with RFP terms and conditions
326	RFP-01-25-26-RFP-for-Selection-of-SI	55	21. Reports	Below are some of the reports but not limited to that the Bidder needs to abide by for the entire contract period.	Availabilty of the requested reports are dependent on the reporting capability of the current Bank tools. Bidder assumes that the current tools can generate the reports Bank expects and are fit for purpose. Please confirm.	The Bank will provide access to existing tools that are currently in use and are capable of generating the required reports as per the RFP. In case any report is not available directly through the tools, the successful bidder is expected to coordinate with the Bank and utilize available data to generate such reports as per the agreed format and frequency.
327	RFP-01-25-26-RFP-for-Selection-of-SI	55	21. Reports	21.5. Below are some of the reports but not limited to that the Bidder needs to abide by for the entire contract period.	Total 40 reports asked by the Bank are today generated today using the existing tools at the Bank and the same will be continued to be used by the Bidder, kindly confirm on this understanding	All the reports mentioned are not currently being generated using the Bank's existing tools. The successful bidder shall ensure the generation and submission of these reports throughout the contract period as a new requirement from the Bank under this project, in the required format and frequency, by leveraging the available tools and data sources provided by the Bank.
328	A.RFP main document	55	21. Reports	21. Reports	Does the bank have a preferred format or tool for receiving periodic reports (e.g., PDF, Excel, dashboards)? We understand that we need to everage the existing Reporting tool to provide the reports.	Reports shall be submitted as per the Bank's requirements from time to time, which may include formats such as Excel, PDF, or dashboards, and using the existing reporting tools or any other mechanism specified by the Bank during the contract period.
329	A. RFP main document	57	SLA	Report Help Desk statistics, including first call resolution, abandonment rate, incident accuracy and resolution, average speed of answer, and contact method and type	Will there be a separate tool for help desk management or is it common for infrastructure and application. What is the current tool in used	Bank is having a separate ITSM tool (Infraon) provided by M/s Everest. All the helpdesk tickets will be raised either in the automated manner or manual mode and it should be resolved by the successful bidder as per the TAT.
330	Section	57	C	21- Reports, Sl. No. 20	How Bank is expecting dashboards? Journey based or each Application-wise or Consolidated for all applications under monitoring scope? Also, provide the indicative number of dashboards	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
331	RFP-01-25-26-RFP-for-Selection-of-SI	58	22. Escrow arrangement during Contract Period	Escrow	Request bank to clarify the scope fo signing Escrow agreement for bidder is limited to the new Solutions(PSP Tool and APM) proposed by Bidder as part of the RFP scope?	The scope of the Escrow Agreement is not limited to APM and PSP tools. The Escrow arrangement shall cover all solutions—including new and existing components—that fall under the scope of this RFP, as deemed necessary by the Bank to ensure business continuity and risk mitigation.
332		58	22. Escrow arran	22. Escrow arrangement during Contract Period	22.5. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be affected by the agent within 15 days of receipt of written demand from the purchaser, therefore. 22.5 ---The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be affected by the agent within 15 days of receipt of written demand from the purchaser, therefore.	Bidder to comply with RFP terms and conditions
333	Section – C Deliverables & Service Level Agreements (SLAs	58	22 Escrow arrangement during Contract Period	22.6.The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the Successful Bidder or owner of the software meaning that Bank shall not be liable to pay any amount to Escrow Agent taking from verification to its annual subscription to updation fee.	Please clarify if our understanding is correct. 1. Since the CBS is taken directly by the bank, the bank would have a direct escrow mechanism with the OEM. 2. The best practice in the industry is to have the escrow between the bank and the OEMs; hence, the escrow arrangement can be between the bank and the respective OEMs. The bidder will facilitate the same, with costs to be borne by the respective OEMs.	Presently, all CBS licenses are procured by the Bank, and the ATS for the same is routed through the existing System Integrator (SI); the Escrow arrangement is also in place through the existing SI. The bidder is required to comply with the RFP terms and conditions, including the responsibility to bear the costs associated with Escrow arrangements, where applicable, as per the scope defined.
334	Section- G General Conditions	64	7. EMD	The bidder shall furnish Non Interest Earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India other than Karnataka Grameena Bank and Kerala Gramin Bank in favour of Karnataka Grameena Bank, Payable at Bengaluru and should be kept along with the Part A – Conformity to Eligibility Criteria..... The EMD may be forfeited / Bank Guarantee may be invoked : I. If the bidder withdraws or amends the bid during the period of bid validity specified in this document. ii. If the Successful Bidder fails to accept the purchase order within 7 days for fails to sign the contract or fails to furnish performance bank guarantee in accordance with the terms of the RFP.	Bidder wishes to clarify- EMD forfeiture shall not be triggered on account of submission of deviations or for withdrawal of bid.	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
335	RFP	65	7.Earnest Money Deposit (EMD) / Bank Guarantee in lieu of EMD:	7.6.The EMD may be forfeited / Bank Guarantee may be invoked :ii.If the selected bidder fails to accept the purchase order within 7 days for fails to sign the contract or fails to furnish performance bank guarantee in accordance with the terms of the RFP.	7 days time is very less, request bank to consider at least 14 business days	Bidder to comply with RFP terms and conditions
336	Section -F Ownership & Awarding of Contract	73	11. Order Cancellation/Termination of Contract: Appendix - J SERVICE LEVEL AGREEMENT BETWEEN	11. Order Cancellation/Termination of Contract: 11.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 11.1.1. Non submission of acceptance of order within 7 days of order. 11.1.2. Delay in delivery of hardware/software/ services/licenses/solution in the specified period. 11.1.3. Serious discrepancies noted in the items supplied during inspection. 11.1.4. Breaches in the terms and conditions of the Order 11.3. Bank shall serve the notice of termination to the bidder at least 180 days prior, of its intention to terminate services. Appendix - J 10. ORDER CANCELLATION/TERMINATION OF CONTRACT: 10.7. Notwithstanding anything contained hereinabove, the Bank may terminate this contract by giving a 30 day's notice without assigning any cause.	Bidder request for below modification / deletion in clause : - Bank shall provide 180 days notice period including 30 days as cure period in case of any major material breach solely attributable to Bidder, before termination.	Bidder to comply with RFP terms and conditions
337	Section -F Ownership & Awarding of Contract Appendix - J - SERVICE LEVEL AGREEMENT BETWEEN Page no 257	73	11. Order Cancellation/Termination of Contract: Appendix - J SERVICE LEVEL AGREEMENT BETWEEN	11.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:… 11.4.In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder. 11.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled. Appendix J - 10. ORDER CANCELLATION/TERMINATION OF CONTRACT: 10.3. In case the Vendor/Service Provider fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Vendor/Service Provider by giving 7 days' prior notice to the Vendor/Service Provider 10.4. After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Bidder request for Below term : - Cure period of 30 days before invocation of this clause. - Bidder's liability limited to incremental cost capped at 10% of the cost of the undelivered systems/services. This clause can be invoked only on termination of contract and only for failure solely attributed to bidder for any material breach based on mutual agreement	Bidder to comply with RFP terms and conditions
338	A. RFP main document	73	Technical Evaluation	Bidder's capability & experience - No of branches 2000 expected.	we have provide the implementation and support services as system integrator for bank with branches around 300 . Can it be considered for technical evaluation?	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
339	A.RFP main document	73	Technical Evaluation - Bidder's Capability & Experience	At least 3 (three) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (20 Marks) ▫ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (17 Marks) ▫ At least 1 (one) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (14 Marks)	As the Eglibiglity criteria is to ensure only SI's with relevant experience in 2000 + branches are qualified, we request to consider marking on No of Branches instead of No of reference. E.g. experience in 7000+ branches - 20 Marks, 5000+ branches - 17 Marks & 2000+ branches - 14 Marks AND / OR. Also include the NBFCs apart from PSU/RRB/Pvt Bank) AND / OR, Also include the testing services	Please check the Amendment No- 2 ▫ At least 3 (three) Banks (PSU /RRB/Scheduled Private Bank) having more than 2000 branches each in India **OR** should have implemented and maintained CBS in Bank/s having a total of atleast 7500 branches in India (20 Marks) ▫ At least 2 (Two) Banks (PSU /RRB/Scheduled Private Bank) having more than 2000 branches each in India **OR** should have implemented and maintained CBS in Bank/s having a total of atleast 5000 branches in India (17 Marks) ▫ At least 1 (one) Bank (PSU /RRB/Scheduled Private Bank) having more than 2000 branches in India (14 Marks)
340	A.RFP main document	73	Technical Evaluation - Bidder's Capability & Experience	At least 3 (three) (PSU /RRB/PVT Bank) having more than 650 branches each in India (20 Marks) ▫ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 650 branches each in India (17 Marks) ▫ At least 1 (one) (PSU /RRB/PVT Bank) having more than 650 branches each in India (14 Marks)	As the Eglibiglity criteria is to ensure only SI's with relevant experience in 650 + branches are qualified, we request to consider the marking on No of Branches instead of No of reference. E.g. experience in 700+ branches - 20 Marks, 500+ branches - 17 Marks & 200+ branches - 14 Marks	Bidder to comply with RFP terms and conditions
341	A. RFP main document	73	Technical Evaluation 1. Bidder's capability & experience	The bidder should have experience in delivery, integration, installation, customization and maintenance of Core Banking Solution & allied Services/Applications in banks of India within last 5 years along with the following areas of Banking setup: a) Core Banking Solution including Loan modules, Mobile Banking, Internet Banking b) Database & Application administration & Support management. c) Helpdesk Support and Management. d) Customization and development of Core / Digital Banking Products (Maximum Marks 20) ▫ At least 3 (three) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (20 Marks) ▫ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (17 Marks) ▫ At least 1 (one) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (14 Marks)	We request the following amendment: The bidder/**core banking partner** should have experience in delivery, integration, installation, customization and maintenance of Core Banking Solution & allied Services/Applications in banks of India within last 5 years along with the following areas of Banking setup: a) Core Banking Solution including Loan modules, Mobile Banking, Internet Banking b) Database & Application administration & Support management. c) Helpdesk Support and Management. d) Customization and development of Core / Digital Banking Products (Maximum Marks 20) ▫ At least 3 (three) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (20 Marks) ▫ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (17 Marks) ▫ At least 1 (one) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (14 Marks)	Bidder to comply with RFP terms and conditions
342	A. RFP main document	74	Technical Evaluation	The bidder should have experience in maintenance of Finacle 10.x.x Core Banking Solution including Loan modules in banks of India within last 5years	we are providing support through another patrner whether that can be considered for this ? Or it needed the direct PO from the bank.	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
343	A. RFP main document	74	Technical Evaluation 1. Bidder's capability & experience	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. 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) ▫ At least 3 (three) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (20 Marks) ▫ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (17 Marks) ▫ At least 1 (one) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (14 Marks)	We request the following amendment: The bidder **/core banking partner** 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. 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) ▫ At least 3 (three) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (20 Marks) ▫ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (17 Marks) ▫ At least 1 (one) (PSU /RRB/PVT Bank) having more than 2000 branches each in India (14 Marks)	Bidder to comply with RFP terms and conditions
344	A. RFP main document	74	Technical Evaluation 1. Bidder's capability & experience	The bidder should have experience in maintenance of Finacle 10.x.x Core Banking Solution including Loan modules in banks of India within last 5 years (Maximum Marks 20) ▫ At least 3 (three) (PSU /RRB/PVT Bank) having more than 650 branches each in India (20 Marks) ▫ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 650 branches each in India (17 Marks) ▫ At least 1 (one) (PSU /RRB/PVT Bank) having more than 650 branches each in India (14 Marks)	We request the following amendment: The bidder **/core banking partner** should have experience in maintenance of Finacle 10.x.x Core Banking Solution including Loan modules in banks of India within last 5 years (Maximum Marks 20) ▫ At least 3 (three) (PSU /RRB/PVT Bank) having more than 650 branches each in India (20 Marks) ▫ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 650 branches each in India (17 Marks) ▫ At least 1 (one) (PSU /RRB/PVT Bank) having more than 650 branches each in India (14 Marks)	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
345		78		SECTION G – GENERAL CONDITIONS and Appendix - J SERVICE LEVEL AGREEMENT	No provisions for the protection of Intellectual Property Rights of Bidder and third party IP Bidder requests below additions to the RFP: (a) All pre-existing "Intellectual Property Rights (means all materials, copyrights, patents, trademarks, know-how, methodologies, processes, techniques, tools, forms, templates, software, inventions, discoveries, service marks, design rights, trade secrets (whether registered or unregistered) and all other similar intellectual proprietary rights) shall belong to a Party or third party that owned such rights prior to this Agreement. All modifications, enhancements and derivative works on such pre-existing ''Intellectual Property Rights" shall belong to that Party or third party that owned such pre-existing Intellectual Property Rights prior to this Agreement. (b) All IP developed, or created, or customized by Bidder, its affiliates and subcontractors, in connection with the agreement/RFP, including deliverables developed for the Customer and/or jointly with Customer shall be owned by Bidder except "Pre-Existing IP" of Customer. Bidder grants to Customer a limited, non-exclusive, non-transferable, worldwide, royalty free license to use such IPs solely for Customer's internal business purposes during the term of the contract. (c) Any third-party IP(s) or product(s) will be provided in accordance with respective third party's terms and conditions. Any warranties and indemnities in respect of third party proprietary software or IP or product incorporated in Services are limited to those provided in the applicable third party's terms and conditions.	Bidder to comply with RFP terms and conditions
346	Section -F Ownership & Awarding of Contract	78	Section -F Ownership & Awarding of Contract	1.Bid Validity Period: The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of commercial bid. Bid valid for any shorter period shall be rejected by the Bank.	Bidder requests to keep 180 days form date of submission instead of opening of Bid	Bidder to comply with RFP terms and conditions
347	A. RFP main document	79	Effective date	The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order.	7 days time is very less, request bank to consider at least 14 business days	Bidder to comply with RFP terms and conditions
348	Section -F Ownership & Awarding of Contract	80	8 Security Deposit / Performance Bank Guarantee:	8 Security Deposit / Performance Bank Guarantee: 8.1. The successful bidder should submit a Security Deposit / Performance Guarantee as specified in Bid Schedule (10 % of Total Order Value) within 28 days from the date of issue of Purchase Order. 8.5. Security Deposit/Performance Bank Guarantee should be valid for Total Contract Period from the date of acceptance of the solution by the bank and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity. 8.8. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.	Bidder request for below terms : - Performance Bank Guarantee (PBG) of 3% of the total annual value of contract and to be renewed every anniversary on subsequent annual value. We also request the PBG will be provided only till contract expiration - Bank shall invoke the PBG only on occurrence of material breach and after the Bank provides a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.	Bidder to comply with RFP terms and conditions
349	Section -F Ownership & Awarding of Contract	80	8 Security Deposit / Performance Bank Guarantee:	. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the TCO amount (Exclusive of Taxes) plus GST will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% of the total order value (Exclusive of Taxes) plus GST.	Bidder request for below term : - Bidder request for deletion of this clause	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
350	Section -F Ownership & Awarding of Contract	80	4. Human Resource Requirement:	4.18. If a resource works all the working days in a given month, the full payment for the month will be made. If a resource works less than the required number of working days and a suitable replacement is not provided on such days, the proportionate payment will be deducted for the absent days. Apart from this equal amount will be deducted towards penalty from the amount payable.	Bidder request for below modification/deletion of this clause - *4.18. If a resource works all the working days in a given month, the full payment for the month will be made. If a resource works less than the required number of working days and a suitable replacement is not provided on such days, the proportionate payment will be deducted for the absent days.* ~~***Apart from this equal amount will be deducted towards penalty from the amount payable.***~~	Bidder to comply with RFP terms and conditions
351	RFP	80	Section F; 7. Project Execution	The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order.	7 days time is very less, request bank to consider at least 14 business days	Bidder to comply with RFP terms and conditions
352	Section- G General Conditions	80	8. Security Deposit / Performance Bank Guarantee:	The successful bidder should submit a Security Deposit / Performance Guarantee as specified in Bid Schedule (10 % of Total Order Value) within 28 days from the date of issue of Purchase Order…...The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the Successful Bidder fails to complete his obligations under the contract. The Bank shall notify the Successful Bidder in writing before invoking the Bank guarantee.	PBG shall be triggered only in the event of material breach solely attributable to the Bidder.	Bidder to comply with RFP terms and conditions
353	Section -F Ownership & Awarding of Contract	80	8. Security Deposit / Performance Bank Guarantee:	8.2.If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the TCO amount (Exclusive of Taxes) plus GST will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% of the total order value (Exclusive of Taxes) plus GST.	Bidder seeks removal of penalty clause on PBG	Bidder to comply with RFP terms and conditions
354	SECTION F – OWNERSHIP & AWARDING OF CONTRACT	81	10. Pricing:	10.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank	Bidder request for below term : - Bidder understand that it is a fixed price bid for Fixed scope under RFP. Hence, request for deletion of this clause	Bidder to comply with RFP terms and conditions
355	Section- G General Conditions	81	11. Order Cancellation/Termination of Contract:	11. Order Cancellation/Termination of Contract:	Bidder wishes to clarify - Order termination or cancellation shall be limited to material breach solely attributable to Bidder. The cure period shall be prescribed in the contract and mutually agreed upon by the parties. Client will be liable to pay all expenses incurred on account of termination (amortisation, termination fee or any other expenses) and for services rendered till date of termination. Any reference to "unsatisfactory" performance shall be mandatorily linked to clear and prescribed milestones/criteria as set out in the SoW or contract. Bidder wishes to clarify that risk purchase/ step in is not allowed. Client can choose to terminate in this event. No partial termination/step in is agreeable.	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
356	Section -F Ownership & Awarding of Contract	81	10. Pricing:	10.3.No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the entire contract period. 10.4.From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.	Bidder requests the same to be bi lateral , in case of any increase same to be charged to bank	Bidder to comply with RFP terms and conditions
357	Section -F Ownership & Awarding of Contract	81	11.Order Cancellation/Termination of Contract:	11.5.After the award of the contract, if the Successful Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the Successful Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Bidder seeks deletion of the clause	Bidder to comply with RFP terms and conditions
358	Section -F Ownership & Awarding of Contract	81	11.Order Cancellation/Termination of Contract:	11. Order Cancellation/Termination of Contract: 11.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons ~~and recover expenditure incurred by the Bank~~ in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 11.1.1. Non submission of acceptance of order within 7 days of order. 11.1.2. Delay in delivery of hardware/software/ services/licenses/solution in the specified period. 11.1.3. Serious discrepancies noted in the items supplied during inspection. 11.1.4. Breaches in the terms and conditions of the Order. 11.2. The Bank reserves the right to cancel the contract placed on the selected bidder ~~and recover expenditure incurred by the Bank~~ on the following circumstances: 11.2.1. Excessive delay in execution of order placed by the Bank. 11.2.2. The selected bidder commits a breach of any of the terms and conditions of the bid. 11.2.3. The bidder goes in to liquidation voluntarily or otherwise. 11.2.4. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. 11.2.5. ~~The progress made by the selected bidder is found to be unsatisfactory~~ ~~In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder~~	Bidder seeks deletion of lines marked in red In case of any termination event, Bank shall pay Bidder for all the products and Services provided up to the effective date of termination, in addition for products which are in transit or orders already placed with respective OEMs, prepaid expenses (AMC, Subscription, support) and value of unamortized investments made by Bidder and any expenses including wind down costs Bidder incurs through termination. Non-payment is also a material breach Bidder clarifies Bidder should also have a right to terminate for non payment with 30 days notice to Bank Bank will pay termination fee at the rate of 5% of remaining contract value in case of termination for convenience by Bank	Bidder to comply with RFP terms and conditions
359	RFP	82	Risk Purchase	In this event, the Successful Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Kindly add clause -Any extra cost to be born by vendor not included in scope shall not exceed 10% of TCO	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
360	RFP-01-25-26-RFP-for-Selection-of-SI	84	Human Resource Requirement:	4.2. The Successful Bidder shall deploy the total number of onsite resources as specified in Annexure-17 & 18 to ensure uninterrupted management of all services on a 24x7x365 basis. To maintain round-the-clock operations through 8-hour rotational shifts, and to address matters related to staff leave, weekly offs, and other employee welfare provisions, the Successful Bidder shall make necessary arrangements, including the deployment of additional resources at its own cost. The Bank shall not bear any additional financial liability on this account.	In Annexure-17, following roles and quantities have been asked which as per our understanding do not require 24x7x365 deployment. Pls confirm 1. Project Manager 1No 2. L3 / Technical Lead- Application Support of CBS - 2Nos 3. L3 resource Oracle DBA, ODG and ADG,RAC, AVDF - 1No.	The understanding of the Bidder is correct. The detailed shift-wise resource count (indicative) is provided as Annexure: 1 to Pre-Bid Queries
361	RFP-01-25-26-RFP-for-Selection-of-SI	84	4. Human Resource Requirement:	The Successful Bidder is required to submit the following documents for each resource at least 15 days before deployment: ▫ Experience Certificate Copies: Proof of work experience for the respective role and domain. ▫ ID Card Copies: Valid identification of the resource. ▫ Police Verification Certificate: A valid police clearance certificate to ensure the resource has no criminal record. ▫ Final CV: The latest resume of the resource, detailing their qualifications and work history. ▫ Other Supporting Documents: Any additional documents requested by the Bank, from time to time, that may be required for background verification or approval purposes.	1. ID Card copies to be provided are Government issed cards like Aaadhaar Card, Driving License Voter's ID Card etc,. Pls confirm 2. Police Verification Certificate usually takes around 3 months as per experience across the country. PVC acknowledgement can be provided within 15days of applying and the certificate can be provided within 3 months of deployment of the resource	Bidder to comply with RFP terms and conditions
362	Section- G General Conditions	87	6. Inspection of Records:	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software, licenses and services provided to the Bank under this RFP and the Successful Bidder shall extend all cooperation in this regard.	Bidder wishes to clarify- Cost related information, other proprietary information and Confidential information shall not be subject to Audit. Except regulatory audits, the number of audits shall be limited to one for calendar year and restricted to only information related to services rendered and places where the services being rendered, during business hours.	Bidder to comply with RFP terms and conditions
363	A. RFP main document	88	Assignment	If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP/Agreement shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the bank and vendor under this RFP.	Any additional work due the merger or amalgamation , will be considered as separate project and taken up in change management process, not in the scope of the is RFP. Please confirm	Bidder's understanding is correct
364	Section- G General Conditions	88	7. Negligence	In connection with the work or contravenes the provisions of General Terms, if the Successful Bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the Successful bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the Successful Bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the Successful Bidder.	Bidder wishes to clarify- Bidder will be liable for actual direct damages on account of gross negligence where it is solely attributable to Bidder. The cure period for rectifying an act of gross negligence before Termination shall be as mutually decided between the parties. Bidder also wants to clarify if the Bank is open to define the word "Gross Negligence"?	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
365	Section- G General Conditions	88	8. Assignment	The Successful Bidder shall not assign to anyone, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent. 8.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP/Agreement shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the bank and vendor under this RFP	Bidder wishes to clarify that it shall have right to assign its receivables (payments) to third parties.	Bidder to comply with RFP terms and conditions
366	Section- G General Conditions	88	10. Insurances	The Hardware (as per scope) to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution and other items.	Bidder wishes to clarify that it shall maintain all statutorily required insurances for the scope of services to be rendered. No transit insurance will be provided.	Bidder to comply with RFP terms and conditions
367	Section- G General Conditions	88	11. Guarantee	The bidder shall ensure that all hardware supplied to the Bank is brand new, unused, and includes all original components and accessories. For software, the bidder shall guarantee that all products provided are genuine, fully licensed, and legally procured, and include all necessary patches, updates, and upgrades as applicable. All hardware and software must be accompanied by their original, complete, and official printed documentation. The use of freeware or open-source software is strictly prohibited, unless prior written approval is obtained from the Bank’s IT Security team.	Bidder wishes to clarify- Any supply of OEM /third-party Software shall be on as is basis and all guarantee, warranties, indemnities shall be strictly on a pass through basis.	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
368	Section- G General Conditions	88	12 Intellectual Property Rights	12.1 Bidder warrants that the inputs provided shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third-party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder. 12.2. In the event that the deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; (b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or (c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution. 12.3. The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending	Bidder proposes the following modifications: 12.1 ~~Bidder warrants that the inputs provided shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever.~~ Bidder warrants that the deliverables (which are not third party products) shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. ~~The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third-party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.~~ Bidder shall indemnify the client for third party claim for damages as awarded by a court, arising from any infringement of IP from use of Bidder owned products/Services. 12.2. In the event that the deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; (b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or (c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. ~~Notwithstanding the remedies contained herein, the bidder shall be responsible for~~	Bidder to comply with RFP terms and conditions
369	RFP	90	Perpetual Indemnity	All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.	Kindly add the clause-Indemnity Should be limited to tenure of contract	Bidder to comply with RFP terms and conditions
370	Section- G General Conditions	90	13. Confidentiality and Non-Disclosure:	The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in Annexure-7. 13.2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means	Bidder wishes to clarify that it shall maintain confidentiality of all material marked as Confidential and for a period of 5 years from the date of initial disclosure. Bidder will be liable for direct damages only arising from misuse or misappropriation of Confidential Information of the Client and this will be subject to the liability cap.	Bidder to comply with RFP terms and conditions
371	Section- G General Conditions	90	14. Indemnity	Bidder/ System Integrator shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of..... Bidder/ System Integrator's aggregate liability shall be subject to an overall limit of the total Cost of the project.	Bidder wishes to clarify- Indemnity shall be limited to only third party claims, for acts solely attributable to Bidder and as awarded by a court of law, for damages that are resulting from infringement of IPR from use of Bidder owned/products and services.	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
372	Section- G General Conditions	90	15. Force Majeure:	The Successful Bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.	Bidder wishes to clarify- parties can seek cover under Force Majeure only with respect to non monetary obligations.	Bidder to comply with RFP terms and conditions
373	Section- G General Conditions	94	24 Right to Audit	The Successful Bidder has to get itself annually audited by internal/ external empanelled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank /such auditors in the areas of products (IT hardware/software) and services provided to the Bank and the Successful Bidder is required to submit such certification by such Auditors to the Bank. The Successful Bidder and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Successful Bidder. The Successful Bidder shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.	Bidder wishes to clarify- Cost related information, other proprietary information and Confidential information shall not be subject to Audit. Except regulatory audits, the number of audits shall be limited to one for calendar year and restricted to only information related to services rendered and places where the services being rendered, during business hours.	Bidder to comply with RFP terms and conditions
374	Section- G General Conditions	96	26. Mergers and Acquisition	The Parties recognize that the Banks may amalgamate or merge with other Banks or similar entities in India during the Contract duration. The Bidder undertakes to facilitate the provision of the infrastructure, other applications, and related services, in case the Banks undergo any amalgamation, acquisition or merger in the future.	Bidder wishes to clarify that in the event of a Merger and Acquisition event, Client will notify Bidder 90 days in advance.	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
375		98	29	29. Limitation of Liability:	Neither party shall be liable for any incidental or consequential damages arising out of or in connection with the agreement or any breach thereof (including for loss of profits or cost of cover, etc.), whether or not such party has been advised of the possibility of such damages; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation. In no event will either party's aggregate liability arising out of or in connection with the agreement or any breach thereof exceed the Contract Price entered into the Contract between Buyer and Seller. Notwithstanding the above, the Bidder/System Integrator shall be liable for actual financial loss, damages, cost, compensation, penalty suffered by the bank: - 29.5.The successful bidder should adhere the guidelines issued by the regulators time to time for the DPDP act framework during the entire contract period. We propose modification as below: 29. Limitation of Liability: Neither party shall be liable for any incidental, indirect, punitive or consequential damages arising out of or in connection with the agreement or any breach thereof (including for loss of profits or cost of cover, loss of revenue, loss of goodwill etc.), whether or not such party has been advised of the possibility of such damages; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation. In no event will either party's aggregate liability arising out of or in connection with the agreement or any breach thereof exceed the Contract Price entered into the	Bidder to comply with RFP terms and conditions
376	A. RFP main document	98	29.3 Breach of the confidentiality	Any liability/ penalty/cost/ compensation/ charges that cannot be capped or is excluded as a matter of applicable laws in relation to this Agreement, attributable to the Bidder.	Introduce 2 X capping	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
377	Section- G General Conditions	98	29. Limitation of Liability:	Neither party shall be liable for any incidental or consequential damages arising out of or in connection with the agreement or any breach thereof (including for loss of profits or cost of cover, etc.), whether or not such party has been advised of the possibility of such damages; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation. In no event will either party's aggregate liability arising out of or in connection with the agreement or any breach thereof exceed the Contract Price entered into the Contract between Buyer and Seller. Notwithstanding the above, the Bidder/System Integrator shall be liable for actual financial loss, damages, cost, compensation, penalty suffered by the bank: - 29.1. In case of gross negligence or wilful misconduct attributable to the Bidder/System Integrator and/or its staff while providing services under the Agreement. 29.2. In case of fraudulent acts or wilful misrepresentation attributable to the Bidder/System Integrator and/or its staff regarding the services provided under the Agreement. 29.3. Breach of the confidentiality. 29.4. Any liability/penalty/cost/compensation/charges that cannot be capped or is excluded as a matter of applicable laws in relation to this Agreement, attributable to the Bidder. 29.5. The successful bidder should adhere the guidelines issued by the	Bidder wishes to propose the following modification: Neither party shall be liable for any incidental or consequential damages arising out of or in connection with the agreement or any breach thereof (including for loss of profits or cost of cover, etc.), whether or not such party has been advised of the possibility of such damages; ~~except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation~~. In no event will either party's aggregate liability arising out of or in connection with the agreement or any breach thereof exceed the ~~Contract Price entered into the Contract between Buyer and Seller not exceed the amount of any actual direct damages incurred by Client up to~~ amounts paid for the Services in the preceding 12 months that is the subject of the claim, regardless of the basis of the claim. ~~Notwithstanding the above, the Bidder/System Integrator shall be liable for actual financial loss, damages, cost, compensation, penalty suffered by the bank: -~~ ~~29.1. In case of gross negligence or willful misconduct attributable to the Bidder/System Integrator and/or its staff while providing services under the Agreement~~. ~~29.2. In case of fraudulent acts or willful misrepresentation attributable to the Bidder/System Integrator and/or its staff regarding the services provided under the Agreement.~~ ~~29.3. Breach of the confidentiality.~~ ~~29.4. Any liability/penalty/cost/compensation/charges that cannot be capped or is excluded as a matter of applicable laws in relation to this Agreement, attributable to the Bidder.~~	Bidder to comply with RFP terms and conditions
378	RFP-01-25-26-RFP-for-Selection-of-SI	106	Application Scope;	The transaction per day and TPS are provided for CBS in the table under application Scope section	Please provide transaction per day and Peak TPS details of other applications which are to be monitored by the APM Tool.	Details will be shared with the successful bidder
379	RFP-01-25-26-RFP-for-Selection-of-SI	106	Annexure 2 - Application Scope:	For APM Tool: The scope includes both synthetic and real-user monitoring, with the bidder expected to maintain a standard three-tier architecture (Web, Application, and Database layers), factoring in the required number of physical/virtual machines,CPU cores, and storage.	For Synthetic monitoring, please provide how many locations to be considered by bidder? Can the bidder assume one location per Bank?	The synthetic monitoring should be carried out in one location per Bank per instance totalling to 2 instances.
380	Annexure - 2 SOW	107	APM	The APM tool may be offered with a perpetual, subscription-based, or any other licensing model suitable for the banks' environment, with all licenses to be procured in the respective banks' names. The license split-up ratio will be communicated to the successful bidder and must be adhered to accordingly. The APM tool must support a minimum of 30 days of data retention for performance monitoring, and the bidder must enable log shipping and archival of data to facilitate Root Cause Analysis (RCA) and historical reporting	What is the required retention period for APM logs and performance data along with data sources? Is 30-day retention sufficient or should longer historical data be stored?	Bidder to comply with RFP terms and conditions
381	Appendix	107	2	Synthetic Monitoring	Please confirm the indicative no. of Pages/URLs and their Frequency for Synthetic Monitoring for applications mentioned in Appendix-M	Details will be shared with the successful bidder
382	Annexure	107	2	Performance Testing	How many applications are under Performance Testing Scope? All as Listed in Appendix- K or only as mentioned in Appendix- M	Kindly refer Appendix – M of the RFP
383	Annexure	107	2	Performance Testing	Please provide the indicative Concurrent Users across all applications under Performance Testing	Details will be shared with the successful bidder
384	Annexure	107	2	Performance Testing	How many Scenarios and APIs to be considered for applications under Performance Testing?	Approximately around 200 APIs and Bidder to consider all the major scenarios of the Bank's application.

