



Karnataka Grameena Bank

(Scheduled Bank Owned by Government)

Canara RRBs Project Office,

Asset Procurement & Management Team

Above Canara Bank Regional Office Metro II,

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AMENDMENT-13 to RFP Ref: KaGB/Project Office/RFP/01/2025-26 dated 01.09.2025 for 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”

It is decided to amend the following clauses of the RFP:

Document / Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Amended Clause
Amendment-12	1	Last Date and Time for Submission of Bids	28.01.2026 at 03.00 PM	11.02.2026 at 03.00 PM
Amendment-12	1	Date & Time for Opening of Part A- Conformity to Eligibility Criteria	28.01.2026 at 03.30 PM	11.02.2026 at 03.30 PM
Amendment-11	2	Section - B Introduction 8. Eligibility Criteria: A. General Criteria Sl No. 1	The bidder must be a Government Organization / PSU / PSE or a Public / Private Limited Company / Partnership / Limited Liability Partnership / Proprietorship firm incorporated in India and operating in India for at least 3 years as on 31.03.2025 (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can	The bidder must be a Government Organization / PSU / PSE or a Public / Private Limited Company / Partnership / Limited Liability Partnership / Proprietorship firm incorporated in India and operating in India for at least Five(5) years as on the date of bid submission. (In case of mergers/acquisitions/restructuring or name change, the date of establishment of

			be taken into account)	earlier/original Partnership Firm/Limited Company can be taken into account)
Amend ment-11	2	Section - B Introduction 8. Eligibility Criteria: C. Bidder Experience Criteria Sl. No. 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 and the support provided at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025. 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 at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025.	The bidder should be a System Integrator for Scheduled Bank(s) in India, with experience of managing a Core Banking Solution with cumulative 2000 branches with the support provided at least for a period of One (1) year in the last Five (5) years as on the date of bid submission. Additionally, the same bidder should have hands-on experience of managing Finacle 10.x.x version in Scheduled Bank(s) in India at least for a period of One (1) year in the last Five (5) years as on the date of bid submission.
Main RFP docume nt	23	Section - B Introduction 8. Eligibility Criteria: C. Bidder Experience Criteria Sl. No. 2 Mandatory Supporting Documents to be Submitted		For Managing Core Banking Solution and for Managing Finacle 10.x.x version, Credentials from Scheduled Bank(s) in India in the form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided respectively. (The number of branches of each individual Bank will be considered only once during the 5-year period, even if multiple Purchase Orders were issued by the respective Bank to the Bidder.)

Amend ment-11	3	Section - B Introduction 8. Eligibility Criteria: C. Bidder Experience Criteria Sl. No. 3	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) Scheduled Bank in India having more than 650 branches in the last Three (3) financial years as on 31.03.2025.	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 DRC in Scheduled Bank(s) cumulative 2000 branches with the support provided at least for a period of One (1) year in the last Five (5) years as on the date of bid submission.
Main RFP docume nt	23	Section - B Introduction 8. Eligibility Criteria: C. Bidder Experience Criteria Sl. No. 3 Mandatory Supporting Documents to be Submitted	Artefact from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided along with Proof of Installation.	Artefact from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided along with Proof of Installation. (The number of branches of each individual Bank will be considered only once during the 5-year period, even if multiple Purchase Orders were issued by the respective Bank to the Bidder.)
Amend ment-11	3	Section - B Introduction 8. Eligibility Criteria: C. Bidder Experience Criteria Sl. No. 4	The bidder should have proven experience in infrastructure management for on-premises Data Centers (DC/DR), providing Facility Management Services (FMS) support for Servers, Storage, Oracle DB, Network, and Security components of both DC and DR. The bidder should have	The bidder should have proven experience in infrastructure management for on-premises Data Centers (DC/DR), providing Facility Management Services (FMS) support for Servers, Storage, Oracle DB, Network, and Security components of both DC and DR. The bidder should have

