![SBI logo]

CORRIGENDUM - II

REQUEST FOR PROPOSAL
FOR
PROCUREMENT,
IMPLEMENTATION AND MONITORING SUPPORT OF CENTRALISED APPLICATION
PERFORMANCE MONITORING SOLUTION
DATE: 06.03.2019

SBI/GITC/Platform Engineering-II/2018/2019/564
Dated: 24/01/2019

Platform Engineering – II,
State Bank Global IT Center,
1st Floor, Sector - 11
CBD Belapur, Navi Mumbai - 400614

The following are the changes / clarification in the RFP terms. All the bidders are requested to refer the "Corrigendum" column as below.

Sl. No	RFP Page No. / Clause No.	Existing Clause	Corrigendum
I.	25 / 33 Right to Audit	33.i. The Selected Bidder (Service Provider) has to get itself annually audited by internal/ external empaneled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.	**33.**i. The Selected Bidder (Service Provider) has to get itself annually audited by internal/ external empaneled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.
II.	25 / 33 Right to Audit	33.iii. Service Provider shall, whenever required by the	**33.**iii. Service Provider shall, whenever required by the Bank, furnish all relevant information,

		Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information /reports including audit or review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank.	records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information /reports including audit or review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank. However, Service Provider shall not be obligated to provide its books and records which are commercial in confidence nature and not related to Services under the Agreement, its internal audit reports, internal cost break-ups and/or Service Provider's customer's confidential information.
III.	112 / Annexure K / 14 - INSPECTION AND AUDIT	14.1 It is agreed by and between the parties that the Service Provider shall get itself annually audited by internal/external empaneled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the vendor shall submit such certification by such Auditors to the Bank. The vendor and or his / their outsourced agents /sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk	14.1 It is agreed by and between the parties that the Service Provider shall get itself annually audited by internal/external empaneled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the vendor shall submit such certification by such Auditors to the Bank. The vendor and or his / their outsourced agents /sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall,

		management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.	whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.
IV.	112 / Annexure K / 14 - INSPECTION AND AUDIT	14.3 Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/ Reserve Bank of India and or any regulatory authority required for conducting the audit. The Bank reserves the right to call and/or retain for any relevant material information/ reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) and findings made on the Service Provider in conjunction with the services provided to the Bank.	14.3 Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/ Reserve Bank of India and or any regulatory authority required for conducting the audit. The Bank reserves the right to call and/or retain for any relevant material information/ reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) and findings made on the Service Provider in conjunction with the services provided to the Bank. However, Service Provider shall not be obligated to provide its books and records which are commercial in confidence nature and not related to Services under the Agreement, its internal audit reports, internal cost break-ups and/or Service Provider's customer's confidential information.
V.	40 / Part II - SCHEDULE OF EVENTS - 16 - Delivery schedule/ Timeline for	Delivery of the solution should be within one (01) week from date of issue of Purchase Order. The solution must be installed, tested and commissioned within a period	Delivery of the solution should be within one (01) week from date of issue of Purchase Order. The solution must be installed, tested and commissioned within a period of SIX (06) weeks from date of issue of Purchase Order.

		Software Solution	of Four (04) weeks from date of Purchase Order.	
VI.	47 / Annexure - B – 2		The Bidder must have an average turnover of minimum Rs.50 crore during last 03 (three) financial year(s).	The Bidder must have an minimum business sales turnover of Rs.50 crore in the last 03 (three) financial year(s). Eligibility criteria pertaining to turnover is waived for Startups. Documents to be submitted: Copy of the audited Balance Sheet and / or Certificate of the Charted Accountant for he business sales turnover for the last three financial years. Startup certificate (for Startups) issued by the competent authority valid as on the date of bid submission is to be submitted for availing relaxation.
VII.	47 / Annexure - B – 4		Bidder should have experience of minimum 03 (three) years in providing the product/services, as stated in the RFP, as on 31.12.2018.	Bidder should have experience of minimum 03 (three) years in providing the product/services, as stated in the RFP, as on 31.12.2018. Eligibility criteria pertaining to prior experience is waived for Startups. Documents to be submitted: Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report. Startup certificate issued by the competent authority valid as on the date of bid submission is to be submitted for availing relaxation available to Startups.
VIII.	47 / Annexure - B – 5		Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects, in the last 03 (three) years, as on 31.12.2018 (At least one client reference is required).	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects, in the last 03 (three) years, as on 31.12.2018 (At least one client reference is required). The bidder must have