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
385	RFP-01-25-26-RFP-for-Selection-of-SI	108	Annexure - 2	List of Current Applications:	Please provide the product name, product version and corresponding OEM name of list of applications provided in the RFP.	Details will be shared to the bidders who has submitted NDA as referenced in Appendix N.
386	D. Annexure-2 SOW & Technical Specifications	108	Application Scope	The proposed APM tool and PSP Testing Tool should have been deployed in public sector/private sector scheduled bank(s) in India with a total core business size of over 1 Lakh Crore as on 31.03.2025, considering the total deposits and advances portfolio. Furthermore, the proposed APM solution must be a licensed software; freeware and open-source solutions will not be considered.	We request to modify the said statement as "The proposed APM tool and PSP Testing Tool should have been deployed **for monitoring Finacle Core Banking and allied applications** in public sector/private sector scheduled bank(s) in India with a total core business size of over 1 Lakh Crore as on 31.03.2025, considering the total deposits and advances portfolio. Furthermore, the proposed APM solution must be a licensed software; freeware and open-source solutions will not be considered." While in all other reference in the section Finacle specific requirements like Patches etc has been clearly asked but in the mentioned para where the scope of work envisages the operation and maintenance of Finacle application software majorly the Core business being asked without a mention of Finacle Core, we request the similar intend should clearly come out while APM reference is being asked hence we request to modify the said statement in reference to Finacle Core banking and allied applications.	Bidder to comply with RFP terms and conditions
387	Annexure 2	108		List of current applications	Can the Bank share the names of OEMs for each of the applications listed and its tech stack if possible ?	Details will be shared with the successful bidder
388	D. Annexure-2 SOW& Technical Specifications	112	System Integrator Scope:	Bank wide Corporate Network Monitoring	Please clarify the Scope for Network Management expected from Bidder. We understand that the Network & Security is handled by different SI.	Bank has separate vendors for network and security management, The successful bidder is expected to work collaboratively with the Bank's network/security teams and OEMs to ensure end-to-end service continuity and quick incident resolution
389	Annexure - 2 SOW	112	List of Current Application	Details related to Database	Which databases apart from Oracle are critical in the stack? Any legacy or custom components?	MSSQL, MySQL
390	Annexure - 2 Scope of Work & Technical Specifications for System Integrator	113	System Integrator Scope	d. Bidder must submit complete technical architecture during implementation and half-yearly basis post implementation which covers proposed solutions. The Technical Architecture should specify - i. Data Architecture ii. Infrastructure (Hardware/Security/Network)	Bidder 's responsibility is to take over the existing architecture, deployment and services from the Bank & Incumbent SI and will only deploy PSP & APM tools as per RFP requirements. Can the Bank clarify if the technical architecture of Data Architecture and Infra needs to be submitted for the PSP & APM tools only or anythings else? If its anything else other than PSP & APM tools, then those should come from the Bank or Incumbent SI, pls clairfy.	It is an ongoing process. During the contract period, the selected bidder has to carry out the activities.
391	Annexure - 2 Scope of Work & Technical Specifications for System Integrator	114	System Integrator Scope	Bidder is required to maintain & support all the existing devices & solution presently installed at the DC & DRC. In case additional hardware/solutions are implemented by bank during the contract period the same must be supported by the bidder without any extra commercials.	If there are additional volumetric coming in which requires additional efforts beyond the capacity of the deployed team or there would be new skills required to manage the additional solution, then Bank needs to approve for additional resources to manage, pls help clarify	During the contract period , if any new type of Hardware / Solution is procured and the same is to be managed by the successful bidder, the Bank will permit to deploy additional resource/s, if found necessary. The rate payable for such resources will be as per the terms and conditions mentioned in the RFP and its Amendments

