

Clause in RFP

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 13th June, 2023</p> <p>6. Eligibility Cum Technical Bid Opening Date</p> <p>3:30 PM on 13th June, 2023</p>	<p>[A] Important Dates:</p> <p>5. Last Date of Submission of RFQ Response (Closing Date)</p> <p>03:00 PM on 20th June, 2023</p> <p>6. Eligibility Cum Technical Bid Opening Date</p> <p>3:30 PM on 20th June, 2023</p>
2	<p>Annexure 2 – Evaluation Terms</p> <p>A. Eligibility cum Technical Bid</p> <p>Pre-qualification / eligibility criterion for the bidder to qualify this stage is clearly mentioned in Table below. The Bidder would need to provide supporting documents as part of the eligibility proof. All dates if not specified to be applicable from the date of the RFQ.</p> <p>Eligibility Criteria Table</p>	<p>Annexure 2 – Evaluation Terms</p> <p>A. Eligibility cum Technical Bid</p> <p>Pre-qualification / eligibility criterion for the bidder to qualify this stage is clearly mentioned in Table below. The Bidder would need to provide supporting documents as part of the eligibility proof. All dates if not specified to be applicable from the date of the RFQ.</p> <p>Please refer revised Eligibility Criteria Table attached as Appendix 1 to this Addendum.</p>
3	<p>4. Sub – Contracting (Page No 9):</p> <p>The selected service provider/vendor is allowed to subcontract non-core services, however in any case there will not be more than one subcontract allowed during the term of engagement. Even though it is subcontracted, the service provider will be solely responsible to the bank for the delivery of the services. The Service Provider is not allowed to subcontract any service related to core infrastructure / product / Software (development, maintenance, product management, program management, application performance monitoring etc.). The service Provider is allowed to avail OEM professional</p>	<p>4. Sub – Contracting (Page No 9):</p> <p>The selected service provider/vendor is allowed to subcontract non-core services, however in any case subcontract will be allowed during the term of engagement only with prior permission from the Bank and the accountability of managing and maintaining the SLA's etc. will always remain with the bidder. Even though it is subcontracted, the service provider will be solely responsible to the bank for the delivery of the services. The Service Provider is not allowed to subcontract any service related to core infrastructure / product / Software (development, maintenance,</p>

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	<p>services. Bidder needs to submit the complete details of the plan for subcontracting/availing OEM services, in advance along with the proposal/ response document with all the details of the work/ services. Please note that no work/ services shall be subcontracted without prior permission from the Bank in writing</p>	<p>product management, program management, application performance monitoring etc.). The service Provider is allowed to avail OEM professional services. Bidder needs to submit the complete details of the plan for subcontracting/availing OEM services, in advance along with the proposal/ response document with all the details of the work/ services. Please note that no work/ services shall be subcontracted without prior permission from the Bank in writing.</p>
	<p>Annexure 07 – Project Details and Scope of Work (Page No 41)</p> <p>..... If new/upgraded software is from a different OEM, then Bank and MSP will mutually discuss and agree on raising any change request. </p>	<p>Annexure 07 – Project Details and Scope of Work (Page No 41)</p> <p>..... If application upgrade has to be carried out by the MSP or any new application is added as part of the scope, then Bank and MSP will mutually discuss and agree on raising any change request. However, any database/middleware/operating system upgrade which is required due to EOSL/application upgrade has to be carried out by the MSP without any additional cost to the Bank. </p>

All other Terms & Conditions are same as per our RFQ no. BCC:IT:PROC:115:08 dated 16.05.2023 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.

Appendix -1

S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Documents Required
A	General		
1	<p>Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India for last 5 years.</p> <p>In case the bidding company/ firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process and novation agreement is in place.</p>		<p>Documentary Proof to be attached (Certificate of Incorporation)</p> <p>AND</p> <p>Novation Agreement (if applicable).</p>
2	<p>Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) since 1st April 2020 till date.</p>		<p>Letter of confirmation (self-certified letter signed by authorized official of the bidder)</p>
3	<p>The Bidder is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017. OR</p> <p>The Bidder is from such a country and has been registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure to the said Office Memorandum / Order and we submit the proof of registration herewith.</p>		<p>Undertaking as per Annexure 03 and</p> <p>Copy of certificate of valid registration with the Competent Authority (If applicable) (signed /Digitally signed documents from authorized representative of bidder & OSD\ OEM)</p>

