केनरा बैंक **Canara Bank**

Corrigendum-6 to GeM Bid ref: GEM/2022/B/2781804 dated 29/11/2022 for Selection of System Integrator for Core Banking Solution, Allied Applications, Infrastructure and Network Operations for the Bank.

It is decided to amend the following in respect of the above GeM Bid:

a. **GeM Bid Document, Bid Details (Bid End Date/Time, Bid Opening Date/Time, Page no. 1 of 6):**

Description	Existing details	Amended details
Bid End Date/Time	13-02-2023, 15:00:00	**22-02-2023**, 15:00:00
Bid opening Date/Time	13-02-2023, 15:30:00	**22-02-2023**, 15:30:00

b.

Sl. No.	Section/Annexure/Appendix of the GeM bid	Clause No.	Existing Clause	Amended Clause
1	Annexure 23 - Existing Hardware Inventory	Annexure 23 - Existing Hardware Inventory	Existing Annexure 23	For Category 1 Servers, AMC/ATS shall be quoted for Server Hardware and associated OS Licenses (Solaris, AIX, Oracle Linux) as mentioned in Annexure 23. For other categories including Category 2 Servers, AMC /ATS shall be quoted for Hardware only as mentioned in Annexure 23. Revised Annexure 23 will be shared with the Bidders who have signed the NDA

2	Annexure 1 – Eligibility Criteria for Bidders, Page 76 of main RFP	Eligibility Criteria Compliance Table point 7	The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Core Infrastructure/Core Network in at least 1 SCB/NBFC/SFB/Global Banks having minimum of 1000 branches in the last 7 years.	The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Core Infrastructure/ Core Network in at least 1 SCB/NBFC/SFB having minimum of 1000 branches in the last 7 years. (OR) The Bidder or its partner should have managed minimum 1 Core or 2 Allied Applications and On-premises Core Infrastructure/ Core Network in at least 1 Global Bank/Global Financial institution in the last 7 years, having minimum of 500 Branches/Offices and INR 50 lakh crores equivalent turnover in each of the last 3 years.
3	RFP	General	Global Banks	Global Banks wherever mentioned in the RFP shall mean Global Bank/Global Financial institutions
4	Annexure 9 – Bill of Materials	Annexure 9 – Bill of Materials	Existing Annexure	Please find the updated BOM as part of this corrigendum
5	Annexure 16 – Resource Requirements	Annexure 16	Existing Annexure	The amended Annexure for Resource requirements is attached to this corrigendum as amended Annexure-16.
6	Scope of Work, Point 10.2.9, Page 25	10.2.9. Database Administration	There are 26 Critical Databases, 50 Production databases, 28 UAT databases which are managed by current SI. The Bidder must agree that all databases of the Bank	There are 26 Critical Databases, 50 Production databases, 28 UAT databases which are managed by current SI. The Bidder must agree that all databases of the Bank

			along with the ones mentioned above will be administered as per applicable standards and requirements. <u>For critical database, ACS resources are required as per Annexure 16.</u>	along with the ones mentioned above will be administered as per applicable standards and requirements.

Date: 10/02/2023
Place: Bengaluru

Deputy General Manager

केनरा बैंक **Canara Bank**

Resource Requirements
(Should be submitted on Company's letter head with company seal and signature of the authorized person) (To be included in Part A- Eligibility cum Technical Proposal)

SUB: RFP for Selection of System Integrator for Core Banking Solution, Allied Applications, Infrastructure and Network Operations for the Bank.

Ref: GEM/2022/B/2781804 dated 29/11/2022.

To

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Date:

Canara Bank,
DIT Wing, Head Office,
Naveen Complex, 14 M G Road
Bengaluru

Subject: Resource requirements declaration letter.

We hereby declare that <Bidder's complete legal name as mentioned on Bid covering letter> we will adhere to the below mentioned resource requirements.
Please refer the same table number in the amended Bill of Materials for providing the costing.