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
392	Annexure - 2 Scope of Work & Technical Specifications for System Integrator	114	System Integrator Scope:	Bidder is required to maintain & support all the existing devices & solution presently installed at the DC & DRC. In case additional hardware/solutions are implemented by bank during the contract period the same must be supported by the bidder without any extra commercials.	Refresh activity and new solutions deployed are typically handled outside the normal FMS operations as involving the operations team for refresh projects will hamper the ongoing support operations. This will also require additional resources with Architecture and Design skills to replace the hardware by assessing the impact on the OS Platform, DB, MW & Applications deployed on that Hardware. Bank has not asked for any such resources except for L2 being the senior most from a infrastructure technology stand point. Hence requesting Bank to relook at this point and exclude this clause from the scope and take this as a CR during the contract.	Bidder to comply with RFP terms and conditions
393	Annexure - 2 Scope of Work & Technical Specifications for System Integrator	114	System Integrator Scope:	Bidder shall ensure that all devices and solutions remain under valid AMC (Annual Maintenance Contract) / ATS (Annual Technical Support) coverage throughout the entire contract period. In case any device or solution is approaching the end of its AMC/ATS coverage, the Successful Bidder must notify the Bank in writing at least three (3) months in advance to enable timely renewal or appropriate action.	Does Bank has any EMS tools solution like **Flexera** where there is an integration with OEM portal to notify AMC/EOSL dates? If not, how does the Bank envisage the bidder to carry out this activity?	No EMS tool presently used by the Bank for the mentioned purpose. Bidders are responsible for tracking EOS/EOL as sepcified in the RFP. The bidder is expected to use industry-standard methods or solutions to fulfill the obligation, ensuring timely notifications and mitigating risks.
394	Annexure - 2 Scope of Work & Technical Specifications for System Integrator	114	System Integrator Scope:	Bidder is required to provide the OEM Service support documents on yearly basis.	Is this for the existing HW/SW at the Bank or for the HW/SW supplied by the Bidder?	The successful bidder shall be responsible for submitting OEM service support documents related to AMC/ATS for all solutions provided under the scope of this RFP, including but not limited to APM, PSP tools, or any other components proposed or supplied by the bidder.
395	RFP Main Document	114	Clause 18 – DR Drill Switchover/Fail over	General	How many Disaster Recovery (DR) drills are expected to be conducted annually?	Presently Bank is conducting DR drills on a quarterly basis; however, the bidder must be prepared to support and participate in additional drills as and when required by the Bank.
396	Annexure - 2 Scope of Work & Technical Specifications for System Integrator	115	System Integrator Scope:	Monitoring and management of network infrastructure including links and its related services at DC & DR including all alternate delivery channels.	**On Page #17 and section 5.3 Network Operations on page#20,** Bank says it has engaged separate SI to manage Network & Security devices, Bidder needs to provide suggestions and support that team, can you pls confirm which is the correct scope for the bidder to follow?	Bank has separate vendors for network and security management, The successful bidder is expected to work collaboratively with the Bank's network/security teams and OEMs to ensure end-to-end service continuity and quick incident resolution
397	RFP-01-25-26-RFP-for-Selection-of-SI	117	System vulnerability management	System vulnerability management: Vulnerability management consists of preventative and detective services to identify vulnerabilities as they emerge; to prevent those vulnerabilities from affecting the in-scope systems; to detect when an in-scope system has been affected; and to cure those affected systems. Vulnerability management consists of both Vulnerability Alert management and Vulnerability Scanning processes. Vulnerability Alert management is the preventative process that collects known vulnerabilities and prioritizes vulnerabilities based on associated risk.	Vulnerability Management is usually done by SOC or Security Services team, using different tools for VA etc,. Server team can only follow security/SOC recommendations and carry out remediation and related actions, can this be excluded from server management scope for bidder pls?	Bidder to comply with RFP terms and conditions
398	RFP-01-25-26-RFP-for-Selection-of-SI	118	Backup and Restore Management Services	The Backup window should be 2 hours and restoration window should not be more than 4 hours	Bidder assumes that the current Backup solution meets the backup and restoration time frame defined here. Please confirm.	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
399	D. Annexure-2 SOW& Technical Specifications	118	n. Backup and Restore Management Services	The Backup window should be 2 hours and restoration window should not be more than 4 hours	Inventory shared by Bank has IBM Tivoli Spectrum Protect as backup solution. However, on pg 26 of the RFP has a mention of engineers having experience of Veeam backup solution. Please Clarify?	Bank is using both IBM TSM and Veamm for backup. Bidder to comply with RFP terms and conditions
400	Appendix	119	2	Incident Management	Currently is there any Incident Management tool in place with Bank?	ITSM solution is in place.
401	RFP-01-25-26-RFP-for-Selection-of-SI	121	ii. Warranty & AMC/ATS Support	e.The Bidder must inform the Bank at least 6 months in advance in case of expiry of AMC/Warranty/ATS for the components but not limited to hardware, software, application, and licenses failing which the Bidder will be charged for the penalty mentioned as per this RFP document furnished elsewhere.	Bidder's understanding is that all the AMC/ATS will need to mandatorily backlined for support with respective OEMs. For those HW/SW which have reached EOSL as per OEM, Bank will carry out the refresh/replacement during the contract duration and due Change Management process will be followed, kindly confirm	Bank will initiate necessary arrangement for replacement/ upgradation where ever necessary.
402	RFP	121	Warranty & AMC/ATS Support	For any new hardware procurement through the Bidder, the Bidder should track, and report observed Mean Time Between Failures (MTBF) for Hardware. If during the warranty period, any hardware items/component fails on three (3) or more occasions in 6 months, such hardware items/components shall be replaced immediately by equivalent / superior new hardware items by the Bidder at no additional cost to the Bank.	Step-in rights to be capped to 10% of the affected services and shall not continue beyond a period for 30 days	Bidder to comply with RFP terms and conditions
403	D. Annexure-2 SOW& Technical Specifications	121	Warranty & AMC/ATS Support	Bidder should replace the existing hardware device with equivalent or higher configuration incase the existing hardware device is End of Support (EOS) by the respective OEM and/or the respective hardware is obsolete.	This will be a commercial change order based on SI recommendations	The successful bidder need only to communicate to the Banks about the EOS/EOL date in time as specified in the RFP. The Procurement will be undertaken by the Bank at its sole discretion.
404	RFP Main Document	122	IT Service Continuity & DR requirements	General	Please confirm the RTO and RPO expectations for CBS and other critical applications.	At present RPO is near zero. And RTO is within 60 min. The successful Bidder is required to adhere to the timelines or as prescribed in the yearly BCP plan
405	RFP-01-25-26-RFP-for-Selection-of-SI	123	Database Monitoring and Administration	Configuration of Databases – (not limited to) create, modify, update, drop, truncate, functions, triggers & delete the database.	Bidder assumes that Database Activity Monitoring Solution is in place and bidder has to manage the same as per given scope.	Bidder's understanding is correct
406	RFP-01-25-26-RFP-for-Selection-of-SI	123	Database Monitoring and Administration	Configuration of Databases – (not limited to) create, modify, update, drop, truncate, functions, triggers & delete the database.	Please share OEM wise volumetrics of all the in-scope databases. Please share OEM of DAM solution	DAM is AVDF; Oracle is the OEM
407	D. Annexure-2 SOW& Technical Specifications	123	v. Database Monitoring and Administration	Monitoring, management, and implementation of High Availability (HA) viz. clustering/RAC.	Does Bank have any Database Activity monitoring (DAM) tool? Pls share the details. Bidder assumes that KAGB will provide the DAM tool.	Oracle AVDF
408	D. Annexure-2 SOW& Technical Specifications	125		Management of new tools.	Pl share the list of tools to be managed.	Bidder to comply with RFP terms and conditions
409	D. Annexure-2 SOW& Technical Specifications	126		Implementation and monitoring of database security.	Is SI required to provide DAM or database monitoring or similar solutions Bidder assumes that KAGB will provide the DAM tool.	Bidder's understanding is correct