		The bidder must have experience in implementing such solution in a Domestic/International organization in BFSI sector having implemented Application Performance Monitoring for more than 1000 hosts. The Bidder must also have experience in implementing Monitoring Operations Centre for at least one customer.	experience in implementing such solution in a Domestic/International organization in BFSI sector having implemented Application Performance Monitoring for more than 1000 hosts/JVMs/.NET/application technology instances. The Bidder must also have experience in implementing Monitoring Operations Centre for at least one customer.
IX.	47 / Annexure - B – 7	Certification Requirements (as per scope of the project)	Startup certificate issued by the competent authority, etc.
X.	48 / Annexure - B – 17	The core application of the proposed solution must be in the Leaders Quadrant of Gartner's Magic Quadrant 2018 or latest, for "Magic Quadrant for Application Performance Monitoring Suites".	The core application of the proposed solution should be either in the Leaders Quadrant of Gartner's Magic Quadrant 2018 or later, i.e., "Magic Quadrant for Application Performance Monitoring Suites" or any software/tools for Application Performance Monitoring, developed by a company (OEM) registered and having head-office / quarters (HQ) in India and meeting all the "Technical & Functional Specifications" mentioned throughout this RFP including Annexure-C of this RFP.
XI.	53 / Annexure-C - 23	The proposed solution should automatically baseline various metrics/KPIs in the monitored environment. Any deviations to this baseline should be automatically correlated by the AI engine so that a single actionable alert can be raised to the respective team.	The proposed solution should automatically baseline metrics/KPIs in the monitored environment. Any deviations to this baseline should be automatically correlated so that a single actionable alert can be raised to the respective team.
XII.	General		Penalties are capped at 10% of the total cost of ownership (TCO) in respect of the penalties mentioned in Annexure J "Penalties & SLA Terms".

XIII.	General		Lab visit of Bidder/OEM may be conducted. As part of the site visit (OEM), the Bank will assess functionalities available as the part of the proposed solution, as per the requirements of the RFP.
XIV.	General		Bidder is required to arrange for on-site demonstration in any of the referenced customer location where complete functionalities / features of the proposed Solution have been implemented, as detailed in RFP.
XV.	74 / Scope – dd)		The Bidder must own the solution end-to-end.
XVI.	74 / Scope – ee)		If the Bidder fails to implement or monitor the solution, the OEM must take the full responsibility of the solution and perform all the associated tasks. A certificate by OEM on their letter-head, declaring the same, must be submitted along with the Bid document.

Technical & Functional Specifications

To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in *"YES" and "NO"* only, any compliance with qualified statement shall be treated as non-compliance.

Sr. No	Functionalities/ Features	Requireme nt	Complian ce (Yes/No)	Out-of-Box Function ality (Yes/No)	Customized / 3rd Party Functionalit y (Yes/No)	Comme nts
1.	The proposed solution must provide the functionality, in real time, to filter the crash results based on multiple dimensions such as app version, OS type, OS version, device-type, jailbroken status, symbolicated and de-obfuscated stack traces with detailed user device information, including steps that led to crash.	Mandatory			**Not Applicable**	
2.	The proposed solution should support fully automated monitoring of addition / removal of VMs/JVMs/Web Servers/IIB processes and queues etc. based on changing load patterns/processes without manual intervention. (for already monitored application)	Mandatory			**Not Applicable**	
3.	The proposed solution should automatically discover and monitor various environments (like Java application servers automatically grouped based on type Tomcat, WebSphere, WebLogic, Glassfish, JBoss, message broker, MQ, database, etc.) without manual intervention like need to select or configure JMX metrics for a selected application process.	Mandatory			**Not Applicable**	
4.	The solution should be capable of performing prediction-based anomaly detection to identify unusual or unexpected events and measurements within the monitored environment.	Mandatory			**Not Applicable**	
5.	The proposed solution should automatically baseline metrics/KPIs in the monitored environment. Any deviations to this baseline should be	Mandatory			**Not Applicable**	

