

S. No.	Clause in RFP	Clarifications/ Changes made
1	<p>[A] Important Dates:</p> <p>5. Last Date of Submission of RFQ Response (Closing Date)</p> <p>03:00 PM on 5th January, 2023</p>	<p>[A] Important Dates:</p> <p>5. Last Date of Submission of RFQ Response (Closing Date)</p> <p>03:00 PM on 17th January, 2023</p>
2	<p>Annexure 2 – Evaluation Terms</p> <p>A. Eligibility cum Technical Bid</p> <p>C. Experience & Support Infrastructure</p> <p>3. The bidder should have continuing experience in managing and supporting the following in at least one Public/Private Sector Bank(s) in India for the past two years in each of the below domains:</p> <p>a) Database Administration & Management (Oracle/MS SQL)</p> <p>b) Application administration & Support management</p> <p>c) Middleware administration & management (Weblogic/ Websphere)</p> <p>d) System Administration & Maintenance (HP-UX/Windows Server 2012 & above/IBM-AIX/ Solaris/ RHEL/ ESX/VMWare)</p> <p>e) Network & Security Devices administration & management</p> <p>f) Data Centre, Disaster Recovery Centre and NDR operations</p> <p>g) Storage Administration & Management</p> <p>h) Backup & Recovery Management</p>	<p>Annexure 2 – Evaluation Terms</p> <p>A. Eligibility cum Technical Bid</p> <p>C. Experience & Support Infrastructure</p> <p>3. The bidder should have continuing experience in managing and supporting the following in at least one Public/Private Sector Bank(s) in India / Global BFSI for the past two years in each of the below domains:</p> <p>a) Database Administration & Management (Oracle/MS SQL)</p> <p>b) Application administration & Support management</p> <p>c) Middleware administration & management (Weblogic/ Websphere)</p> <p>d) System Administration & Maintenance (HP-UX/Windows Server 2012 & above/IBM-AIX/ Solaris/ RHEL/ ESX/VMWare)</p> <p>e) Network & Security Devices administration & management</p> <p>f) Data Centre, Disaster Recovery Centre and NDR operations</p> <p>g) Storage Administration & Management</p> <p>h) Backup & Recovery Management</p>
3	<p>Annexure 07 – Project Details and Scope of Work</p> <p>1. Application Maintenance, Integration and Support for</p> <p>i. CBS Finacle 10.x or above for Domestic and International Territories</p> <p>ii. Non-CBS applications as mentioned in below Sr. No. 2.</p>	<p>Annexure 07 – Project Details and Scope of Work</p> <p>1. Application Maintenance, Integration and Support for</p> <p>i. CBS Finacle 10.x or above for Domestic and International Territories including CSIS/Connect24/Finacle Integrator/GBM</p> <p>ii. Non-CBS applications as mentioned in below Sr. No. 2.</p>

