

**Replies to Pre-Bid Queries RFP ref: KaGB Project Office:RFP:02/2023-24 dated 03.11.2023**

Sr. No.	Page no of RFP & Clause no	Clause as per RFP	Pre-Bid Query against Clause	Remarks
1	Page 4, Clause 1.	Two RRBs sponsored by Canara Bank viz., 1) Karnataka Gramin Bank with Head Office at Ballari having its area of operation in 22 districts of Karnataka and 2) Kerala Gramin Bank with Head Office at Malappuram having area of operation in entire Kerala, share common IT Infrastructure managed by the Project Office located at Bangalore.	If Infrastructure is common does that mean that hardware is shared between the Banks? If so the testing for both banks will have to be in together, please confirm?	Testing is required seperately for each Bank.
2	Page 9, Clause 10.2	The lowest quote as per the offer letter will be selected as L1 bidder and Bank will notify the name of the selected bidder through Email/Letter/Purchase Order.	Please provide banks evaluation criteria for Technical scoring, as lowest bidder may not be proposing Highest Technical Solution. Technical and Commercial combination, would give better suitable solution.	Bidder to comply with RFP terms & conditions.
3	Page 10, Clause 12.5	The selected bidder shall Conduct Performance Testing of CBS FINACLE 10.2.25 Application. The selected bidder has to complete the Performance Testing process and submit the report/ and recommendations to Bank within Six Weeks from the date of acceptance of Purchase Order.	According to our experience across multiple clients on Finacle CBS Performance testing, for such comprehensive performance testing the period allocated of 6 weeks is very short. Also there would be multiple points of dependencies with other parties like OEM/Infra teams etc.. Hence we request Bank to let the vendor propose the ideal schedule plan required post all analysis. Kindly accommodate this request to ensure quality of deliverables.	Bidder to comply with RFP terms & conditions.
4	Page 10, Payment Terms	100 % of the payment will be released after completing Performance Testing and on submission of report with recommendations to the Bank.	Payment Terms can be modified? 50% of the payment on test strategy submission and 50% of the payment on Round 1 report submission. Please clarify?	Bidder to comply with RFP terms & conditions.
5	Page 16, Clause Annexure – 1	The Bidder should perform all the performance activity by using the standardized testing tools suitable to A) Application-Finacle CBS version 10.2.25, Internet/Mobile Banking, UPI, RTGS, etc., CBS Application (Finacle Version 10.2.25) in Integration with alternate delivery channels like Internet Banking, NEFT, RTGS, UPI, Mobile Banking, ATM and all surround applications like Biometric, CKYC, Signcap, in related operating systems, Database and middleware.	Is the expectation that transactions from channel & surround systems have to be simulated from the respective systems or can these be simulated either through the application or through the middleware (APIs)/ISO messages ?	The simulation is not expected through the surrounding application/s.