Table H: Program Management Resources

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	Program Manager (Mandatorily on Bidders payroll)	1		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. or equivalent or higher qualification **Experience and knowledge** Practical experience in project management methodology and techniques gained through managing large and complex projects. Experience in managing Bank operations engagements and have worked as a Program manager in at least one Schedule Commercial Bank in India	18+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				Certification (Minimum one) • ITIL 4 Certified • PMP Certified • Prince-2 Certified	
2.	Technical Lead (Applications & Interfaces, Infrastructure, Network, UAT and New tools)	5		**Educational Qualification** Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher qualification. **Experience and Knowledge** Should have experience in Allied Applications & Interfaces, Infrastructure management but not limited to (Windows/Solaris/IBM Unix/AIX Administration/RHEL), storage, database (Oracle/DB2/Sybase/MySQL/MSSQL) and Network (Firewall/Load balancer/WAF/switch/router/SD-WAN) in Banking Domain. **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	10+
3.	Admin for all new tools (ITSM, SAMS,	4		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in	2+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
	Patch Management, Capacity management, IPAM)			Computer Science/Electronic & Tele-communication & or equivalent or higher qualification **Experience & Knowledge** Experienced in supervising IT services team to support and maintain company IT infrastructure. The roles and responsibilities including provide infrastructure support for new releases and deployments. Interact with business team to understand service level agreements and communicate the same to team members. Mentor and direct team members for timely completion of assigned projects. Conduct team meetings on regular basis to discuss about project issues and status. Perform root cause analysis of infrastructure problems and develop resolution plans. Perform incident analysis and suggest action items. Maintain all documentations for deployment, maintenance, upgrades, and problem resolution activities. Ensure team follows best practices and maintain service level agreements. **Certification** ITIL /Service now certified administrator or equivalent certification	
4.	Application Lead	5		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. or equivalent or higher qualification **Experience and knowledge**	10+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				Practical experience in project management methodology and techniques gained through managing large and complex projects. Experience in managing Bank operations engagements and have worked as a Program manager in at least one Schedule Commercial Bank in India **Certification (Minimum one)** • 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	

Table I: Allied Application Support

Sl. No.	Application Name	Minimum Resources (L2 & L3)	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	Mobile Banking (Canara Ai1)	18		**Educational Qualification**	L2 3+

2.	UPI Switch and Services			Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. **Experience and Knowledge-** Experience of working in IT Technical Application & Interfaces, Infrastructure and Network support for Customization, Implementation, Configuration. Knowledge of Internet Banking, Mobile Banking, UPI, Payment Services, Customization, Implementation, Configuration, Knowledge of Banking Operation Logic, RTGS, NEFT, EOD, BOD. Vendor Management, customization. Should have worked as L1 Support for at least one Scheduled Commercial Bank in India. **Certification** Application Development	L3 6+
3.	IMPS Switch & Services			
4.	Application Service Engineer	5		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. **Experience and Knowledge-** Debug the production issues ,Support application management ,resolve minor and medium production issues, consider the escalation from system team and provide resolution, attend issues raised by L1 and L2 team ,Log analysis, bug identification , and escalation to offshore team for resolution , customer complaints analysis and response ,support bank's production requirement directly related to MB,IMPS and UPI switch ,integration coordination with various department and vendors ,solve deployment related issues ,UAT Support, post go-live support, Quick fixes required at property and configuration level, production issues	3+

| | | | | configuration, coordination with various departments for development, requirement and signoff

Certification
Java, SQL, and any other similar certification |

Please note that <u>all</u> Resources for above table shall be from the respective OEM and will be as per the below mentioned shift timings:

- 4 L2 resources in each shift, 3 shifts per day; Additional 2 L2 resources in General Shift.
- 4 L3 resources in General Shift.
- 5 Application service engineers in General Shift.

The L2 and L3 resources for the following applications deployed by the Bidder should be in 2:1 ratio respectively.