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	<p>2. Application ATS, maintenance, integration and support for following listed applications and Bank may include/exclude any of the applications at its own discretion.</p> <p>i. CBS/CSIS/Connect24/FI/GBM</p> <p>ii. E-Banking</p> <p>.....</p>	<p>2. Application ATS, maintenance, integration and support for following listed applications and Bank may include/exclude any of the applications at its own discretion.</p> <p>i. CBS/CSIS/Connect24/FI/GBM</p> <p>ii. E-Banking</p> <p>.....</p>
4	<p>Annexure 07 – Project Details and Scope of Work</p> <p>Bank may implement any new technology/product or refresh existing product during the contract period and MSP has to maintain, monitor and support the related IT Infrastructure and build interfaces with the applications managed by MSP. Any application which is managed by MSP and is refreshed by the Bank due to EOSL or Technology/Feature upgrade by deploying new software, then MSP should continue to maintain, monitor and support the new solution after handover by the Bank through respective application OEM/Partner. MSP has to acquire the required skillsets for any upgradation in respect of infrastructure or application during the contract period whenever requested by the Bank.</p>	<p>Annexure 07 – Project Details and Scope of Work</p> <p>Bank may implement any new technology/product or refresh existing product during the contract period and MSP has to maintain, monitor and support the related IT Infrastructure and build interfaces with the applications managed by MSP. Any application which is managed by MSP and is refreshed by the Bank due to EOSL or Technology/Feature upgrade by deploying new/upgraded software, then MSP should continue to maintain, monitor and support the new/upgraded solution after handover by the Bank through respective application OEM/Partner without any additional cost to the Bank. If new/upgraded software is from a different OEM, then Bank and MSP will mutually discuss and agree on raising any change request. MSP has to acquire the required skillsets for any upgradation in respect of infrastructure or application during the contract period whenever requested by the Bank.</p>
5	<p>Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP</p>	<p>Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP</p> <p>Following clauses stand deleted:</p> <p>2. Environmental Controls 2.1 & 2.2 deleted</p> <p>3. Network Management and Security 3.7 deleted</p> <p>4. Secure Configuration 4.3 deleted</p>

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		<p>11. Advanced Real-time Threat Defense and Management 11.1 & 11.2 deleted</p> <p>12. Vulnerability assessment and Penetration Test 12.1, 12.2 & 12.3 deleted</p> <p>14. Arrangement for continuous surveillance - Setting up of Cyber Security Operation Center (C-SOC) 14.1 deleted</p>
6	<p>18. Indemnity: Negligence or gross misconduct attributable to the Bidder or its employees or sub-contractors.</p>	<p>18. Indemnity: Negligence or gross misconduct attributable to the Bidder or its employees or sub-contractors. “Willful Misconduct” means any act or omission of a party which is willfully intended to harm the interests of the other party, provided however, that willful misconduct does not include ordinary negligence, an error of judgment or mistake of a person. “Gross Negligence” means an indifference to, and a blatant violation of a legal duty with respect to the rights of others, being a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. Gross negligence involves conduct that is extreme, when compared with ordinary negligence. A mere failure to exercise reasonable care shall not be a Gross negligence.</p>

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7	<p>Annexure 07 – Project Details and Scope of Work</p> <p>The Bidder shall also develop interfaces, APIs and required setup at CBS level to integrate various delivery/digital banking channels (existing and future) and other applications deployed as per requirement.</p>	<p>Annexure 07 – Project Details and Scope of Work</p> <p>The Bidder shall also develop interfaces, APIs and required setup at CBS level to integrate various delivery/digital banking channels (existing and future) and other applications deployed as per requirement based on the scope/methodology developed and agreed mutually by Bank and the bidder</p>
8	<p>Annexure 07 – Project Details and Scope of Work</p> <p>2. Application ATS, maintenance, integration and support for following listed applications and Bank may include/exclude any of the applications at its own discretion.</p>	<p>Annexure 07 – Project Details and Scope of Work</p> <p>2. Application ATS, maintenance, integration and support for following listed applications and Bank may include/exclude any of the applications at its own discretion by informing the same to MSP in advance. Any new inclusion of the application will be discussed mutually agreed by the Bank and MSP based on which if required change request can be initiated.</p>
9	<p>Annexure 07 – Project Details and Scope of Work</p> <p>5. Desktop/Workplace helpdesk support for security patching, antivirus updates, software updates and DNS/Proxy issues</p>	<p>Annexure 07 – Project Details and Scope of Work</p> <p>5. Desktop/Workplace helpdesk support for security patching, antivirus updates, software updates and DNS/Proxy issues should be carried out centrally/remotely through respective tools/software.</p>

All other Terms & Conditions are same as per our RFQ no. BCC:IT:PROC:114:50 dated 07.12.2022 for Selection of Managed Services Provider for Management, Operations, Support, and Maintenance of DC, DRC and NDR center's IT Infrastructure along with Core Banking & Associated Applications.