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
410	RFP-01-25-26-RFP-for-Selection-of-SI	128	Annexure-2	y. Database Recovery i.Create, implement, and manage database recovery solutions in consultation with Banks team. ii.Recovery of database at primary and failover. iii. Restoration activities (from backup media). iv. Database recovery using the physical & logical backups. v.Support for DR Configuration. vi.Evaluate current backup, recovery, & data replication procedures & providing recommendations for improving those procedures. vii.Maintain the RPO & RTO as per the terms defined by Bank or refer the latest BCP framework release by the Bank.	What is the existing RPO & RTO being achieved which the bidder needs to maintain?	At present RPO is near zero. And RTO is within 60 min. The successful Bidder is required to adhere to the timelines or as prescribed in the yearly BCP plan.
411	RFP-01-25-26-RFP-for-Selection-of-SI	128	Annexure-2	General	**Pls provide the volumetric/Baseline for DC & DR or other locations : Number of servers (OS Versions), DB Versions and number of instances, Storage RAW TB, size for Backup in TB, Backup technologies used, no. of routers & switches with make & model, Firewalls with make/model, NAC, DLP with make and model. This information is required for the bidder to appropriately align the skills and efforts of the resources to be deployed shift wise for efficiently managing the Bank's IT Operations**	Details will be shared to the bidders who has submitted NDA as referenced in Appendix N.
412	Annexure - 2 SOW	128	Y.Vii	Maintain the RPO & RTO as per the terms defined by Bank or refer the latest BCP framework release by the Bank.	Pls share the current RTO & RPO requirement. Bidder proposes to baseline the RPO & RTO post transition based on the Bank's Architecture.	At present RPO is near zero. And RTO is within 60 min. The successful Bidder is required to adhere to the timelines or as prescribed in the yearly BCP plan
413	RFP Main Document	131	Application Support & L1/L2/L3 Roles	General	Please clarify whether the L1 Infrastructure technical Helpdesk is within the scope of this RFP or if it will be handled/escalated through another System Integrator.	All the infrastructure which are coming within this scope of RFP has to be supported by the succesful bidder.
414	RFP Main Document	132	ATS/AMC Coordination Scope	General	Kindly clarify whether the SI is expected to manage ATS renewals and AMC contracts for infrastructure components not originally supplied by the SI.	
415	RFP Main Document	132	Priority Applications & SLA Commitments	General	Could you please specify the critical business applications (Priority-1) that require recovery within less than one hour during outages?	Kindly refer Appendix M for list of applications that are critical for Banks. Bidder to comply with RFP Terms and conditions with regard to priority incident timelines.
416	RFP	134		Level 3 Support a. The Bidder is expected to act upon the tickets routed to Level 3. The Bidder must be proficient and ensure on-site trained professional personnel are placed to handle the L3 support in each shift and resolutions are provided on a proactive basis.	As per Annexure 17, L3 resources are not required 24x7 in each shift. However, here, the ask is to be available in each shift. Kindly confirm the requirement.	The detailed shift-wise resource count (indicative) is provided as Annexure -1 to Pre-Bid Queries
417	RFP-01-25-26-RFP-for-Selection-of-SI	135	ff. Training	Training: ii) Bidder should conduct all trainings onsite at the Bank’s premises vii) The Bidder will be responsible to train all the users as identified by the Bank quarterly for minimum 40 hours or as and when requested by the Bank.	a) Bidder understanding is that the training will be conducted from a centralized location in Bengaluru. Please confirm b) Please specify the average number of resources to be trained as part of the quarterly training by bidder.	a. No. It will be designated places and will be informed to succesful bidder. b. The average number of one batch of trainess will be 20 per Bank.
418	RFP	136	Point hh. Customization team	hh. Customizations for new requirements (Separate team)	Please clarifiy whether separate team for KaGB and KGB is also needed or separate team from L2 support	Bidder to comply with RFP terms and conditions
419	Annexure - 2 SOW	136	Point no. hh	Customizations for new requirements (Separate team)	Our understanding is that this team will be on-boarded based on the specific requirement from Bank. The commercials for the same will be mutually discussed and agreed against Change Control Procedure. Pl confirm	Bidder has to comply the RFP terms. The details will be shared with the successful bidder

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
420	RFP-01-25-26-RFP-for-Selection-of-SI	138	hh. Customizations for new requirements (Separate team)	h.All statutory changes (changes imposed by Government of India, State Government, RBI, SEBI, NABARD, NPCI etc.) will be incorporated in the software by the bidder during the support period without any additional cost.	All customizations which may require OEM's support or intervention which the Bidder will coordinate, any additional cost by OEM charged to address the statutory changes should be borne by the Bank, pls confirm if this understanding is correct.	Bidder to comply with RFP terms and conditions
421	Annexure 2	138		All statutory changes (changes imposed by Government of India, State Government, RBI, SEBI, NABARD, NPCI etc.) will be incorporated in the software by the bidder during the support period without any additional cost.	if the requirement (report/ process change) is feasible under customisation, will it be considered under the 1000 mandays per year being quoted. some statutory requirement may need additional software, the underlining license, hardware etc. Also, there is a dependency on the OEM for the same. This changes to be considered as Change request until and unless OEM is providing it as patch. Please confirm.	Bidder to comply with RFP terms and conditions
422	Annexure - 2 SOW	138	Point no. h	All statutory changes (changes imposed by Government of India, State Government, RBI, SEBI, NABARD, NPCI etc.) will be incorporated in the software by the bidder during the support period without any additional cost.	All the Statutory requirements may not be possible to handle within the deployed team and may need additional resources / skills to meet the actual requirements. Hence request you to consider this against the change control procedure with mutual discussions.	Bidder to comply with RFP terms and conditions
423	RFP	141	Sub point g of point I (Application Support)	In case, the resource deployed by the System Integrator is unable to continue during contract period, it will be the responsibility of System Integrator to provide similar resource within 15 days.	15 day period for resource replacement is too short.we request bank to provide minimim of 90 days for resource replacement	Bidder to comply with RFP terms and conditions
424	RFP-01-25-26-RFP-for-Selection-of-SI	146	IT Infrastructure Operations & Support	Adjust, maintain operating system and security software parameters for password expiration, available in the specific environment to meet the agreed security policy requirements.	Please provide the product name, product version and corresponding OEM name and volumetrics	Details will be shared with the successful bidder
425	RFP-01-25-26-RFP-for-Selection-of-SI	146	IT Infrastructure Operations & Support	Installation, configuration & management of Antivirus software, Anti-virus scan and anti-virus update on the servers.	Bidder understand that all the tools mentioned under Appendix - L are managed by other vendors, however mentioned point denotes that management of Anti-Virus is under Bidder's purview. Please clarify	Bidder's understanding is correct
426	RFP-01-25-26-RFP-for-Selection-of-SI	146	IT Infrastructure Operations & Support	Installation, configuration & management of Antivirus software, Anti-virus scan and anti-virus update on the servers.	Please share OEM and product details of Anti Virus solution, also share volumetrics regarding same.	Ref Page 278 Appendix-N; The detailed list of items under AMC and ATS support (as referenced in Appendix-N) will be shared only after execution of a Non-Disclosure Agreement (NDA) in the format . date of publication of RFP.
427	RFP Main Document	149	Virtualization Guidelines at DC/DR	General	Please share the current virtualization setup (e.g., VMware, Hyper-V) along with the associated licensing model.	Details will be shared to the bidders who has submitted NDA as referenced in Appendix N.
428	RFP Main Document	149	High Availability & Cluster Configurations	General	Could you confirm whether the DC and DRC are operating in active-active or active-passive mode?	Active-Passive mode
429	RFP-01-25-26-RFP-for-Selection-of-SI	150		The Bidder should carry out but not limited to hardening of OS, patch management activity and other configuration on OS and its related software, as per the requirement of the Bank or VAPT (Vulnerability Assessment & Penetration Testing) Observations / audit of the Bank.	Bidder understands that VA and PT will be performed by the Bank however remediation of the vulnerability for in-scope infra will be in bidders scope. Please confirm.	Bidder's understanding is correct