Sl. No.	Application Name	Minimum Resources (L2 & L3)	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	Canara Diya			**Educational Qualification**	
2.	Central Processing HUB (CPH)			Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification.	
3.	Tab Banking				
4.	MQ For NEFT / RTGS	12		**Experience and Knowledge-** Experience of working in IT Technical Application & Interfaces, Onboarding applications, ITSM, Payment services, Middleware. Should have worked as L1 Support for at least one Scheduled Commercial Bank in India.	L2- 3+ L3- 6+
				Certification Application Development	
5.	Nisys				

Sl. No.	Application Name	Minimum Resources (L2 & L3)	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
6.	Document Management System (DMS)				
7.	Remit Money				
8.	DMS (Can FX) & EDMS (FX4U)				
9.	ESB/IIB				

DMS (Can FX) & EDMS (FX4U) and Remit Money onsite support resources should be deployed in Mumbai location.

Table J: Core Banking Support

The L2 and L3 resources for the following applications deployed by the Bidder should be in 2:1 ratio respectively.

Sl. No.	Application Name	Minimum Resources (L2 & L3)	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	Oracle Flexcube Retail and Corporate Banking			**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification.	
2.	Oracle Flexcube Universal Banking System			**Experience and Knowledge-**	
3.	Oracle Banking Treasury Management (OBTM)	40		1. Experience of Flexcube Core Banking applications, Treasury, Customization, Implementation, Configuration, managing EOD/BOD process 2. Willing to work in 24X7 environment Should have worked in Similar Projects 3. Experience in managing Treasury related applications	L2- 5+ L3- 8+
4.	Oracle Banking Digital Experience (OBDX) (Internet Banking)			**Certification** Application Development	

Please note that all L2 and L3 Resources for above table shall be from the respective OEM (OFSS).

Oracle Banking Treasury Management (OBTM) onsite support resources should be deployed in Mumbai location.

Table K: Infrastructure Support

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	DBA for UAT environment	DC-4 (L2) DR-0		**Educational Qualification** Diploma/Degree **Experience and knowledge** Intermediate DBAs with good knowledge in troubleshooting backup, restoration, export import, gather, Patch management. DB creation. Good knowledge in performance tuning required. **Certification (Minimum one)** OCP	5 years in oracle DB
2.	L2 Resource (VMware Admin)	DC-1 DR-1		**Educational Qualification** Diploma/Degree **Experience and knowledge** Managing VMware administration **Certification (Minimum one)** VMware Certification	2 years in VMware admin

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Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
3.	L2 Infra Server and Storage support from OEM	DC-1 DR-1		**Educational Qualification** Diploma/Degree **Experience and knowledge** Experience in Hardware fix for IBM power series servers. **Certification (Minimum one)** IBM certified specialist in Power Series	3 years
4.	L2 Resource (DBA)	DC-5 DR-3		**Educational Qualification** Diploma/Degree **Experience and knowledge** Intermediate DBAs with good knowledge in troubleshooting backup, restoration, export import, gather, Patch management. DB creation. Good knowledge in performance tuning required. **Certification (Minimum one)** OCP	5 years in Oracle DB
5.	L3 Resource (DBA)	DC-1 DR-0	'	**Educational Qualification** Degree **Experience and knowledge** Expert DBAs with advanced knowledge in designing DBs, performance tuning, troubleshooting backup, restoration, export import, gather, Patch management. DB creation **Certification (Minimum one)** OCP	7 years in Oracle DB

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
6.	L2 Resource (System Linux)	DC-5 DR-3		**Educational Qualification** Diploma/Degree **Experience and knowledge** Maintenance, Monitoring, Administration, and Management of Software and Hardware; All System Administration tasks w.r.t Linux Systems of all versions, Configuration management of Linux, Patch managements Hardening and secure hardening and fixing vulnerable observations, Driving the assigned project. Experience in implementing security, improvements by assessing current situation, Any other work entrusted by the Bank from time to time, Knowledge in shell scripting and automations of IT jobs, DR switch over experiences, OS Cluster Configuration, Configuration hardening, Inventory management, License management, release management, DC and DR syncing, LDAP ,NTP, SIEM, PIM integrations **Certification (Minimum one)** RHCE	5 years in OS administration

