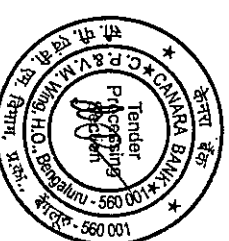
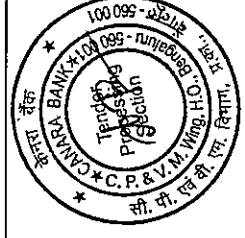


**Request for Proposal for Selection Vendor for End-to-End Implementation
of Comprehensive Offsite Transaction Monitoring (OTM) Solution for a period of 5 years**
RFP Ref No. GEM/2024/B/4917620 dated 13/05/2024

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	64	Annexure - 2	Pre-Qualification Criteria	5. The bidder should have implemented and maintaining Offsite Transaction Monitoring (OTM) Solution in any Scheduled Commercial Banks with minimum 2000 branches in India as on RFP date.	We request bank to modify this clause as below: The Bidder/OEM should have implemented and maintaining Offsite Transaction Monitoring (OTM) Solution in any Scheduled Commercial Banks with minimum 2000 branches in India as on RFP date.	Bidder to refer the corrigendum 1
2	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Payment Terms	Hardware cost (including OS) 70% On delivery of Hardware and Software. 20% On successful go-live of the proposed solution. 10% On completion of warranty or on submission of BG for the equivalent amount. Enterprise License cost 70% On delivery and successful implementation in UAT 30% On successful implementation in DR and go-live of One time implementation cost 30% On successful implementation in UAT 60% On successful implementation in DC, DR and go-live 10% On successful completion of DR Drill AMC/ATS Payment will be made Quarterly in arrears after deducting applicable penalties and Liquidated damages Netral	Hardware cost (including OS) 80% - On delivery of Hardware and Software. 10% - On successful go-live of the proposed solution. 10% - On completion of warranty or on submission of BG for the equivalent amount. Enterprise License cost 80% On delivery and successful implementation in UAT 20% On successful implementation in DR and go-live of One time implementation cost 50% On successful implementation in UAT 40% On successful implementation in DC, DR and go-live 10% On successful completion of DR Drill AMC/ATS Payment will be made Quarterly in arrears <u>OR Yearly in advance against submission of Bank Guarantee</u>	Bidder to comply with RFP terms and conditions
3	15	Section C, Deliverables and SLA	Delivery of Hardware, Clause No. 1.3.2	Within four (4) weeks from the date of acceptance of Purchase Order or five (5) weeks from the date of issue of Purchase Order	The duration for delivery of Hardware is too short. Request Bank to modify the clause as mentioned below: Within eight (8) weeks from the date of acceptance of Purchase Order or nine (9) weeks from the date of issue of Purchase Order	Bidder to refer the corrigendum 1



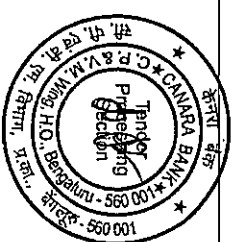
Request for Proposal for Selection Vendor for End-to-End Implementation of Comprehensive Offsite Transaction Monitoring (OTM) Solution for a period of 5 years RFP Ref No. GEM/2024/B/4917620 dated 13/05/2024						
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
4	16	Section C, Deliverables and SLA	Integration & Interfaces, Clause No. 2	The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period	In case of 3rd party integration, Bank to ensure the support required from 3rd party vendor. Since the number of integrations are not defined, request Bank to clarify how many integrations are to be considered for commercial. Request Bank to allow bidder to quote for per Integration Request Bank to confirm how does bidder ensure compliance of confidentiality, integrity clause as mentioned in Point 3.7 on Page No. 17	Details will be shared with selected bidder -A
5	19	Section C, Penalties, Liquidated Damages,	Penalties, Liquidated Damages, Clause No. 6.3.2	The maximum penalty levied under above clause 6.3.1 shall not be more than 10% of the Total cost of Ownership	Request Bank to modify the clause as mentioned below: The maximum penalty levied under above clause 6.3.1 shall not be more than 5% of the Total cost of Ownership	Bidder to comply with RFP terms and conditions
6	21	Section C	Payment Terms	<u>Hardware Cost</u> 70% on Delivery of Hardware 20% on Go Live 10% on completion of warranty	Request Bank to modify the milestones for release of payment for hardware as mentioned below: <u>Hardware Cost</u> 90% on Delivery of Hardware 10% on successful installation of Hardware	Bidder to comply with RFP terms and conditions
7	30	Section D	Earnest Money Deposit (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 in favour of Canara Bank, payable at Bengaluru	Our organisation is registered as a "Medium" entity under MSME Act of Govt. of India, Request Bank to waive off the tender fee and EMD as per GFR 2017 Guidelines - Rule No. 161 wherein it is mentioned that MSMEs should be exempted from payment of tender fees and EMD	Bidder to comply with RFP/GeM/Gov of India guidelines
8	64	Annexure 2	Pre Qualification Criteria, Clause No. 6 & 7	The bidder should submit purchase Order and satisfactory letter/reference letter from the customer duly mentioning the details of the solution	Request Bank to modify the clause as mentioned below: The bidder should submit Purchase Order/ Contract Agreement and/ or satisfactory letter/ reference letter from the customer duly mentioning the details of the solution	Bidder to refer the corrigendum 1