4	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.		Letter of confirmation (self-certified letter signed by authorized official of the bidder).
5	The Bidder to provide an undertaking on his letter head that all the requirements highlighted as part of RFQ document are covered in totality in the proposal submitted by the Bidder.		Letter of confirmation from bidder (self-certified letter)
6	Bidder must not be an existing Service Provider managing Bank's Security Operations Centre (SOC).		Letter of confirmation on letterhead of bidder duly signed by an authorized signatory
B	Financial		
1	The Bidder must have registered average annual turnover of Rs.250 Crores or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22 (Not inclusive of the turnover of associate companies). In case the bidding company/ firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process and novation agreement is in place.		Audited Financial statements for the financial years 2019-20, 2020-21 and 2021-22. Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification. AND Novation Agreement (if applicable)

2	<p>The Bidder must be Net profit making entity continuously for the last three years i.e. financial years– 2019-20, 2020-21 and 2021-22 OR The net worth of the bidder should be positive as on RFQ date and should not have eroded by more than 30% in the last three years.</p> <p>In case the bidding company/ firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process and novation agreement is in place.</p>		<p>Audited Financial statements for the financial years 2019-20, 2020-21 and 2021-22. Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification.</p> <p>AND</p> <p>Novation Agreement (if applicable)</p>
C	Experience & Support Infrastructure*§		
1	<p>The Bidder Must have managed operational support and provided Help Desk support for Finacle Core Banking Solution (10.x or above) in at least one Public/Private Sector Bank in India / Global with minimum 2500 branches 1500 branches on Finacle 10.x or above (per Bank)</p>		<p>Documentary Proof to be attached along with order / contract copy or customer certified copy certifying operations by the bidder mentioning the activities being performed and number of branches being supported. A self-certified letter along with the above mentioned documents also to be attached</p>
2	<p>The Bidder should have continuing experience in supporting, customization & managing of Finacle Core Banking Application in any Public / Private Sector Banks for the last two years as on RFQ date.</p>		<p>The Bidder should submit proof of management and maintenance along with copy of Purchase Orders and reference letter duly signed by authorized signatory from the specific organization mentioning management along with staff strength. POCs done shall not be treated as experience of the Bidder.</p>
3			

	<p>The bidder should have continuing experience in managing and supporting the following in at least one Public/Private Sector Bank(s) in India / State co-operative Banks / Rural Regional Banks / Global BFSI / large organizations (Large organization i.e. having turnover >= Rs. 10,000 Crore per annum) for the past two years covering all of the below domains#:</p> <ul style="list-style-type: none"> a) Database Administration & Management (Oracle/MS SQL) b) Application administration & Support management c) Middleware administration & management (Weblogic/ Websphere) d) System Administration & Maintenance (HP-UX/Windows Server 2012 & above/IBM-AIX/Solaris/ RHEL/ ESX/VMWare) e) Network & Security Devices administration & management f) Data Centre, Disaster Recovery Centre and NDR operations g) Storage Administration & Management h) Backup & Recovery Management <p># (These domain experience can be in different banks / large organizations also)</p>		<p>The bidder should submit letter from the organization/s duly signed by authorized signatory regarding their services on mentioned areas.</p>
4	<p>Must have experience in managing & interfacing Finacle Core Banking system with other applications such as Delivery channels, Government Business, Treasury, Data warehouse, Payment Systems.</p>		<p>Relevant credential letters of the customer to be attached</p>

5	Must have experience in managing & supporting managing / supporting applications for Alternate Delivery Channels (at least one from ATM/ Internet Banking/ Mobile Banking), Payment System (at least one from RTGS/ NEFT/ NACH/ SWIFT)		Relevant credential letters of the customer to be attached
6	Must have experience in managing & supporting enterprise setup through Enterprise Management System Tools covering end to end areas including application, middleware, server, database, storage, network, links, security products, asset & license inventory.		Relevant credential letters of the customer to be attached

** All experience should be continuing as on RFQ date.*

§ - In case the bidding company/ firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process and novation agreement is in place. In that case, Relevant Novation Agreement need to be submitted.