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
7.	L2 resource (System Windows)	DC-5 DR-3		**Educational Qualification** Diploma/Degree **Experience and knowledge** Intermediate system administrator with good knowledge in Install, configure and maintain systems and applications. Managing incidents and problems on a daily basis to minimize downtime on customer activities by maintaining SLA. Troubleshoot system and applications issues. Root Cause Analysis, Maintain documents, procedures and technical guides. **Certification (Minimum one)** MCSA	5 years in windows administration
8.	L2 resource (AIX)	DC-5 DR-3		**Educational Qualification** Degree **Experience and knowledge** Intermediate knowledge in upgrades, installing applications, implementing AIX security policies, solving technical issues, and preparing disaster recovery strategies. Root Cause Analysis **Certification** IBM certificate on AIX administration	5 years in AIX administration

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
9.	L3 resource (AIX)	DC-1 DR-0		**Educational Qualification** Degree **Experience and knowledge** Advanced system administrator with advance knowledge in install, configure and maintain systems and applications. activities. Troubleshoot system and applications issues. Coordinate and review all system related activities. Root Cause Analysis **Certification** IBM certificate on AIX administration	7 years in AIX administration
10.	L2 resource (Backup and Storage)	DC-5 DR-4		**Educational Qualification** Degree **Experience and knowledge** Provide advice on the ITS backup and storage services. Manage and maintain the backup systems. Ensure backups are run to schedule and retention is met. Verify all full backup jobs **Certification** Industry leading OEM Certification	5 years

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
11.	L3 resource (Backup and Storage)	DC-1 DR-0		**Educational Qualification** Degree **Experience and knowledge** Advance level knowledge in backup and storage. Will be able to plan and implement critical activities **Certification** Industry leading OEM Certification	7 years

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
12.	L2 resource (MSSQL DBA)	DC-2 DR-1		**Educational Qualification** Degree **Experience and knowledge** Middleware administrator with basic knowledge in Install, configure and maintain Middleware applications. Middleware Software Monitoring. Managing incidents and problems on a daily basis to minimize downtime on customer activities by maintain SLA. Troubleshoot Middleware and applications related issues. Maintain documents, standard operating procedures and technical guides. Maintenance and Administration of Middleware, implementing security improvements by assessing current situation; Evaluating trends; Anticipating requirements and making changes to keep the organization secure, any other work entrusted by the Bank from time to time. Fixing vulnerability and upgrading version of middleware **Certification** Middleware Certified Professionals in WebLogic	3 years of Experience

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
13.	Oracle ACS Support for Middleware	DC-2 (L2) DR-0		**Educational Qualification** Degree **Experience and knowledge** Middleware administrator with basic knowledge in Install, configure and maintain Middleware applications. Middleware Software Monitoring. Managing incidents and problems on a daily basis to minimize downtime on customer activities by maintain SLA. Troubleshoot Middleware and applications related issues. Maintain documents, standard operating procedures and technical guides. Maintenance and Administration of Middleware, implementing security improvements by assessing current situation; Evaluating trends; Anticipating requirements and making changes to keep the organization secure, any other work entrusted by the Bank from time to time. Fixing vulnerability and upgrading version of middleware **Certification** Middleware Certified Professionals in Weblogic	5 years of Experience in Middleware Platform-Weblogic, Jboss or any other equivalent with minimum 2 years in Oracle ACS support.

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
14.	L2 resource (Middleware support)	DC-4 DR-1		**Educational Qualification** Degree **Experience and knowledge** Middleware Administrator with strong knowledge in Migration, Installation, configuration and maintaining Middleware applications. Good knowledge in troubleshooting, Fix pack/PSU Patch management. Good knowledge in performance tuning required. Middleware, implementing security improvements by assessing current situation; Evaluating trends; Anticipating requirements and making changes to keep the organization secure, any other work entrusted by the Bank from time to time. Fixing vulnerability and upgrading version of middleware, applying fix pack, configuring parameter to Applying fix pack, configuring parameter to improve application performance, fixing vulnerability issue by coordinating with OEM, & improve application performance **Certification** Middleware Certified Professionals in WebLogic/WebSphere/Jboss/Apache Tomcat/IBM MQ/Rabbit MQ/IIS MQ/Nginx/Spring framework	5 years of Experience in Middleware Platform- Weblogic, Jbos, Apache tomcat or any other