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
430	RFP Main Document	150	Infra Support & Server/Storage Management	General	We request a detailed hardware and software inventory for the DC and DRC, including servers, storage, firewalls, database versions, operating systems, and middleware.	Ref Page 278 Appendix-N; The detailed list of items under AMC and ATS support (as referenced in Appendix-N) will be shared only after execution of a Non-Disclosure Agreement (NDA) in the format . the dated of RFP publication will be eligible to receive the list of items to be covered under AMC/ATS. Requests received after this date will not be entertained.
431	RFP Main Document	150	Virtualization & VM Management	General	Please share the number of provisioned VMs used for database management, along with a split by database type.	Ref Page 278 Appendix-N; The detailed list of items under AMC and ATS support (as referenced in Appendix-N) will be shared only after execution of a Non-Disclosure Agreement (NDA) in the format . the dated of RFP publication will be eligible to receive the list of items to be covered under AMC/ATS. Requests received after this date will not be entertained.
432	RFP Main Document	151	Storage Ops & Management	General	Could you share volumetric details of the storage, DB environment, including capacity utilization and growth trends?	Details will be shared to the bidders who has submitted NDA as referenced in Appendix N.
433	RFP Main Document	151	VAPT & OS Hardening Clause	General	Should the SI independently conduct Vulnerability Assessment and Penetration Testing (VAPT), or only extend support to external auditors engaged by the Bank?	VAPT will be conducted either by the Bank / through Managed SOC center / through External auditors. Bidder need to support in rectification and remediation of the observations.
434	RFP-01-25-26-RFP-for-Selection-of-SI	154	mm. Application support resources	mm. Application support resources The Finacle support mechanism should have the following layers of support for speedy resolution of the issues. i. Helpdesk ii. Application L1 support iii. Application L2 support iv. Application L3 support v. Project Manager vi. Customization resources Bidder will ensure that adequate and qualified manpower is deployed at all times for all the layers mentioned above. The resources should have following (but not limited to) capabilities.	Bidder Requests Bank to provide last 1 year Application wise tickets received by Support team with the information like 1. Ticket severity(Priority level 1, 2, 3) 2. Ticket complexity (Simple/Medium/Complex) 3. Ticket type(incident/Service request/enhancement etc) 4. No of Tickets	Details will be shared with the successful bidder

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
435	RFP	155	ss. Transition Management	The transition from the existing contract to new contract would be within in maximum period of 3 months .The Bank will commence payment of resource costs to the successful bidder starting from 01.04.2026. In the event the project commencement is delayed beyond 01.04.2026 for any reason, the Bank shall pay resource costs only from the actual date of takeover from the existing SI. However, during the transition period, the cost of deploying resources for knowledge transfer from the existing System Integrator (SI) shall be borne by the successful bidder. The number and type of resources required for the transition should be adequate for the knowledge transfer and transition in consultation with the Bank.		Bidder to comply with RFP terms and conditions
436	Annexure - 2 SOW	155	ss.Transition Management:	The transition from the existing contract to new contract would be within in maximum period of 3 months .The Bank will commence payment of resource costs to the successful bidder starting from 01.04.2026. In the event the project commencement is delayed beyond 01.04.2026 for any reason, the Bank shall pay resource costs only from the actual date of takeover from the existing SI. However, during the transition period, the cost of deploying resources for knowledge transfer from the existing System Integrator (SI) shall be borne by the successful bidder. The number and type of resources required for the transition should be adequate for the knowledge transfer and transition in consultation with the Bank.		Bidder to comply with RFP terms and conditions
437	A. RFP main document	156	First para of the page	If the existing service provider is in breach of this obligation, they shall be liable for paying a penalty of 20% of the retainership value on demand to the Bank per instance of fault, which may be settled from the payment of the invoice for the contracted period.	How the retainership value is calculated? Kindly explain.	Details will be shared with the successful bidder
438	A. RFP main document	159	Point number 25	It is responsibility of the L2 resource to install the application on the new (or any other) hardware procured by the Bank.	Application L2 may not have installation skills. Request bank to reconsider the requirement	Bidder to comply with RFP Terms and Conditions
439	Annexure - 2 SOW	163	APM	Logging	Should the APM logs & events be forwarded to your SOC, or do you expect bi-directional integration (incidents created back in APM)?	Details will be shared with the successful bidder
440	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	The RFP mandates APM coverage for only 30 apps, while KGB has ~135 apps. Shouldn't all business-critical applications be brought under APM?	It will be decided by Bank based on the criticality and dynamic in nature during the contract period. Bidder has to quote as per RFP specification.
441	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should SI also prove experience in managing APM for BFSI workloads at scale (>1 lakh crore business size)?	Bidder to comply with RFP terms and conditions
442	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	How will SLA compliance be enforced without a real-time Observability dashboard visible to both KGB and Canara Bank?	Bidder to comply with RFP terms and conditions
443	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should OEM licensing for APM also mandate OEM-level BFSI references in India?	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
444	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Given KGB's smaller IT team, shouldn't SI be mandated to run a dedicated APM CoE (Center of Excellence)?	Bidder to comply with RFP terms and conditions
445	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't the APM tool be OTEL-compliant by default, ensuring future-readiness for open standards?	Bidder to comply with RFP terms and conditions
446	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why is there no mention of auto-discovery of service topology (vs manual config)?	Bidder to comply with RFP terms and conditions
447	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM provide DB query-to-transaction linkage to identify slow queries impacting customers?	Bidder to comply with RFP terms and conditions
448	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM mandate support for non-Java/.NET languages (Go, Python, PHP, Node.js)?	Bidder to comply with RFP terms and conditions
449	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM extract business KPIs (channel, remitter, geography) along with technical metrics?	Bidder to comply with RFP terms and conditions
450	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM visualize transaction journeys across CBS + API + 3rd party in real time?	Bidder to comply with RFP terms and conditions
451	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't transaction monitoring cover both synchronous and asynchronous flows?	It is both synchronous and asynchronous monitoring of the transactions
452	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why does RFP not mandate runtime application security observability (AppSec), given RBI/MeitY guidelines?	Bidder to comply with RFP terms and conditions
453	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM solution detect vulnerabilities like Log4Shell/Spring4Shell at runtime?	Bidder to comply with RFP terms and conditions
454	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should SI integrate APM dashboards into audit/compliance reports for RBI?	Bidder to comply with RFP terms and conditions
455	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no mention of PCI-DSS, ISO 27001 compliance dashboards in APM scope?	Bidder to comply with RFP terms and conditions
456	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM prove capability to handle BFSI peak TPS workloads in real-time?	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
457	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	How will SLA penalties be justified if APM does not provide transaction-level breakdown?	Bidder to comply with RFP terms and conditions
458	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM link infra/app slowness directly to failed customer logins/transactions?	Bidder to comply with RFP terms and conditions
459	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no requirement for DEM (RUM + Synthetic) to measure customer experience at ATMs/Mobile Banking?	Bidder to comply with RFP terms and conditions
460	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM mandate geo/device/browser-level visibility for mobile & internet banking?	Bidder to comply with RFP terms and conditions
461	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM include AI-driven workload baselining instead of static thresholds?	Bidder to comply with RFP terms and conditions
462	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why is there no mention of containerized workload observability (Kubernetes, Docker)?	Bidder to comply with RFP terms and conditions
463	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why is there no requirement for end-user synthetics for internet & mobile banking uptime?	Bidder to comply with RFP terms and conditions
464	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't SI be responsible for submitting APM-based SLA compliance reports weekly/monthly?	Bidder to comply with RFP terms and conditions
465	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM provide drill-down RCA reports during every downtime incident?	Bidder to comply with RFP terms and conditions
466	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM logs/traces be exportable for RBI/third-party audits?	Bidder to comply with RFP terms and conditions
467	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM integrate with other vendors' apps/interfaces in hybrid environments?	Bidder to comply with RFP terms and conditions
468	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM bridge IT metrics (latency, TPS) to business KPIs (revenue, CX index, SLA compliance)?	Bidder to comply with RFP terms and conditions
469	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no explicit requirement to monitor customer journeys across digital channels?	Bidder to comply with RFP terms and conditions

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470	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM synthetics validate uptime 24x7 of all the business critical workloads?	Bidder to comply with RFP terms and conditions
471	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM provide insights by app version, OS, telco, geography to enable easy problem triage?	Bidder to comply with RFP terms and conditions
472	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should SI maintain a dedicated 24x7 APM operations team on-site/off-site to ensure SLA compliance?	Bidder to comply with RFP terms and conditions
473	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should SI provide quarterly RCA + SLA compliance packs generated directly from APM?	Bidder to comply with RFP terms and conditions
474	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't OEM provide a 5-year roadmap commitment for the APM product to avoid end-of-life issues?	Bidder to comply with RFP terms and conditions
475	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM forecast SLA breaches, using AI/ML, before they occur?	Bidder to comply with RFP terms and conditions
476	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM integrate with self-healing scripts (Ansible, Jenkins)?	Bidder to comply with RFP terms and conditions
477	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM detect seasonal workload shifts (harvest season, govt schemes) in RRB context?	Bidder to comply with RFP terms and conditions
478	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM classify failures by branch/geography/channel for management dashboards?	Bidder to comply with RFP terms and conditions
479	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM provide customer cohort analysis (farmers vs MSME vs retail) mapped to transaction health?	Bidder to comply with RFP terms and conditions
480	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM highlight API failures tied to UPI/IMPS/NEFT flows?	Bidder to comply with RFP terms and conditions
481	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't transaction tracing include async events (notifications, reconciliations)?	Bidder to comply with RFP terms and conditions
482	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM provide RBI-mandated uptime dashboards for CBS/Payments?	Bidder to comply with RFP terms and conditions

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483	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM provide compliance packs for ISO 27001, PCI-DSS, RBI circulars?	Bidder to comply with RFP terms and conditions
484	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no requirement for synthetic monitoring of biz critical applications uptime 24x7?	Bidder to comply with RFP terms and conditions
485	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM measure page load, transaction success, login failures in Internet/Mobile Banking?	Bidder to comply with RFP terms and conditions
486	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no mention of Kubernetes and container observability?	Bidder to comply with RFP terms and conditions
487	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM support hybrid cloud models (on-prem + AWS/Azure/GCP)?	Bidder to comply with RFP terms and conditions
488	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Shouldn't APM include auto-discovery of microservices and APIs in Finacle ecosystem?	Bidder to comply with RFP terms and conditions
489	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM provide real-time topology across DC/DR/future cloud extensions?	Bidder to comply with RFP terms and conditions
490	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no requirement for OTEL-native observability?	Bidder to comply with RFP terms and conditions
491	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM link with SRE practices (SLO/SLA error budgets)?	Bidder to comply with RFP terms and conditions
492	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM provide role-based alert routing (Ops, Biz, Security)?	Bidder to comply with RFP terms and conditions
493	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should SI be required to present quarterly APM health dashboards to KGB board?	Bidder to comply with RFP terms and conditions
494	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no mention of escalation SLAs for APM alerts?	Bidder to comply with RFP terms and conditions
495	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM compliance be included in annual RBI inspection reports?	Bidder to comply with RFP terms and conditions