		<p>provided on-site L1 and L2 resources in at least one (1) Scheduled Bank with a network of more than 2000 branches across India.</p> <p>This engagement should have occurred within the last 3 financial years, and the support provided at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025.</p>	<p>provided on-site L1 and L2 resources in Scheduled Bank(s) with cumulative 2000 branches in India.</p> <p>This engagement should have occurred within the last Five (5) financial years and the support provided at least for a period of One (1) year in the last Five (5) years as on the date of bid submission.</p>
Main RFP document	23	<p>Section - B Introduction</p> <p>8. Eligibility Criteria:</p> <p>C. Bidder Experience Criteria</p> <p>Sl. No. 4</p> <p>Mandatory Supporting Documents to be Submitted</p>	<p>Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.</p> <p>(The number of branches of each individual Bank will be considered only once during the 5-year period, even if multiple Purchase Orders were issued by the respective Bank to the Bidder.)</p>
Amendment-11	5	<p>Section - E: Selection of Bidder</p> <p>Technical Evaluation -</p> <p>S. No. 1.</p> <p>Bidder's Capability & Experience Evaluation Approach</p>	<p>The bidder should have experience in Delivery , integration, installation, customization and maintenance of Core Banking Solution & allied Services / Applications in banks of India at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025 along with the following areas of Banking setup:</p> <p>The bidder should have experience in Delivery , integration, installation, customization and maintenance of Core Banking Solution & allied Services / Applications in banks in India at least for a period of One (1) year in the last Five (5) years as on the date of bid submission along with the following areas of Banking setup:</p>

			<p>a) Core Banking Solution including Loan modules, Mobile Banking, Internet Banking.</p> <p>b) Database & Application administration & Support management.</p> <p>c) Helpdesk Support and Management.</p> <p>d) Customization and development of Core / Digital Banking Products. (Maximum Marks 20)</p> <ul style="list-style-type: none"> ➤ At least 3 (three) Scheduled Banks having more than 2000 branches each in India (20 Marks) ➤ At least 2 (Two) Scheduled Banks having more than 2000 branches each in India (15 Marks) ➤ At least 1 (one) Scheduled Bank having more than 2000 branches each in India (10 Marks) 	<p>a) Core Banking Solution including Loan modules, Mobile Banking, Internet Banking.</p> <p>b) Database & Application administration & Support management.</p> <p>c) Helpdesk Support and Management.</p> <p>d) Customization and development of Core / Digital Banking Products.</p> <p>(Maximum Marks 20)</p> <ul style="list-style-type: none"> ➤ Cumulative number of more than 4000 branches of Scheduled Banks in India (20 Marks) ➤ Cumulative number of more than 3000 branches of Scheduled Banks in India (17 Marks) ➤ Cumulative number of more than 2000 branches of Scheduled Banks in India (14 Marks)
Main RFP document	73	Section - E: Selection of Bidder Technical Evaluation -	Credentials from clients in the form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.	Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.

		<p>S.No. 1. Bidder's Capability & Experience Evaluation Approach</p> <p>Supporting Documents to be Submitted</p>	<p>(The number of branches of each individual Bank will be considered only once during the 5-year period, even if multiple Purchase Orders were issued by the respective Bank to the Bidder.)</p>	
Amendment-11	8	<p>Section - E: Selection of Bidder</p> <p>Technical Evaluation -</p> <p>S.No. 2. Bidder's Capability & Experience Evaluation Approach</p>	<p>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 Scheduled Banks in India at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025. (Maximum Marks 20)</p> <p>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 a Scheduled Banks in India at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025 with</p> <ul style="list-style-type: none"> ➤ At least 3 (three) Scheduled Banks having more than 2000 branches each in India (20 Marks) 	<p>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 Scheduled Banks in India at least for a period of One (1) year in the last Five (5) years as on the date of bid submission. (Maximum Marks 20)</p> <p>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 a Scheduled Banks in India at least for a period of One (1) year in the last Five (5) years as on the date of bid submission with</p> <ul style="list-style-type: none"> ➤ Cumulative number of more than 4000 branches of Scheduled Banks in India (20 Marks)