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
15.	L2 resource (Antivirus Admin support)	DC-1 DR-0		**Educational Qualification** Degree **Experience and knowledge** AV administrator with knowledge of various engines like Antimalware, Web-reputation, AV firewall, File Integrity, HIPS, Application control. Should have good knowledge of Anti-APT solution and Data protection solution. Should have experience to analyze the events and group it based on the criticality and report the events. **Certification** Any leading certification from leading Anti-virus OEM	3 Years of Experience in Antivirus, Anti-APT, Data protection and EDR solution.
16.	L2 resource (Solaris System)	DC-1 DR-0		**Educational Qualification** Degree **Experience and knowledge** Intermediate knowledge in upgrades, installing applications, implementing Solaris security policies, solving technical issues, and preparing disaster recovery strategies. Root Cause Analysis, Configuration hardening and OS hardening and role base access configuration, LDAP, NTP, SIEM, PIM integrations, Inventory management, License management, release management, DC and DR syncing **Certification** Oracle Solaris Certifications	5 year in Solaris administration

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
17.	L2 Oracle ACS Database support	DC-5 DR-0		**Educational Qualification** Degree **Experience and knowledge** Solaris Server, Solaris Cluster, Solaris Logical Domains (Architecture and Design) Zones, Oracle Enterprise Linux, ZFS, Oracle database, Exadata and Super Cluster Advanced knowledge of relational databases Oracle, SQL server and data modeling. Include assistance in following activities but not limited to: a. Installation and configuration. b. Patch and update installation. c. Technology and software lifecycle guidance. d. Product functionality guidance. e. Research setup issues and provide recommendations. f. Oracle product clustering and Real Application Clusters ("RAC") advice and guidance. g. Database and system partitioning. h. Configuration documentation and run books. i. Database and storage performance optimization. j. Change management and patching processes **Certification** Oracle Training and Certification (OCP)	5 years in Oracle Database support with minimum 2 years in Oracle ACS Database support.

Table L: Network Support

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1	Network Support Lead	2		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification **Experience & Knowledge** Experienced network expert for assisting the Bank's team in networking activities and scope of work. The roles and responsibilities include planning, designing and upgrading network installation projects, they also play a role in creating, maintaining, and modifying an IP network's hardware, software, and virtualized components. Creating and following SD-WAN and SDWAN implementation plans. Monitoring of ADCs of different OEMs but not limited to F5, Citrix. He / She should have an experience of more than 10+ years as IT network architect/SME in large projects of similar nature. **Certification** • CCNP-Security/CCNP-Data Center/CCSE/JNCIP-DC/JNCIP-SEC/Other Industry leading OEM Professional level Certification related	10+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				to Firewall or Data center.	
2.	L2 Resource (R & S)	DC-7 DR-5		**Educational Qualification** Diploma/Degree **Experience and knowledge** 1. Monitoring of Network links and devices like Router, Switches 2. Good Understanding of Routing and Switching technology 3. Troubleshoot skill for Medium Complexity incidents. 4. Configuring routers and switches. 5. Identifies problems and errors prior to or when they occur and provide the resolution. 6. Enterprise network maintenance **Certification** CCNA/CCNP/JNCIA /JNCIP /Other Industry leading OEM Professional level Certification related to Routing and Switching.	5 years in Routing and Switching
3.	L3 Resource (R & S)	DC-2 DR-1		**Educational Qualification** Degree **Experience and knowledge** 1. Expert level Understanding of Network security technology 2. Troubleshoot skill for Complex incidents involving multiple devices of different OEMs. 3. Configuration skill of Firewall, IPS, Antibots 4. Assessing situation, identify problems and provide solutions. 5. Planning, Designing, Implementing and Managing the different types	7 Years in Routing and Switching