Sr. No	Functionalities/ Features	Requirement	Compliance (Yes/No)	Out-of-Box Functionality (Yes/No)	Customized / 3rd Party Functionality (Yes/No)	Comments
	automatically correlated so that a single actionable alert can be raised to the respective team.					
6.	The proposed solution should be able to integrate with ITSM tools like BMC Remedy	Mandatory			**Not Applicable**	
7.	Proposed solution should be able to auto discover all log files on the monitored servers/VM hosts /containers and processes, and automatically correlate those messages with performance problems. (Even when log data is stored on different machines.)	Mandatory			**Not Applicable**	
8.	The proposed solution should provide detailed stack trace view of every transaction without sampling right from web server through the app server, middleware all the way to the database. Stack trace should include calls made to the 3rd party systems.	Mandatory			**Not Applicable**	
9.	The proposed solution should at least: 1. Monitor the Message Queue Processing 2. Show the MQ creating, processing and closing count 3. Show pool Percentage used 4. Show number of Threads in waiting stage, and other KPIs on Message Queues	Mandatory			**Not Applicable**	
10.	The solution should be able to provide application memory leak analysis, lock contentions, process crash analysis.	Mandatory			**Not Applicable**	
11.	The proposed solution should be able to provide online auto analysis to identify which component or tier is contributing to slowness of the monitored transaction.	Mandatory			**Not Applicable**	
12.	The solution should be able to automatically detect the database performance and its impact on transaction performance. It should be able to showcase the slow performing SQL Queries or Procedures, deadlocks, errors, slow wait events. It	Mandatory			**Not Applicable**	

Sr. No	Functionalities/ Features	Requirement	Compliance (Yes/No)	Out-of-Box Functionality (Yes/No)	Customized / 3rd Party Functionality (Yes/No)	Comments
	should allow to trace from a selected SQL all the way back to the transaction(s) which called it.					
13.	The proposed solution should be able to provide for each individual SQL statement, fired in a transaction, the count of average Rows returned and fetches.	Mandatory			Not Applicable	
14.	The proposed solution should be able to provide same monitoring functionality for Containerized / Dockerized applications that is available for noncontainerized applications. It should provide container centric monitoring perspectives on Containers / Docker images, services, and hosts.	Mandatory			Not Applicable	
15.	Configuration and management through a single, web-based user interface	Mandatory			Not Applicable	
16.	Data in transition and Data at rest should be encrypted.	Mandatory			Not Applicable	
17.	Easy upgrade paths across both major and minor releases, not requiring manual configuration edits	Mandatory			Not Applicable	
18.	For all slow pages, bidder should provide Performance Engineering consultants to pin point the cause and give recommendations.	Mandatory			Not Applicable	
19.	The solution should be able to automatically learn all the traffic patterns and baseline them. And when anomalies are detected within these patterns, it should be able to alert the operations team	Mandatory			Not Applicable	
20.	It should have capability to monitor network interfaces, like N/W bandwidth, etc.	Mandatory			Not Applicable	
21.	It should provide feature to automate all reports generation and distribution through mails	Mandatory			Not Applicable	
22.	It should provide feature to create custom reports & dashboards.	Mandatory			Not Applicable	
23.	It should support all major software like IBM WAS, IIB, MQ, IHS, Oracle OHS, WebLogic, Oracle DB, .NET, etc	Mandatory			Not Applicable	

Sr. No	Functionalities/ Features	Requirement	Compliance (Yes/No)	Out-of-Box Functionality (Yes/No)	Customized / 3rd Party Functionality (Yes/No)	Comments
24.	It should support for all major OS platforms like Windows, AIX, Linux, Solaris, HP-UX etc.	Mandatory			**Not Applicable**	
25.	It should support monitoring of all standalone java /C/Node.JS/AngularJs/etc. programs as well.	Mandatory			**Not Applicable**	
26.	Proposed solution should be able to allow creation of dashboards to show business transaction health and application response time for each and every transaction. The Bank teams must be able to drill down to each of these transactions to see breakup of time spent on webserver, application server, middleware, external components and database tiers (whatever is part of the individual transaction). There should be no sampling. The APM tool must be able to capture the business KPIs from POST parameters, Method Arguments (as data objects or variables) Return Values, SQL Bind variables, etc.	Mandatory			**Not Applicable**	
27.	Proposed solution should be capable of working on cloud as well as on prem.	Mandatory			**Not Applicable**	
28.	Proposed solution should support both agent-based and agent-less monitoring.	Mandatory			**Not Applicable**	
29.	Proposed solution should support On-Premise deployment, and none of the bank asset (other than internet-based links) will be exposed to the external world	Mandatory			**Not Applicable**	
30.	Provide complete topology on the spread of infrastructure for an application	Mandatory			**Not Applicable**	
31.	Provide information at the blockages in requests processing	Mandatory			**Not Applicable**	
32.	Provide resource consumption pattern within the resources of VMs allocated at OS level	Mandatory			**Not Applicable**	
33.	Provide variations in the consumption pattern of resources for each of the applications	Mandatory			**Not Applicable**	