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496	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no mention of Digital Experience Monitoring (DEM) as mandatory?	Bidder to comply with RFP terms and conditions
497	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM provide real-time AI-driven problem cards?	Bidder to comply with RFP terms and conditions
498	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no mention of synthetic journey validation (Internet Banking login, fund transfer)?	Bidder to comply with RFP terms and conditions
499	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM detect slowdowns invisible to infra metrics but visible to end-users?	Bidder to comply with RFP terms and conditions
500	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM cover digital channels KPIs (failed logins, dropped payments, ATM errors)?	Bidder to comply with RFP terms and conditions
501	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM provide customer-level impact dashboards (farmer vs MSME)?	Bidder to comply with RFP terms and conditions
502	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM integrate with Canara Bank's enterprise observability ecosystem?	Bidder to comply with RFP terms and conditions
503	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should SLA penalties extend to undetected APM incidents?	Bidder to comply with RFP terms and conditions
504	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should SI share APM SLA reports directly with Canara Bank oversight team?	Bidder to comply with RFP terms and conditions
505	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no requirement for monthly joint APM governance meetings with KGB?	Bidder to comply with RFP terms and conditions
506	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM dashboards be accessible to regulators/auditors in read-only mode?	Bidder to comply with RFP terms and conditions
507	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no mention of reconciliation process observability (end-of-day batch, settlements)?	Bidder to comply with RFP terms and conditions
508	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM cover middleware queuing delays (MQ, Kafka)?	Bidder to comply with RFP terms and conditions

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509	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM integrate with payment gateways to monitor txn success/failure?	Bidder to comply with RFP terms and conditions
510	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM highlight geographic transaction patterns to detect regional outages?	Bidder to comply with RFP terms and conditions
511	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM integrate with RBI's Cyber Security Framework (CSF) requirements?	Bidder to comply with RFP terms and conditions
512	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no mention of monitoring for rogue scripts/malware inside app stack?	Bidder to comply with RFP terms and conditions
513	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM provide real-time alerts on data exfiltration attempts?	Bidder to comply with RFP terms and conditions
514	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should DEM synthetics simulate end-to-end banking journeys daily (login → transfer → logout)?	Bidder to comply with RFP terms and conditions
515	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM provide CX analytics by device type (smartphone vs feature phone)?	Bidder to comply with RFP terms and conditions
516	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should DEM dashboards be made available to branch managers for local monitoring?	Bidder to comply with RFP terms and conditions
517	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM use ML to correlate seasonal demand spikes (harvest, subsidy disbursement)?	Bidder to comply with RFP terms and conditions
518	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should SI commit to <1 hour turnaround for APM configuration changes?	Bidder to comply with RFP terms and conditions
519	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM support role-based dashboards for Ops vs Biz vs Security teams?	Bidder to comply with RFP terms and conditions
520	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM reports feed directly into KGB's board MIS pack?	Bidder to comply with RFP terms and conditions
521	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no mention of regulator-facing observability dashboards (RBI/GoI)?	Bidder to comply with RFP terms and conditions

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522	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM logs be retained for minimum 7 years as per BFSI standards?	Bidder to comply with RFP terms and conditions
523	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM integrate with future open-banking APIs mandated by RBI?	Bidder to comply with RFP terms and conditions
524	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no requirement for observability in microservice architectures (Finacle upgrades)?	Bidder to comply with RFP terms and conditions
525	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should APM provide observability for mobile-first innovations (UPI Lite, CBDC)?	Bidder to comply with RFP terms and conditions
526	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Why no mention of observability for edge devices (POS terminals)?	Bidder to comply with RFP terms and conditions
527	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Should OEM commit to OTEL roadmap alignment for next 5 years?	Bidder to comply with RFP terms and conditions
528	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	In an environment where farmers, pensioners, and students depend on banking services with complete trust, it is always preferable that failures are detected and resolved before the customer experiences them. Proactive observability, with real-time monitoring, AI-driven anomaly detection, and automatic root cause analysis, ensures that issues are addressed at the source and do not translate into customer pain. Wouldn't the bank like to follow this path of proactive assurance, ensuring that customers never have to raise a complaint before action is taken?	Bidder to comply with RFP terms and conditions
529	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Financial inclusion remains incomplete unless digital service quality is consistent across all geographies. Rural users often experience slower login times or failed UPI transactions compared to their urban counterparts. By implementing Digital Experience Monitoring to track performance across devices, networks, and locations, banks can gain critical visibility into these disparities. This enables them to proactively address service gaps, ensure equitable digital access, and make financial inclusion truly effective in practice. Wouldn't a bank want to deploy such capabilities to guarantee a uniform and reliable digital experience for every user, regardless of location?	Bidder to comply with RFP terms and conditions
530	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Fraudsters increasingly target blind spots in APIs and payment flows. Observability, therefore, should extend beyond performance monitoring and strengthen fraud prevention. With anomaly detection on transaction flows with identifiers like UTR, APM solutions can act as a silent shield, protecting customers from unseen risks. Would the bank like to enable observability as a proactive defense mechanism, safeguarding customer trust from fraudulent exploitation?	Bidder to comply with RFP terms and conditions

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531	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Regulatory alignment demands complete visibility. Monitoring only a small portion of the application ecosystem may appear sufficient in the short term, but regulators often expect enterprise-wide coverage. By expanding observability to all mission-critical applications, supported by audit-ready dashboards and compliance reports, the bank can demonstrate readiness for RBI and Ministry reviews at any time. Wouldn't the bank prefer to adopt such comprehensive compliance-driven observability to remain fully aligned with regulatory expectations?	Bidder to comply with RFP terms and conditions
532	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	System outages, especially in rural contexts, ripple into everyday livelihoods—delayed transfers, paused subsidies, interrupted loan disbursements. Observability, therefore, is not just about IT but about resilience. Predictive analytics, service dependency maps, and RCA-driven reporting empower the bank to maintain continuity even under stress. Wouldn't the bank like to embrace observability as a resilience enabler, ensuring uninterrupted services for rural communities?	Bidder to comply with RFP terms and conditions
533	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	Technology failures are increasingly intertwined with business risks. By integrating observability into enterprise risk management, incidents are no longer treated as isolated technical issues but as quantifiable risks to continuity. RCA histories help risk committees see the full picture and act decisively. Wouldn't the bank want to elevate observability into the risk management framework, treating IT risks with the same seriousness as operational or credit risks?	Bidder to comply with RFP terms and conditions
534	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	In a multi-vendor landscape, accountability often becomes diffused during incidents. Observability offers a neutral source of truth. Causation-based RCA, immutable logs, and cross-vendor correlation create a single evidence trail that establishes responsibility clearly, ensuring transparency while preserving trust in the system. Wouldn't the bank like to adopt observability as the single source of truth to ensure accountability across all vendors and partners?	Bidder to comply with RFP terms and conditions
535	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	With UPI Lite, CBDC, and open banking APIs shaping the digital horizon, it is important that observability is aligned to future architectures. OTEL compliance, Kubernetes observability, and hybrid-cloud monitoring ensure today's investments remain relevant tomorrow, keeping the bank technologically prepared for the next wave of innovation. Wouldn't the bank want to future-proof itself by mandating observability that is ready for emerging digital models and innovations?	Bidder to comply with RFP terms and conditions
536	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	SLAs based on uptime percentages no longer capture the true customer experience. Redefining them into experience-level agreements (XLAs) allows customer journeys—logins, transfers, ATM withdrawals etc. —to be measured as faithfully as system uptime. With Digital Experience Monitoring powering real-user monitoring, synthetic validation, XLAs become practical and enforceable. Wouldn't the bank prefer to redefine its commitments through XLAs, where customer experience becomes the true measure of service quality?	Bidder to comply with RFP terms and conditions

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537	SI for CBS and Non CBS Applications	163	Annexure-2 (APM Technical Specifications)	C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.	As a public-sector RRB, there is a greater responsibility to uphold reliability, compliance, and trust. Observability should not be limited to minimal specifications but should embrace features like AI-driven RCA, digital experience monitoring, and automated self-healing. These capabilities create a resilient environment where customer trust remains the central outcome. Wouldn't the bank like to expand its vision of observability, ensuring it becomes a cornerstone of reliability, compliance, and trust?	Bidder to comply with RFP terms and conditions
538	Annexure - 2 SOW	164	APM	AI/ML	Which AI/ML features are most critical to you: anomaly detection, predictive capacity, RCA correlation, or auto-healing?	Bidder to comply with RFP Terms and Conditions
539	Annexure - 2 SOW	164	APM	DevOps pipeline	Any DevOps pipeline tools (Jenkins, Bamboo, GitHub Actions) we need to integrate with?	Bidder to comply with RFP Terms and Conditions
540	Annexure - 2 SOW	164	APM	Reports	How many concurrent users (Ops, NOC, SOC, DevOps, Compliance) need dashboard access?	Bidder to comply with RFP Terms and Conditions
541	D. Annexure-2 SOW & Technical Specifications	165	vv.Functional & Technical Specifications ii. Application Performance Monitoring Tool Part I: Platform/Solution Compliance	15. Data in transition and Data at rest should be encrypted with encryption standards like AES-256.	We request to modify the specification to "Data in transition should be encrypted with encryption standards like AES-256. " APM solutions are expected to not store any PII data hence the data at rest don't hold for such tools and the said functionality is only available in only one non MII OEM which is USP and will eliminate other Make In India Solutions to participate. Hence we request bank to modify the requirement to allow all possible Best in Industry solutions in the BID.	Bidder to comply with RFP Terms and Conditions
542	Annexure - 2 SOW	165	APM	Reports	Do you require role-specific dashboards (e.g., business KPIs for management vs. technical views for NOC)?	Bidder to comply with RFP Terms and Conditions
543	Appendix	166	2	Transaction Observability – For Critical Journeys	How many Critical Journeys bank is expecting under Observability? Is this expectation for all applications mentioned in Appendix-M or for Selected Applications	Bidder to comply with RFP Terms and Conditions
544	D. Annexure-2 SOW & Technical Specifications	169	vv.Functional & Technical Specifications ii. Application Performance Monitoring Tool Part III: Application Performance Monitoring	15. Should offer OS-level telemetry and automatically correlate it with application metrics to aid root cause analysis across tiers.	Please clarify if below understanding is correct regarding OS-level Telemetry - OS Level telemetry is referring to Host or OS level KPI's parameters like CPU , Memory, DISK IOPS R/W, Load Avg etc., if not please explain the same Please Clarify, can we proceed with our understanding ,or else explain the expectations from OS-Level Telemetry..	Bidder to comply with RFP Terms and Conditions
545	Annexure - 2 SOW	169	APM	Observability	Are there specific use cases where you expect to use these advanced telemetry features (e.g., low-latency trading performance tuning)?	Bidder to comply with RFP Terms and Conditions
546	RFP-01-25-26-RFP-for-Selection-of-SI	171	Functional & Technical Specifications, Part iv	The bidder should deploy the agent to the designated places based on the need of the Bank.	Request bank to share the propoesd list of places from where the "Call Center " should be depoyed by bidder?	Bidder to comply with RFP Terms and Conditions
547	RFP Main Document	174	Resident Engineers & Branch Support Scope	General	Could you kindly share the list of bank branches and their locations for both RRBs, along with their respective support priority?	Detailed list will be shared with successful bidder. Bidder to comply with RFP Terms and Conditions