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				of networks and security devices from multiple OEMs 6. Leadership and Management Skills. **Certification** CCIE/JNCIE/Other Industry leading OEM expert level Certification	
4.	L2 resource (Network Security)	DC-7 DR-4		**Educational Qualification** Diploma/Degree **Experience and knowledge** 1. Monitoring of Network and Security devices of different OEMs like firewall, IPS, Antibots 2. Good Understanding of Security technology and compliance 3. Troubleshoot skill for Medium Complexity incidents. 4. Configuration of firewalls and other security devices. 5. Identifies problems and errors prior to or when they occur and provide the resolution. 6. Enterprise network security maintenance **Certification** CCNA-Security/CCNP-Security/CCNP-Data Centre/CCSE/JNCIA-Security/JNCIP-DC/JNCIP-Security/Other Industry leading OEM Professional level Certification related to Firewall or Data centre	5 years in Network and Security
5.	L3 resource (Network Security)	DC-2 DR-1		**Educational Qualification** Degree **Experience and knowledge** 1. Expert level Understanding of Network security	7 Years in Network and Security

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				technology 2. Troubleshoot skill for Complex incidents involving multiple devices of different OEMs. 3. Configuration skill of Firewall, IPS, Antibots 4. Assessing situation, identify problems and provide solutions. 5. Planning, Designing, Implementing and Managing the different types of networks and security devices from multiple OEMs 6. Leadership and Management Skills. **Certification** CCIE/CCIE-Data centre/CCIE Security/CCSM/Other Industry leading OEM expert level Certification	
6.	L2 resource (ADC)	DC-2 DR-1		**Educational Qualification** Degree **Experience and knowledge** Monitoring of ADCs of different OEMs like F5, Citrix 2. Expert level Understanding of Network and Web Security technology, OWASP and compliance 3. Troubleshoot skill for Complex incidents. 4. Configuration of Load balancer, Web Application firewalls and other modules of ADCs. 5.Assessing situation, Coordinate with different stake holders, identify problems and provide solutions. 6. Planning, Designing, Implementing and Managing the different types of ADCs of multiple OEMs 7. Leadership and Management Skills.	5 years in managing Application Delivery Controller

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				Certification F5-201/Other Industry leading OEM Professional level Certification	
7.	L3 resource (ADC)	DC-1 DR-0		**Educational Qualification** Degree **Experience and knowledge** 1. Monitoring of ADCs of different OEMs like F5, Citrix. 2. Expert level Understanding of Network and Web Security technology, OWASP and compliance 3. Troubleshoot skill for Complex incidents. 4. Configuration of Load balancer, Web Application firewalls and other modules of ADCs. 5.Assessing situation, Coordinate with different stake holders, identify problems and provide solutions. 6. Planning, Designing, Implementing and Managing the different types of ADCs of multiple OEMs 7. Leadership and Management Skills. **Certification** F5-301/F5-303/Other Industry leading OEM Professional level Certification	7 years in managing Application Delivery Controller
8.	CO and HO	40		**Educational Qualification** Degree **Experience and knowledge** Managing IT operations and Network Operations **Certification** CCNA or its equivalent, MCSA	2 years in managing Network Infrastructure monitoring

1. There are total of 24 Circle Office.

2. A total of 40 technical resources are required with 24 resources in Circle Office, 2 resources in Bandra Kurla Complex (BKC), 2 resources in Manipal and 12 resources in Head office and Head office Annexe.