Sr. No	Functionalities/ Features	Requirement	Compliance (Yes/No)	Out-of-Box Functionality (Yes/No)	Customized / 3rd Party Functionality (Yes/No)	Comments
34.	Solution Architecture to address Gartner's 5 dimensions of Application Performance Management (end user experience monitoring, architecture discovery modelling and display, transaction profiling, deep-dive monitoring, analytics)	Mandatory			**Not Applicable**	
35.	Solution should have Cloud monitoring capabilities	Mandatory			**Not Applicable**	
36.	Solution should support API monitoring	Mandatory			**Not Applicable**	
37.	Solution should support Monitoring of Micro services	Mandatory			**Not Applicable**	
38.	SSL Encrypted data transmission between every monitoring component.	Mandatory			**Not Applicable**	
39.	The Analytical engine should consider relevant log messages that are associated with problems and then automatically factor it into problem root-cause analysis.	Mandatory			**Not Applicable**	
40.	The authentication process should support Single Sign-on like Active Directory and LDAP.	Mandatory			**Not Applicable**	
41.	The monitoring solution should be able to auto discover the new instances of batch processes and monitor them in real time. The solution should be able to pin point the exact cause of failure so that the team can set the right fix. The reason of failures can be 1.Out of memory exception 2.Hung JVM process 3.JVM thread deadlock 4.Java exception 5.Sudden push of large file on an overloaded routine, etc. (The Bank admin team would like to set automated actions to resolve the problems of the routines as Mandatory manual monitoring of these are very times consuming.)	Mandatory			**Not Applicable**	
42.	The proposed core solution must have a support commitment for next 7 (Seven) years.	Mandatory			**Not Applicable**	
43.	The proposed solution must be able to integrate with the various tools of the	Mandatory			**Not Applicable**	

Sr. No	Functionalities/ Features	Requirement	Compliance (Yes/No)	Out-of-Box Functionality (Yes/No)	Customized / 3rd Party Functionality (Yes/No)	Comments
	Bank, including ITSM (BMC) and must be able to share the logs with the SIEM & ITSM System.					
44.	The proposed solution must be architected to support monitoring minimum 2500 hosts on a single cluster.	Mandatory			**Not Applicable**	
45.	The proposed solution should allow to store information for each team and also give role-based access to each user. (The Bank has multiple teams and multiple application for each team,)	Mandatory			**Not Applicable**	
46.	The proposed solution should be architected such that it should limit the compute resources overhead to max 5% on the monitored systems. The proposed solution should be architected such that max. resource utilization (by the monitoring solution) should not exceed 5% in the monitored systems	Mandatory			**Not Applicable**	
47.	The proposed solution should be capable of self-learning to ensure there is zero false (nuisance) alarm rate within 3 months of go live. There should be no missed alerts or false positives after 3 months of going live.	Mandatory			**Not Applicable**	
48.	The proposed solution should monitor 24X7 all transactions right from web server to back end systems without causing application performance overhead (Max. resource utilization should not exceed 5%) and without missing out any transactions which breach normalcy.	Mandatory			**Not Applicable**	
49.	The proposed solution should offer multi-tenancy support. The architecture should support creation of different and logically isolated tenants per application/department, on the same cluster. (Application/department admins should be able to monitor their respective environments independently or bank may decide to	Mandatory			**Not Applicable**	