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6	Page 16, Clause Annexure – 1	The Bidder should perform all the performance activity by using the standardized testing tools suitable to A) Application-Finacle CBS version 10.2.25, Internet/Mobile Banking, UPI, RTGS, etc., CBS Application (Finacle Version 10.2.25) in Integration with alternate delivery channels like Internet Banking, NEFT, RTGS, UPI, Mobile Banking, ATM and all surround applications like Biometric, CKYC, Signcap, in related operating systems, Database and middleware.	Is there an expectation to test the performance of the channel & surround systems as well or is it only to validate performance of the CBS system and infra when channel & surround systems are also pumping transactions?	It is only to validate performance of the CBS system and infra when channel & surround systems are also pumping transactions
7	Page 16, Clause Annexure – 1	The Bidder should supply necessary tools required to perform performance testing with appropriate licenses.	Will vendor have to quote for APM, Infra monitoring and profiling tools as well? As some of these can be reused if available with the Bank and hence reduce cost to the Bank?	Bidder should deploy necessary tools required to perform performance testing with appropriate licenses and no separate quote to be submitted.
8	Page 16, Clause Annexure – 1	The Bidder should supply necessary tools required to perform performance testing with appropriate licenses.	Also please provide the application infra details like Number of Nodes/Servers/VMs that are to be monitored during the performance tests?	The detail will be shared to the Selected Bidder and bidder should perform the testing as per the details provided in Annexure-1 Scope of Work & Annexure-9 Testing Parameters.
9	Page 16, Clause Annexure – 1	The Bidder should supply necessary tools required to perform performance testing with appropriate licenses.	Will bank provide Finacle packages like FVIT to bypass client side security of Finacle	Bidder to comply with RFP terms & conditions.
10	Page 16, Clause Annexure – 1	The Bidder should supply necessary tools required to perform performance testing with appropriate licenses.	Can open source tools be utilized for Load Test (Jmeter)	Bidder to comply with RFP terms & conditions.
11	Page 16, Clause Annexure – 1	Bank will not provide "root or Administrator" privilege to perform performance testing until otherwise warranted and accordingly appropriate tool should be used.	These rights may be required during the Load Test environment / tools installations. We request bank to support with these installations without providing access to Vendor.	Necessary support will be provided to the selected bidder by the Bank.
12	Page 17, Clause Annexure – 1	5) Dependency Test	Dependency analysis of Channels and Surround interfaces will be carried out during Load / Stress/ Endurance Test cycles itself and no separate rounds are assumed for the same. Please confirm?	Bidder to comply with RFP terms & conditions.
13	Page 17, Clause Annexure – 1	6) Volume Test	For volume tests Bank will be loading the expected 3rd or 5th year Base volumes in the test environment DB. And all test execution will be performed on the same and not considered as a separate test cycle, please confirm?	Bidder to comply with RFP terms & conditions.
14	Page 17, Clause Annexure – 1	Performance Test activities in scope: CBS Batch Jobs testing	Bank will be carrying out the required Batch executions as suggested by Vendor and vendor will monitor the performance and highlight observations, please confirm?	Yes, Bidder understanding is correct. However appropriate suggestion of effective testing should be provided by the Bidder

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15	Page 17, Clause Annexure – 1	Performance Test activities in scope: 4. Surround application Batch Jobs testing. 5. Work flow testing	Please elaborate on the requirement? Do we need to cover all surround application batch jobs execution as part of the test? Also what workflows are to be covered, please provide clarity?	Details will be shared with the Selected Bidder
16	Page 18, Clause Annexure – 1	5. Stress test the Application to determine the total number of concurrent users or the traffic level at which the software will malfunction.	Stress test will be to test more of than 25% of 100% concurrency planned. As testing till break point will require provisioning of unlimited load generators and data etc. kindly confirm?	The bidder should carry out the test to the maximum possible threshold level.
17	Page 18, Clause Annexure – 1	8. End to end responses of Gold Loan Module, KCC Module, etc.	Kindly elaborate on the expectation here?	The Bidder should make necessary arrangement for end to end testing from PC to Module and assess the performances of Modules by capturing all the performance related parameters of both ends and provide the report for finetuning the process.
18	Page 18, Clause Annexure – 1	Actual test cases will be decided along with CBS OEM and SI of CBS. The bidder should be in readiness for all kinds of test cases and should support Bank's CBS OEM and SI of CBS.	However, the number of test cases have to be limited to a certain number to estimate the efforts required for the project. Request to kindly provide the maximum number of test cases to be considered for each UI, API, ISO, Batches etc.	Bidder to refer Annexure-9 Testing Parameters for further details.
19	Page 18, Clause Annexure – 1	The bidder should also perform testing of Compatibility of Browsers & OS of our CBS applications	Compatibility testing is typically not considered as part of Performance testing. Kindly confirm if this is required if so how many browsers and OS combinations so as to estimate the efforts.	Bidder to consider Edge, Chrome-browsers and Windows OS at end point & AIX at Server level.
20	Page 18, Scope of Work	3,000 simultaneous users for Kerala Gramin Bank and 4000 for Karnataka Gramin Bank.	Please clarify if both these Performance Testing activities will be initiated and carried out in parallel to each other OR once PT is completed for Kerala Gramin Bank only after that PT will commence for Karnataka Gramin Bank?	Performance Testing to be carried out simultaneously for both Banks.
21	Page 18, Scope of Work	3,000 simultaneous users for Kerala Gramin Bank and 4000 for Karnataka Gramin Bank.	Please specify over tentative timeline & plan for PT w.r.t. max duration of project?	Bidder to comply with RFP terms & conditions.
22	Page 20, Clause Annexure – 1	d. GUI & Cross Browser testing for verifying general 'Look and Feel' of the application and Cross browser testing, Compatibility testing for verifying application compatibility issues with different browser.	This is typically a functional testing exercise. Is this required to be covered here if so kindly provide details as requested in above query?	Bidder to comply with RFP terms & conditions. Bidder to consider Edge, Chrome- browsers and Windows OS at end point & AIX at Server level.
23	Page 25, Annexure 4, commercial Bill of Materials	Ref- Annexure -1, Scope of Work. The Bidder should supply necessary tools required to perform performance testing with appropriate licenses.	As the Licenses may be required for performing the testing, separate line time with details of licenses would be advisable in Bill of Materials, as these licenses are part of the project.	Bidder to comply with RFP terms & conditions.