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548	RFP Main Document	174	Call Center & Customer Support Scope	General	For Call Center and Helpdesk support, will the Bank provide the necessary infrastructure (telephony, CRM, ACD, IVR), or is the vendor expected to provision these components? Is the call center support for external users to call bank (like BPO)? Is the helpdesk support specific to CBS/Application support (for the internal users) ?	Yes, Bank will provide the required Infrastructure. Bidder has to comply with RFP terms.
549	Annexure - 2 Scope of Work & Technical Specifications for System Integrator	175	ww. Scope of work for Resident Engineers	c. Branch Visits 1. Travel to branches or other locations as directed by Bank officials for issue resolution, installations, or upgrades. 2. No additional TA/DA or compensation will be paid for such travel; it is considered part of the regular scope of work.	1. Pls provide the list of locations the 34 Residens Engineers need to be deployed at 2. Travel to Branches or other locations will happen within the base city deployed or they need to travel outstation as well? If so, the travel may require overnight stay resulting in boarding/lodging costs, so what would be the average number of times they would be required to travel outside their base location monthly? 3. Since the nature of visiting other Branches/locations will be time consuming, can the bidder take this activity oncall basis to send temporarty engineers to fulfill the activities? Kindly guide on the above as this scope is variable and will cost for the bidder	1. Location - At present it is as mentioned below: For KaGB - anywhere in Karnataka. For KGB - anywhere in Kerala. In the future, the placement of resources will be at the discretion of the Bank's Management preferably at District Headquarters. 2. In case, the RE incurs any out of pocket expenditure, the same will be reimbursed by the Bank subject to the limits mutually agreed between Bank and the succesful bidder. 3.No. Dedicated REs only to attend such activities in Branches/Office locations.
550	Appendix 15	198	Annexure-15 Compliance Statement	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.	Bidder seeks Clarification if bid can be submitted with Deviation.	Bidder to comply with RFP Terms and Conditions
551	Annexure – 16	199	Annexure – 16 Conformity Letter	We hereby agree to comply with all the terms and conditions/stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original bid documents issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us. We also hereby confirm that our prices as specified in the Annexure - 17 Commercial Bill of Materials and adhere to the Payment terms specified in the RFP.	Bidder seeks clarity as it contradicts Annexure -15	Bidder to comply with RFP Terms and Conditions
552	RFP	200	Annexure 17	As per annexure 27 no of PM 1	The RFP specifies a single project manager for a project with a resource count of 272, spanning both infrastructure and application domains. We've identified a potential risk in this staffing model and recommend a more robust management structure to ensure the project's success 1 Project Director 1 Infrastructure Project Manager 1 Application Project Manager 3 Operations Manager (Infra)	Bidder to comply with RFP terms and conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
553	Annexure – 17	200	Onsite Resources - Point no 5	L2 CBS Allied Application Support of IB, MB, Financial Inclusion, UPI, POS, NACH, ATM, IMPS, AEPS, SFMS, IBM WAS, PFMS, NEFT, RTGS, Tax, BG, LC, Application Monitoring Tool, Patch Management of Application, Data, Configuration management , Capacity Management, VAPT/Security compliance, FI integrator for both MZ and DMZ, Connect-24 Integrator for Both MZ and DMZ and also ESB IIB/3rd party API Connect/MQ for Both MZ and DMZ etc.	The List of application to be supported are 135, however the number of FTEs required are 18. Pl share the list of activities expected from these 18 resources to cover all the Allied applications (other than CBS).	Details will be shared with the successful bidder
554	Annexure – 17	200	Annexure -17-	Note:- 1. Bidder to submit Yearly Incremental cost for 5 years for the resources or Blended Rate for the 5 years. However, Bidder to note that Yearly Incremental cost should not exceed 5% from previous year. 2. The Bank reserves the right to increase or decrease the number of resources depending on its requirements at the Bank. 3. GST will be paid by bank as per prevailing rate for that year as applicable. The total cost including GST has been taken in the commercial Bid for TCO calculations only.	Bidder seeks relaxation on YOY prices escalation. Yearly incremental cost to be kept at 7% from the previous year. This is a Fixed price contract, any change to the same shall be done through change control procedure. Bidder requests to provide 180 days notice for any reduction of resources and this change should be handled via Change Control procedure, which shaould be mutually agreed between the Bidder and the Bank.	Bidder to comply with RFP Terms and Conditions
555	RFP	201	Annexure 17	As per annexure 27 - L2 Resource Middleware Support (sl No-9)	Kindly List of Middleware applications and details like whether they are part of application or infrastructure	List of Middlewares that are part of infra/application can be found in the RFP - Appendix K
556	Annexure-17 - Bill of Material Section -F Ownership & Awarding of Contract	202	Annexure-17 - Bill of Material 17. Subcontracts	Annexure-17 - Bill of Material A. Onsite Resource Cost - Note:- 2. The Bank reserves the right to increase or decrease the number of resources depending on its requirements at the Bank 17.3. The Bank reserves the right to increase or decrease the number of resources/agents based on its operational requirements. The Bank also reserves the right to change the location of Resident Engineers, CBS Helpdesks or Call Center agents at its sole discretion. In all such cases, the Bank shall provide the required details to the Successful Bidder with at least 30 days' prior notice.	Bidder's resources will be proposed as per Annexure-17. However for any reason (for ex: for any resource requirements increase due to growth in transactions/call volumes etc,.) there is any additional/reduction of resource requirement Bank & Bidder will execute a suitable change request process	Bidder to comply with RFP Terms and Conditions
557	Annexure – 17	203	C. Supply of Finacle License and FEBA Licenses & ATS Charges	C. Supply of Finacle License and FEBA Licenses & ATS Charges	As per our discussions with OEM Infosys / Edge verve, they informed that they will be dealing directly with KGB and not through the SI Partner. Hence request you to exclude this from the RFP Scope.	Bidder to comply with RFP terms and conditions
558	Annexure-17 - Bill of Material	204	Annexure-17 - Bill of Material	D. License and ATS Cost for Application/Software Note 1. If the year wise incremental ATS cost for the application/software and related components provided is below 10% then the Bidder has to submit 10% additional Bank Guarantee of the total of License Procurement Cost for Application/Software. E. Infrastructure Hardware Component Procurement and AMC Cost for APM and PSP Testing Tools Note 1 ..... If the Fourth and Fifth Year AMC of the infrastructure hardware components provided is below 10% of the Infrastructure procurement cost then the Bidder has to submit 10% additional Bank Guarantee of the total of Infrastructure procurement cost to the bank.	Bidder request for below term : - Bidder request for deletion of this clause, bidder is alreay providing PBG to bank as required in clause 8 - Security Deposits	Bidder to comply with RFP Terms and Conditions
559	Annexure – 17	204	D License and ATS Cost for Application/Software	1. If the year wise incremental ATS cost for the application/software and related components provided is below 10% then the Bidder has to submit 10% additional Bank Guarantee of the total of License Procurement Cost for Application/Software.	Bidder requests deletion of this clause.	Bidder to comply with RFP Terms and Conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
560	Annexure – 17	205	E. Infrastructure Hardware Component Procurement and AMC Cost	E. Infrastructure Hardware Component Procurement and AMC Cost Note:- 1. Bidder must ensure that comprehensive built in warranty to be provided for the hardware components for the first three years. If the Fourth and Fifth Year AMC of the infrastructure hardware components provided is below 10% of the Infrastructure procurement cost then the Bidder has to submit 10% additional Bank Guarantee of the total of Infrastructure procurement cost to the bank.	Bidder requests deletion of this clause.	Bidder to comply with RFP Terms and Conditions
561	Annexure – 17	207	G. AMC & ATS Cost for Hardware and Software as per Appendices-N	G. AMC & ATS Cost for Hardware and Software as per Appendices-N	Many of the OEMs has informed that they will deal directly with KGB, Bidder requests you to please exclude the ATS from the RFP scope.	Bidder to comply with RFP Terms and Conditions
562	Undertaking	209	Undertaking	I.Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company. ii.We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same. iii.We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rej ection of Bid. iv.We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid. v.We are agreeable to the payment schedule as per “Payment Terms” of the RFP. vi.We confirm that the AMC/ATS pricing for the items shared by the Bank, following the execution of the NDA, reflects the current infrastructure details. The Bank reserves the right to revise quantities or remove any line items from the list, and will only pay the applicable price for the finalized items. vii.Bank may procure AMC/ATS services from third-party vendors for any listed items at its sole discretion. viii.in future, bank may procure additional CBS licenses from M/s Infosys / M/s Edgeverve through the selected bidder. Hence, submission of a Manufacturer Authorization Form (MAF) from the CBS OEM is mandatory. ix.We confirm that all out of pocket expenses, travelling, boarding and lodging expenses for the entire term of this tender and subsequent agreement is included in the amounts quoted and we shall not entitle to charge any additional costs on account of any items or services or by way any out of pocket expenses, including travel, boarding and lodging. x.We confirm that there shall be no escalation in the agreed prices.	Bidder seeks deviation to this clause. As there could be deviations in the submission.	Bidder to comply with RFP Terms and Conditions
563	Annexure 23	220	Resource Requirements	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Bidder requests to consider the Diploma / Degree / Graduate holders for all the Technical roles of L1/L2/L3 for experienced people. Currently Diploma is allowed only for L1 skills.	Bidder to comply with RFP Terms and Conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
564	RFP-01-25-26-RFP-for-Selection-of-SI	221	Annexure 23 - Resource requirements	**L1 application support of CBS** **Educational Qualification** Diploma/ Graduate in Engineering/BE/B.Tech in Computer Science & Engineering or Information Technology or equivalent or higher qualification. **L2 application support of CBS** Educational Qualification Graduate in Engineering /PGDCM /MBA/MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher qualification.	For the L1 application support of CBS resources & L2 Application Support of CBS, request bank to consider Graduate/degree in science and commerce also in the educational qualification list?	Bidder to comply with RFP Terms and Conditions
565	RFP-01-25-26-RFP-for-Selection-of-SI	221	Annexure 23 - Resource requirements	**Project Manager(Mandatorily on Bidders payroll)** **Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. or equivalent or higher qualification	Bidder request bank to consider Graduate/degree in science and commerce also in the educational qualification list for the Project Manager Role?	Bidder to comply with RFP Terms and Conditions
566	RFP-01-25-26-RFP-for-Selection-of-SI	221	Annexure 23 - Resource requirements	L3 Technical Lead (CBS Applications Interfaces Infrastrucure, UAT and New tools) **Educational Qualification** Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher qualification. L2 CBS Allied Application Support of IB, MB,Financial Inclusion, UPI, POS,NACH, ATM, IMPS, AEPS, PFMS, NEFT, RTGS, Tax,BG, LC,Application Monitoring Tool, Patch Management of Application, Data, Configuration management, CapacityManagement, VAPT/Security compliance, FI integrator for both MZ and DMZ, Connect-24 Integrator for Both MZ and DMZ) **Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. L2 Finacle Integrator Application Support **Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. L3 / Technical Lead FI Integrator services and overall Monitoring and Support for CBS and integrated applications **Educational Qualification** Graduate in Engineering /MBA/ PGDCM/MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification.	For the various L2 and L3 application support resources, request bank to consider Graduate/degree in science and commerce also in the educational qualification list?	Bidder to comply with RFP Terms and Conditions
567	Annexure-23	226	10	L3 resource Oracle DBA, ODG, AVD	Please confirm L3 resource will be only available in general shift and on demand if required	The understanding of the Bidder is correct. The detailed shift-wise resource count (indicative) is provided as Annexure:
568	Annexure-23	226	11	L2 Resource Middleware Support	Please clarify how L1 and L3 the deliverables will be managed	The detailed shift-wise resource count (indicative) is provided as Annexure:

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
569	RFP-01-25-26-RFP-for-Selection-of-SI	227	Resource Requirements	L1 CBS Helpdesk Educational Qualification Graduate in Science/ Commerce/Engineering preferably, BE/B. Tech/MCA/MBA with minimum 2 year of Core or Allied Applications experience/Infrastructure/ Network in the field of Banking IT domain / support of related solution.	Kinldy align the educational qualification as per the ask for "L1 application support of CBS" resources, which includes Diploma as well.	Bidder to comply with RFP Terms and Conditions
570	RFP-01-25-26-RFP-for-Selection-of-SI	227	Resource Requirements	L1 Call Center Resource Educational Qualification Any Graduate in Science/ Commerce with more than 2 years of experience as a Call Center executive in the field of Banking IT domain/support of related solution.	Kinldy align the educational qualification as per the ask for "L1 application support of CBS" resources, which includes Diploma as well.	Bidder to comply with RFP Terms and Conditions
571	Annexure-23	227	15	L1 Resource for Applicatio n Performan ce Monitoring	Please share the bifurcation of 50 RE count within multiple technology covered under Apps performance support such as Windows, Storage and backup, DBA, AIX, Linux etc.	Details will be shared with the successful bidder
572	RFP-01-25-26-RFP-for-Selection-of-SI	228	Resource Requirements	L1 Resident Engineers Educational Qualification Graduate in Engineering preferably, BE/ Tech/MCA/BCA/BSC Computer Science with more than 2 years of experience in Managing Computer Hardware & having basic knowledge in networking	Request Bank to align and modify the educational qualification as per the ask for "L1 application support of CBS" resources, which includes Diploma as well.	Bidder to comply with RFP Terms and Conditions
573	RFP-01-25-26-RFP-for-Selection-of-SI	228	Resource Requirements	L1 Resource for Application Performance Monitoring, VM Admin, Windows + Hypervisor, Storage Admin, Backup admin, DB (non oracle), AV (Desktop, Server), Patch Management (Desktop, Server), AIX, Linux, Active Directory, Middleware, Configuration Management, Capacity Management, ITAM, DLP, Proxy , NAC L2 Resource for Application Performance Monitoring, VM Admin, AV (Desktop, Server), Patch Management (Desktop, Server), Linux, Middleware, Configuration Management, Capacity Management, ITAM, DLP, Proxy , NAC	L1 & L2 Infrastructure resources will not be able to perform application monitoring, this would require specific skills to administer and use the APM tool for its functionalities, ideally we should have resources with APM Management skills, request Bank to look into this and ask for specific resources with APM skills	Bidder to comply with RFP Terms and Conditions
574	Annexure-23	228	13	L1 Call Center Resource	Can we proposed Engineering Diploma holder candidate having right skill and experience	Please check the Amendment No- 2
575	Annexure-23	228	13	L1 Call Center Resource	Please share the details of arriving on 24 RE count - what is the Consideration call volume/ current shift load etc.	Approximate call volume per day is 1500 calls.
576	Annexure-23	228	14	L1 Resident Engineers	Please share the location details for 34 residence engineer along with Br attached to RE location for onsite support	Detailed list will be shared with successful bidder. Bidder to comply with RFP Terms and Conditions
577	Annexure-23	228	14	L1 Resident Engineers	Can we proposed Engineering Diploma holder candidate for all 34 RE	Please check the Amendment No- 2
578	Annexure-23	228	14	L1 Resident Engineers	Please share the rational behand arriving count of 34.	All Regional Offices and other select Administrative Offices of both Banks considered.
579	Annexure-23	228	14	L1 Resident Engineers	Please share the expected Call volume of on call support branch	Approximate call volume per day is 1500 calls.