			<ul style="list-style-type: none"> ➤ At least 2 (Two) Scheduled Banks having more than 2000 branches each in India (15 Marks) ➤ At least 1 (one) Scheduled Bank having more than 2000 branches each in India (10 Marks) 	<ul style="list-style-type: none"> ➤ Cumulative number of more than 3000 branches of Scheduled Banks in India (17 Marks) ➤ Cumulative number of more than 2000 branches of Scheduled Banks in India (14 Marks)
Main RFP document	73	Section - E: Selection of Bidder Technical Evaluation - S.No. 1. Bidder's Capability & Experience Evaluation Approach Supporting Documents to be Submitted	<p>Credentials from clients in the form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.</p>	<p>Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.</p> <p>(The number of branches of each individual Bank will be considered only once during the 5-year period, even if multiple Purchase Orders were issued by the respective Bank to the Bidder.)</p>
Amendment-11	9	Section - E: Selection of Bidder Technical Evaluation - S.No. 3. Bidder's Capability & Experience Evaluation Approach	<p>The bidder should have experience in maintenance of Finacle 10.x.x Core Banking Solution including Loan modules in banks in India at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025.</p> <p>(Maximum Marks 20)</p> <ul style="list-style-type: none"> ➤ At least 3 (three) Scheduled Banks having more than 650 branches each 	<p>The bidder should have experience in maintenance of Finacle 10.x.x Core Banking Solution including Loan modules in Scheduled Bank(s) in India at least for a period of One (1) year in the last Five (5) years as on the date of bid submission.</p> <p>(Maximum Marks 20)</p> <ul style="list-style-type: none"> ➤ At least 3 (three) Scheduled Banks in India (20 Marks)

			<p>in India (20 Marks)</p> <ul style="list-style-type: none"> ➤ At least 2 (Two) Scheduled Banks having more than 650 branches each in India (15 Marks) ➤ At least 1 (one) Scheduled Bank having more than 650 branches each in India (10 Marks) 	<ul style="list-style-type: none"> ➤ At least 2 (Two) Scheduled Banks in India (17 Marks) ➤ At least 1 (one) Scheduled Bank in India (14 Marks)
Amendment-11	11	<p>Section - E: Selection of Bidder</p> <p>Technical Evaluation -</p> <p>S.No. 4. APM Tool</p> <p>Evaluation Approach</p>	<p>The Proposed APM Tool should have been deployed and maintained by the OEM / its Authorized Partners in Scheduled banks in India within last 3 years as on 31.03.2025</p> <p>(Maximum Marks 10)</p> <ul style="list-style-type: none"> ➤ At least 3 (three) Scheduled Banks having more than 1000 branches each in India (10 Marks) ➤ At least 2 (Two) Scheduled Banks having more than 1000 branches each in India (7 Marks) ➤ At least 1 (one) Scheduled Bank having more than 1000 branches each in India (5 Marks) 	<p>The Proposed APM Tool should have been deployed and maintained by the OEM / its Authorized Partners in Scheduled banks in India within the last Five (5) years as on the date of bid submission</p> <p>(Maximum Marks 10)</p> <ul style="list-style-type: none"> ➤ At least 3 (Three) Scheduled Banks in India (10 Marks) ➤ At least 2 (Two) Scheduled Banks in India (7 Marks) ➤ At least 1 (One) Scheduled Bank in India (5 Marks)
Amendment-11	11	<p>Section - E: Selection of Bidder</p> <p>Technical Evaluation -</p> <p>S.No. 4. PSP Testing Tool</p>	<p>The Proposed PSP Testing Tool should have deployed and maintained by the OEM / Its Authorized Partners in Scheduled banks in India within last 3 years as on 31.03.2025</p> <p>(Maximum Marks 10)</p>	<p>The Proposed PSP Testing Tool should have deployed and maintained by the OEM / Its Authorized Partners in Scheduled banks in India within the last Five (5) years as on the date of bid submission</p> <p>(Maximum Marks 10)</p>

		Evaluation Approach	<ul style="list-style-type: none"> ➤ At least 3 (three) Banks having more than 650 Finacle CBS branches each in India (10 Marks) ➤ At least 2 (Two) Banks having more than 650 Finacle CBS branches each in India (7 Marks) ➤ At least 1 (one) Bank having more than 650 Finacle CBS branches each in India (5 Marks) 	<ul style="list-style-type: none"> ➤ At least 3 (Three) Scheduled Banks in India (10 Marks) ➤ At least 2 (Two) Scheduled Banks in India (7 Marks) ➤ At least 1 (One) Scheduled Bank in India (5 Marks)
Amend ment-11	12	Annexure- 1: Eligibility Criteria Declaration A. General Criteria Sl No 1	<p>The bidder who shall be the system integrator must be a Government Organization / PSU / PSE or a Public / Private Limited Company / Partnership / Limited Liability Partnership / Proprietorship firm incorporated in India and operating in India for at least 3 years as on 31.03.2025 (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account)</p>	<p>The bidder who shall be the system integrator must be a Government Organization / PSU / PSE or a Public / Private Limited Company / Partnership / Limited Liability Partnership / Proprietorship firm incorporated in India and operating in India within the last Five (5) years as on the date of bid submission. (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account)</p>
Amend ment-11	13	Annexure- 1 C. Bidder Experience Criteria Sl No 2	<p>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</p>	<p>The bidder should be a System Integrator for Scheduled Bank(s) in India, with experience of managing a Core Banking Solution with cumulative 2000 branches with the</p>