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24	Page 31, Annexure-9 Testing Parameters	Concurrent Users	While in above sections the total user concurrency is mentioned as 3000 for Kerala and 4000 for Karnataka overall. However here we observe that for independent scenarios has a requirement of 2000, 3000 , 4000 etc. which cumulatively will be over 21000 concurrent users, this seems to be contradictory to overall requirement.	Bidder to comply with RFP terms & conditions.
25	Page 31, Annexure-9 Testing Parameters	For all surround systems like PFMS, UPI, ATM, KCC LMS etc.	Please provide the exact test cases to be considered for each of the channel/surround systems mentioned?	Details will be shared with the Selected Bidder
26	Page 31, Annexure-9 Testing Parameters	Bio Metric	Feasibility of performing a load test for such interfaces like biometric needs to be confirmed by the respective application vendors.	Bidder to comply with RFP terms & conditions.
27	Page 31, Annexure-9 Testing Parameters	The values for concurrent users and Transaction-Rate	Values for concurrent users should add to total expected load of 3000 for kerala & 4000 for karnataka. Individual scenario wouldn't be tested separately in PT. All modules in a mix with total load of 3K & 4K will be tested. Please elaborate & clarify?	Bidder to comply with RFP terms & conditions. Detail will be shared to the selected bidder
28	Testing Parameters	Testing Parameters	What were the existing loads of the Finacle CBS and other alternative delivery channel applications? Please provide any last run load test summary if any.	Bidder to comply with RFP terms & conditions.
29	Annexure – 1 Scope of Work	Scope of Work	What is the tech stack used for alternate delivery channels	Details will be shared with the Selected Bidder
30	Annexure – 1 Scope of Work	Scope of Work	Are both banks using the same alternative delivery channels	Details will be shared with the Selected Bidder
31	Annexure – 1 Scope of Work	Scope of Work	Are these applications on Primary and DR servers are cohosed on the same environment or they are hosted separately.	All the applications are hosted on the same environment at both Primary and DR sites.
32	Annexure – 1 Scope of Work	2. Keep Application response time within two seconds when network connectivity is slow	Please define / quantify slow	It is one kind of test scenario of network fluctuations/changes/usage of backup link,etc for verification of performances
33	Annexure – 1 Scope of Work	Scope of Work	Any restrictions on Tool?	Bidder to comply with RFP terms & conditions.
34	Annexure – 1 Scope of Work	Scope of Work	If Root Cause Analysis (RCA) is required during testing, what is the bank's plan?	Based on RCA Bank will takeup with respective OEM/SI for necessary resolution. Post rectification testing process has to be continued.