Sl. No.	Circle
1.	AGRA
2.	AHMEDABAD
3.	BENGALURU
4.	BHOPAL
5.	BHUBANESWAR
6.	CHANDIGARH
7.	CHENNAI
8.	DELHI
9.	GUWAHATI
10.	HUBBALLI
11.	HYDERABAD
12.	JAIPUR
13.	KARNAL
14.	KOLKATA
15.	LUCKNOW
16.	MADURAI
17.	MANGALURU
18.	MANIPAL
19.	MUMBAI
20.	PATNA
21.	PUNE
22.	RANCHI
23.	THIRUVANANTHAPURAM
24.	VIJAYAWADA

Table N: Helpdesk Management

Sl. No.	Application Name	Resources	Additional Resources to maintain SLA (if any)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	Helpdesk Management	40		Educational Qualification Graduate in Science/ Commerce/Engineering preferably, BE/B. Tech/MCA/MBA with	2+

| | | | | minimum 2 year of Core or Allied Applications experience/Infrastructure/ Network in the field of Banking IT domain / support of related solution.

Experience and Knowledge-
1. Knowledge of Oracle Flexcube, Allied applications, Core Infrastructure and Network
2. Business Logic of Banks, handling calls, managing EOD/ BOD operations of Bank
3. Knowledge of Core Banking Solutions, Banking support
4. Troubleshooting of issues observed/reported on day-to-day basis
5. Working knowledge on Service Ticketing/ Management Solutions. | |

- Out of 40 resources, total of 18 L1 resources will be dedicated for Mobile Banking, UPI and IMPS with the below mentioned shift timings:
- 5 L1 in each shift, 3 shifts per day; Additional 3 L1 in General Shift (Dedicated for MB, UPI, IMPS)

Table Q: Additional Application Support

Sl. No.	Application Name	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	L2 support from SI	L2 - 5 (Resources from SI)		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification.	L2- 4+

| | | | | **Experience and Knowledge-** Experience of working in IT Technical Application & Interfaces, Core Banking Application, Onboarding applications, ITSM, Payment services and Middleware. Experience of Flex cube Core Banking applications, Treasury, Customization, Implementation, Configuration, managing EOD/BOD process

Should have worked as L1 Support for at least one Scheduled Commercial Bank in India.

Certification Application Development | |

Resource Requirements (Support Timings)

Sl. No.	Resource Type	Support Time
1	Program Management Resources	Bank Working Days and Hours
2	Oracle FLEXCUBE Core Banking Retail & Corporate	24*7 support
3	Oracle Banking Digital Experience FLEXCUBE (OBDX)	24*7 support
4	Oracle FLEXCUBE Universal Banking System (for Overseas Branches - New York, London, and Dubai)	24*7 support
5	Oracle Banking Treasury Management (OBTR)	24*7 support
6	Mobile Banking	24*7 support
7	UPI Switch and Services	24*7 support
8	IMPS Switch & Services	24*7 support
9	Document Management System	Bank Working Days (9 A.M to 9 P.M)
10	Canara Diya	Bank Working Days (9 A.M to 9 P.M)
11	Central Processing HUB (CPH)	Bank Working Days (9 A.M to 9 P.M)
12	Tab Banking	Bank Working Days (9 A.M to 9 P.M)
13	NISYS	Bank Working Days (9 A.M to 9 P.M)
14	MQ for NEFT/RTGS	Bank Working Days (9 A.M to 9 P.M)
15	DMS (Can FX) & EDMS (FX4U)	Bank Working Days (9 A.M to 9 P.M)
16	Helpdesk Management	24*7 support. (Limited Resources from 9 P.M – 8 A.M)

17	Additional Application Support	24*7 support
18	Remit Money	Bank Working Days and Hours (9 A.M to 9 P.M)
19	Infrastructure Support	24*7 support
20	Network Support	24*7 support
21	Technical resources for RO and HO	Resident engineers at CO (9:30 A.M to 6:30 P.M) Resident engineers at HO, BKC and Manipal location (9 A.M to 9 P.M)
22	Network Support Lead	For CO Bank Working Days and Hours (9 A.M to 9 P.M)

Canara Bank
केनरा बैंक

Amended Annexure-9

Bill of Materials

Kindly find the below attached link for the Amended Annexure-9 Bill of Materials

BOM -6.xlsx

All the other Instructions and Terms & Conditions of the above GeM Bid remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

Date: 10/02/2023
Place: Bangalore

Deputy General Manager