		Eligibility Criteria	<p>branches at least One (1) year in the last Three (3) financial years as on 31.03.2025.</p> <p>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 at least for a period of One (1) year in the last Three (3) financial years as on 31.03.2025.</p>	<p>support provided at least for a period of One (1) year in the last Five (5) years as on the date of bid submission.</p> <p>Additionally, the same bidder should have hands-on experience of managing Finacle 10.x.x version in Scheduled Bank(s) in India at least for a period of One (1) year in the last Five (5) years as on the date of bid submission.</p>
Main RFP document	104	<p>Annexure- 1 C. Bidder Experience Criteria</p> <p>SI No 2</p> <p>Mandatory Supporting Documents to be Submitted</p>	<p>Credentials from scheduled Banks in India in the form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.</p>	<p>For Managing Core Banking Solution and for Managing Finacle 10.x.x version, Credentials from Scheduled Bank(s) in India in the form of Purchase Orders / Contract Agreement/ Credential Letters etc. has to be provided respectively.</p> <p>(The number of branches of each individual Bank will be considered only once during the 5-year period, even if multiple Purchase Orders were issued by the respective Bank to the Bidder.)</p>
Amend ment-11	13	<p>Annexure- 1 C. Bidder Experience Criteria</p> <p>SI No 3</p> <p>Eligibility Criteria</p>	<p>Bidder should have minimum experience in supply and/or support of similar hardware/ software (Servers IBM RISC 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</p>	<p>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 DRC in</p>

			in at least one (1) Scheduled Bank in India having more than 650 branches in the last Three (3) financial years as on 31.03.2025.	Scheduled Bank(s) cumulative 2000 branches with the support provided at least for a period of One (1) year in the last Five (5) years as on the date of bid submission.
Main RFP document	104	Annexure- 1 C. Bidder Experience Criteria Sl No 3 Mandatory Supporting Documents to be Submitted	Artifact from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided along with Proof of Installation. (The number of branches of each individual Bank will be considered only once during the 5-year period, even if multiple Purchase Orders were issued by the respective Bank to the Bidder.)	Artifact from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided along with Proof of Installation. (The number of branches of each individual Bank will be considered only once during the 5-year period, even if multiple Purchase Orders were issued by the respective Bank to the Bidder.)
Amendment-11	14	Annexure- 1 C. Bidder Experience Criteria Sl No 4 Eligibility Criteria	The bidder should have proven experience in infrastructure management for on-premises Data Centers (DC/DR), providing Facility Management Services (FMS) support for Servers, Storage, Oracle DB, Network, and Security components of both DC and DR. The bidder should have provided on-site L1 and L2 resources in at least one (1) Scheduled Bank with a network of more than 2000 branches across India. This engagement should have occurred within the last 3 financial years, and the support provided at least for a period of One (1)	The bidder should have proven experience in infrastructure management for on-premises Data Centers (DC/DR), providing Facility Management Services (FMS) support for Servers, Storage, Oracle DB, Network, and Security components of both DC and DR. The bidder should have provided on-site L1 and L2 resources in Scheduled Bank(s) with cumulative 2000 branches in India. This engagement should have occurred within the last Five (5) financial years and the support provided at least for a period of One (1) year in the last Five (5) years as on the date of bid

			year in the last Three (3) financial years as on 31.03.2025.	submission.
Main RFP document	104	Annexure- 1 C. Bidder Experience Criteria Sl No 4 Mandatory Supporting Documents to be Submitted	Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided. (The number of branches of each individual Bank will be considered only once during the 5-year period, even if multiple Purchase Orders were issued by the respective Bank to the Bidder.)	Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided. (The number of branches of each individual Bank will be considered only once during the 5-year period, even if multiple Purchase Orders were issued by the respective Bank to the Bidder.)

While submitting their responses to the subject RFP, bidders are advised to thoroughly review the replies to pre-bid queries and all amendments which have already been uploaded on the official websites of Karnataka Grameena Bank and Kerala Grameena Bank.

Date: 28-01-2026

**Sd/-
General Manager**