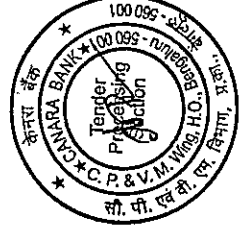
**Request for Proposal for Selection Vendor for End-to-End Implementation
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
9	73	Annexure 8, Scope of Work	Scope of Work, Clause 16	The solution should be able to provide onsite Disk-To-Disk (D2D) backup solution for taking backups of solution database, application on regular basis based on bank backup policy at both DC and DR locations	Request Bank to confirm what is the Backup Policy, Retention Period and current backup data size Also request Bank to kindly let us know what will be the frequency of offsite backup - Daily/ Weekly/ Monthly	For both DB and Server - both onsite and offsite copy is required at both the sites, whereas for daily backup only onsite is required For Database - Daily, Weekly, monthly and yearly backups to be taken (backup retention : Daily - One week, Weekly - One month , Monthly - One Year, Yearly - Permanent) For Server - Monthly Full OS backup to be taken (Monthly - 6 month retention) For file System level log or application backup - Group Restoration - minimum Once in 6 month for all. Bidder need to take care of their end to end supplied backup solution and infra Support and maintenance and configuration of infrastructure,softwares,databases,middle wares,servers,storage,SAH,networks etc., to be taken care by the selected bidder (end to end support) as per bank policy
10	73	Annexure 8, Scope of Work	Scope of Work, Clause 16	Backup Management	We assume that the Bank will be having its existing backup policy and we further assume that the backup solution and backup storage will be provided by Bank	Bidder need to take care of their end to end supplied backup solution and infra Support and maintenance and configuration of infrastructure,application,softwares,databases,middle wares,servers,storage,SAH,networks etc., to be taken care by the selected bidder (end to end support) as per bank policy
11	Page No. 74	Annexure 8, Scope of Work	Scope of Work, Clause 21	Expected YoY growth in transactions (approx) - 50%	As per our understanding of the mentioned clause, the YoY growth of 50% is for 1 year and accordingly it will be 250% for 5 years Request Bank to kindly confirm the same	Details will be shared with selected bidder
12	Page No. 74	Annexure 8, Scope of Work	Scope of Work, Clause 21	Total No of Scenarios/Rules - 50	Request Bank to kindly provide Annexure with list of scenarios	Details will be shared with selected bidder
13	Page No. 77	Annexure 8, Scope of Work	Onsite Resources, Clause 31,	Any customization requiring efforts up to 20 man days should be done by onsite resources and Bank will not pay separately for this customization. No ATS/AMC is payable on such customizations. Man days for any customization will be decided mutually	Request Bank to confirm if Onsite Application Resource will be specifically for application support or whether he will be utilised for development/ customisation as well	Bidder to refer the corrigendum 1

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Request for Proposal for Selection Vendor for End-to-End Implementation of Comprehensive Offsite Transaction Monitoring (OTM) Solution for a period of 5 years RFP Ref No. GEM/2024/B/4917620 dated 13/05/2024						
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
14	Page No. 78	Annexure 8, Scope of Work	Onsite Resources, Clause 31,	The selected bidder shall nominate a Project Manager for the entire contract period, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given	The Commercial Bid Format states only 2 onsite resources. There is no provision to add the commercial component of the 3rd resource - Project Manager Request Bank to modify the commercial format accordingly to accommodate the Project Manager costing	Bidder to comply with RFP terms and conditions
15	Page No. 78	Annexure 8, Scope of Work	Onsite Resources, Clause 31,	The selected bidder shall nominate a Project Manager for the entire contract period, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given	As per our understanding, all three onsite resources will be deployed at Bengaluru. Request Bank to kindly confirm the same	Bidder to comply with RFP terms and conditions
16	Page No. 86	Annexure 10	Technical Evaluation Criteria	Implementation experience of Offsite Transaction Monitoring (OTM) Solution by the Bidder The bidder should have implemented and maintaining the OTM Solution in Scheduled Commercial Banks having at least 2000 branches in India. Implementation Experience • 3 or more implementations - 15 marks • 2 implementations - 10 marks • 1 implementation - 5 marks Of the above, at least 1 implementation & maintaining in Scheduled Public/ Private Sector Banks having at least 2000 branches in India. It is mandatory for the OEM to submit past experience/ credentials.	Since Clause No. 1 and Clause No. 2 both refer to the Implementation Experience of Bidder, we request Bank to modify the Evaluation Criteria Scoring Pattern as mentioned below: Implementation Experience - 15 marks ISO Certifications - 10 marks Bidders Turnover - 15 marks (Max 15 marks for Turnover> 100 Cr) Compliance to Functional/ Technical Compliance - 30 marks Presentation - 30 marks	Bidder to refer the corrigendum 1



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18	NA	NA	General Queries	General Queries	Request Bank to let us know the locations of DC and DR	Details will be shared with selected bidder
19	NA	NA	General Queries	General Queries	In respect of Antivirus and OS/DB Patching, request Bank to let us know whether this activity will this be handed by the Banks team under their centralised Anti Virus and Patching solution	AV and Patching license to be supplied along with the project for standard operating system. Bank is using trendmicro AV and BigFix Patching for which license to be supplied however same can be informed only to the selected bidder. In case of any custom operating system bidder to take care of security and patching system In case of Database or any other infrastructure patching bidder has to take care of their systems supplied along with this project Support and maintenance and configuration of infrastructure,application,softwares,databases,middle wares,servers,storage,SAN,networks etc., to be taken care by the selected bidder (end to end support) as per bank policy"

Date: 01-06-2024
Place: Bengaluru

Reputy General Manager



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