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
580	Annexure-23	229	Resource Requirements	L2 Resource for Application Performance Monitoring, VM Admin, AV (Desktop, Server), Patch Management (Desktop, Server), Linux, Middleware, Configuration Management, Capacity Management, ITAM, DLP, Proxy , NAC Certification (Minimum one) ▫ ITIL 4 Certified ▫ Microsoft Certified: Windows Server Administrator ▫ VMware Certified Professional	Microsoft & VMWare certifications will not be applicable for Network and Security resources, hence pls let us know the appropriate certifications for Network & Security resources to be deployed	No L2 resources needed for Network and Security ; refer the detailed shift-wise resource count (indicative)
581	Annexure-23	229	Resource Requirements	L2 application support of CBS - Graduate in Engineering /MBA/ PGDCM/MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification.	Pls consider including Graduate in Science/Commerce in this qualification criteria and confirm	Bidder to comply with RFP Terms and Conditions
582	Annexure-23	229	Resource Requirements	L3 / Technical Lead- Application Support of CBS Certification - Application development Certification - Technical certifications like MCP/SA/ RHCE / CCNP/ VMware vSphere/ Oracle Solaris Certified/ PowerVM/IBM Certified Specialist. - Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2	Kinldy change the certification requirement limited to Application Development Certification	Bidder to comply with RFP terms and conditions
583	RFP-01-25-26-RFP-for-Selection-of-SI	229	Resource Requirements	4.18. If a resource works all the working days in a given month, the full payment for the month will be made. If a resource works less than the required number of working days and a suitable replacement is not provided on such days, the proportionate payment will be deducted for the absent days. Apart from this equal amount will be deducted towards penalty from the amount payable.	Bidder needs to size the resources as per the service window. So pls let us know the working hours of the Bank (separately for Karnataka or Kerala if required).	The detailed shift-wise resource count (indicative) is provided as Annexure:
584	RFP-01-25-26-RFP-for-Selection-of-SI	229	Resource Requirements	General	1. Bidder's understanding is Bank has slready sized the resources for 24x7 service window, pls confirm 2. Bank to provide the service window for each of the resource line item asked in the table	The understanding of the Bidder is correct. The detailed shift-wise resource count (indicative) is provided as Annexure -1 to Pre-Bid Queries
585	Annexure-23	229	16	L2 Resource for Applicatio n Performan ce Monitoring	Please share the bifurcation of 50 RE count within multiple technology covered under Apps performance support such as Windows, Storage and backup, DBA, AIX, Linux etc.	The detailed shift-wise resource count (indicative) is provided as Annexure -1 to Pre-Bid Queries
586	Annexure-23	231	17-18	L2 for Windows Administra tor with Knowledge in Active Directory, Windows + Hyper view	please suggest how this profiles different from above point no. 16 ideally this together 10 number count would be L3 resource please confirm	The detailed shift-wise resource count (indicative) is provided as Annexure -1 to Pre-Bid Queries

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
587	Section- G General Conditions	252	8. FALL CLAUSE	The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR undertakes that it has not supplied/is not supplying similar product/systems or subsystems/ services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/ services was supplied by the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR to any other Bank or PSU or Government Department or to any other organization/ entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR to the BUYER, if the contract has already been concluded.	We propose the Modified clause, similar to other PSU Bank RFP : The Bidder undertakes that it has not supplied /is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry /Department of the Government of India or PSU/PSBs during the price validity period of RFP and if it is found at any stage that same or similar product /Systems or Subsystems was supplied by the Bidder to any other Ministry /Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.	Bidder to comply with RFP Terms and Conditions
588	Appendix I	252	9. INDEPENDENT EXTERNAL MONITORS	9. INDEPENDENT EXTERNAL MONITORS The BIDDER(s) accepts that the Monitors have the right to access without restriction to all Project /Procurement documentation of the BUYER including that provided by the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER. The BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER will also grant the Monitors, upon their request and demonstration of a valid interest, unrestricted and unconditional access to his documentation pertaining to the project for which the RFP/Tender is being /has been submitted by BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER. The same is applicable to Subcontractors. The Monitors shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractors ( ) with confidentiality	Bidder clarifies it shall not be obligated to share any information relating to Bidder's costs, Bidder proprietary data, confidential information of Bidder's other customers and internal audit reports of the Bidder.	Bidder to comply with RFP Terms and Conditions
589	Appendix I	255	FACILITATION OF INVESTIGATION	FACILITATION OF INVESTIGATION In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER and the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination		Bidder to comply with RFP Terms and Conditions
590	Appendix - J	256	**Appendix - J**	**SERVICE LEVEL AGREEMENT BETWEEN**	This shall be mutually discussed and agreed by both parties once down selected	Bidder to comply with RFP Terms and Conditions

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
591	Appendix J	257	10. ORDER CANCELLATION/ TERMINATION OF CONTRACT:	The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 10.1.1. Delay in delivery/solution beyond the specified period for delivery. 10.1.2. Serious discrepancies noted in the items delivered. 10.1.3. Breaches in the terms and conditions of the Order. 10.1.4. Non submission of acceptance of order within 7 days of order. 10.1.5. Excessive delay in execution of order placed by the Bank. 10.1.6. The Vendor/System Integrator commits a breach of any of the terms and conditions of the bid. 10.1.7. The Vendor/System Integrator goes in to liquidation voluntarily or otherwise. 10.1.8. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. 10.1.9. The progress made by the Vendor/System Integrator is found to be unsatisfactory. 10.1.10.If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.	Bidder wishes to clarify - Order termination or cancellation shall be limited to material breach solely attributable to Bidder. The cure period shall be prescribed in the contract and mutually agreed upon by the parties. Bank will be liable to pay all expenses incurred on account of termination (amortisation, termination fee or any other expenses) and for services rendered till date of termination. Any reference to "unsatisfactory" performance shall be mandatorily linked to clear and prescribed milestones/criteria as set out in the SoW or contract. Bidder wishes to clarify that risk purchase/ step in is not allowed. Client can choose to terminate in this event. No partial termination/step in is agreeable.	Bidder to comply with RFP Terms and Conditions
592	Appendix - J SERVICE LEVEL AGREEMENT BETWEEN	260	12. TRAINING AND HANDHOLDING:	During Reverse transition Bank will not pay any additional cost to the Vendor/ System Integrator for doing reverse transition.	Bidder request for below terms: - Reverse transition fees would be mutually discussed at the time of reverse transition	Bidder to comply with RFP Terms and Conditions
593	A. RFP main document	260	12.Training and Handholding	During Reverse transition Bank will not pay any additional cost to the Bidder for doing reverse transition	We request bank to kindly consider the inclusion of the clause as below- In the event of termination by Bank, the Bidder shall be paid for the: a) Goods delivered b) Services rendered c) Work in progress d) Unpaid AMC/Services	Bidder to comply with RFP Terms and Conditions
594	Appendix - J	260	**Appendix - J**	10.4. After the award of the contract, if the Vendor/System Integrator does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/System Integrator is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Bidder seeks deletion of the clause	Bidder to comply with RFP Terms and Conditions
595	Appendix - J	260	**Appendix - J**	10.7. Notwithstanding anything contained hereinabove, the Bank may terminate this contract by giving a 30 day's notice without assigning any cause.	Bidder seeks clarity if Termination for convenience is with 30 days or 180 days notice as its contradictory with RFP terms	For the Exit Management for reasons other than breach of contract terms, the Bank will serve the notice of termination to the Vendor/System Integrator at least 180 days prior, of its intention to terminate services. For all other, it is 30 days notice period.

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
596	Appendix J	261	14. INDEMNITY:	VENDOR/ SYSTEM INTEGRATOR shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SYSTEM INTEGRATOR; 14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SYSTEM INTEGRATOR; 14.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/System Integrator. 14.2. VENDOR/ SYSTEM INTEGRATOR shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them. 14.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities. 14.2.2. The limits specified in below clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible	Bidder wishes to clarify- Indemnity shall be limited to only third party claims, for acts solely attributable to Bidder and as awarded by a court of law, for damages that are resulting from infringement of IPR from use of Bidder owned/products and services.	Bidder to comply with RFP Terms and Conditions
597	Appendix - J	267	**30 GENERAL CONDITIONS TO CONTRACT:**	30.1.The VENDOR/ SYSTEM INTEGRATOR shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.	Bidder clarifies it shall not be obligated to share any information relating to Bidder's costs, Bidder proprietary data, confidential information of Bidder's other customers and internal audit reports of the Bidder.	Bidder to comply with RFP Terms and Conditions
598	Appendix K	271	Appendix K	Logging	How many log sources and approx. log volume/day (GB/TB) do you foresee for centralized log management? List any existing log mgmt tool currently used?	Bank is having Syslog Server and volume of the logs will be shared with the successful Bidder
599	Appendix M	275	a. List of KAGB Applications b. List of KGB Applications	A mandatory list of 30 applications to be monitored using an Application Performance Monitoring (APM) tool is provided below, separately for each bank.	Please share the detailed mapping of these 30 applications to the Infrastructure. This is critical for the APM Licensing.	Refer Annexure Details will be shared to the bidders who has submitted NDA as referenced in Appendix N.
600	Appendix	275	M	List of Applications Under APM Scope	Count of applications deployed On-premise and On-Cloud? If On-Cloud, then which is the cloud platform? (AWS, Azure, GCP, OCI etc.)	Details of applications already listed in the RFP document. All are on-prem applications only
601	Appendix	275	M	List of Applications Under APM Scope	1) Please specify indicative technologies (architecture, framework) used for application development 2) How many components to be integrated? 3) How many applications are mobile based out the listed 60?	Details will be shared to the bidders who has submitted NDA as referenced in Appendix N.
602	Appendix	275	M	List of Applications Under APM Scope	For Applications under monitoring scope, we require indicative details on 1) vCPU Count 2) No. of Cores 3) No. of Servers for each applications 4) RAM 5) Software Versions of Standard Applications (e.g. CBS)	Details will be shared to the bidders who has submitted NDA as referenced in Appendix N.

S.No	Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Bidder query / remarks	Bank's Response
603	Appendix	275	M	List of Applications Under APM Scope	How the implementation of APM solution approach is Bank looking for? Staggered or Parallel? If Parallel, then how many applications to be considered?	Bidder to comply with RFP terms and conditions
604	Appendix M	277	Appendix M	Appendix M	Should the APM solution also cover Dev/Test for DR or only Prod?	Bidder to comply with RFP terms and conditions
605	Appendix N	278	List of AMC / ATS	List of Items AMC/ATS	Some of the part codes of IBM Spectrum protect are not correct, pls share the correct part codes	Details will be shared to the bidders who has submitted NDA as referenced in Appendix N.
606	Appendix N	278	List of AMC / ATS	List of Items AMC/ATS	The X3550 and X3650 M5 are already EOSL. SI cannot provide AMC for EOL/EOSL devices	During the handover of H/w to successful bidder, Bank will ensure that all the H/w will be having active support. Hence the Bidder has to quote accordingly.
607	Appendix N	278	List of AMC / ATS	List of Items AMC/ATS	There are only 2 Dell x86 servers shared in the inventory list. Pls confirm that only these 2 servers are only running in the environment.	Bidders understanding is not correct. Detailed list already shared to Bidders who submitted NDA.
608	Appendix N	278	List of AMC / ATS	List of AMC & ATS received from bank post submission of NDA	Please clarify the following points. 1. Warrantee / ATS / AMC end date for each of the line items 2. There are 54 lines of items of CISCO, since network in not in scope. Bidder requests you to please exclude the same	Ref Page 278 Appendix-N; The detailed list of items under AMC and ATS support (as referenced in Appendix-N) will be shared only after execution of a Non-Disclosure Agreement (NDA) in the format .
609	Appendix N	278	List of Item AMC / ATS Excel	List of Item AMC / ATS Excel	Please provide the complete inventory of Operating systems, databases, middleware and applications (CBS and non-CBS) along with versions currently under AMC/ATS so that monitoring coverage can be planned.	Details will be shared to the bidders who has submitted NDA as referenced in Appendix N.