Sr. No	Functionalities/ Features	Requirement	Compliance (Yes/No)	Out-of-Box Functionality (Yes/No)	Customized / 3rd Party Functionality (Yes/No)	Comments
	have a central team to monitor multiple applications together.)					
50.	The solution must have an early warning system mechanism. During peak hours or month ends or while running campaigns, the solution should auto-detect problems before they can impact the customers. The solution must be capable of identifying performance issues and prioritize it, to indicate the severity is the problem (business impact of the problem) and its impact on the user experience.	Mandatory			**Not Applicable**	
51.	The proposed solution should have an in-built Analytical engine thereby eliminating the need of manually identifying the root cause through multitude of dashboards and reports. (The proposed solution should simplify the operations monitoring process significantly by narrowing down to the correct team to address the problem e.g. network, application, server, middleware or database teams. The objective is to reduce Mean Time to Identify (MTTI) and Mean Time to Resolve (MTTR)).	Mandatory			**Not Applicable**	
52.	The solution should allow to manage it within the Mandatory system. (To ensure secure access and avoid browser warnings, the Bank must be able to configure a valid the Bank's own SSL certificate.)	Mandatory			**Not Applicable**	
53.	The solution should be able to automatically detect any deployment changes which may have happened in the application code and correlate that with the any performance issue.	Mandatory			**Not Applicable**	
54.	The solution should be able to monitor itself.	Mandatory			**Not Applicable**	
55.	The solution should be able to perform post deployment auto discovery of most of the Bank's technology stack/ components and their dependencies without manual intervention. (i.e. It should be able to auto-instrument the	Mandatory			**Not Applicable**	

Sr. No	Functionalities/ Features	Requirement	Compliance (Yes/No)	Out-of-Box Functionality (Yes/No)	Customized / 3rd Party Functionality (Yes/No)	Comments
	applications and middleware (web and app servers, IIB and Messaging Queues etc.))					
56.	The solution should be complied with data privacy norms like GDPR/PSD2 etc.	Mandatory			**Not Applicable**	
57.	The solution should have a single agent binary (in case of agent-based monitoring) for the monitoring of host, process, transactions, code, logs, network communication.	Mandatory			**Not Applicable**	
58.	The solution should have capability to store at least 24 months data of performance issues, identified root causes, the resolutions and workarounds and the events along with the various components of the application were impacted over time for knowledge base.	Mandatory			**Not Applicable**	
59.	The solution should have gone through proper testing against Code Reviews, Penetration Testing, and Open Source risk management. The bidder should be able to furnish appropriate documentation as and when requested by the bank.	Mandatory			**Not Applicable**	
60.	The solution should have highly granular role-based access control, and a super admin should be able to control access of users at a granular level. The bank requires strict role base access control based on BU and tenants to prevent security breaches.	Mandatory			**Not Applicable**	
61.	The solution should have mechanism to manage sensitive end-user data. The system should not allow changes to the configuration without privileged access.	Mandatory			**Not Applicable**	
62.	The solution should provide analytical reports for helping identify and resolve concurrency related issues for the services monitored.	Mandatory			**Not Applicable**	
63.	The solution should provide interactive and user-friendly UI to understand auto detected application environment, it's dependencies between components	Mandatory			**Not Applicable**	

Sr. No	Functionalities/ Features	Requirement	Compliance (Yes/No)	Out-of-Box Functionality (Yes/No)	Customized / 3rd Party Functionality (Yes/No)	Comments
	like websites, applications, services, processes, hosts, networks, and infrastructure.					
64.	Solution should be able to provide full visibility into all the activities from web and mobile application user across all devices, browsers and geographic locations. (To analyse user data in real-time to assess satisfaction, detect struggles and proactively predict and influence next steps in their digital journey).	Mandatory			**Not Applicable**	
65.	The Solution should be able to give full visibility of customer experience across every digital transaction from the frontend to the backend including various interfaces for every transaction. (Bank should be able to quickly isolate the area of problem with minimal impact to users).	Mandatory			**Not Applicable**	
66.	The proposed solution should provide detailed user journey (All user actions performed within a session) and drill down to the backend systems. (The Bank can track and provide better user experience and help in sentiment analysis)	Mandatory			**Not Applicable**	
67.	The proposed solution should be able to monitor user journey within a visit/session and tracing it back to backend systems.	Mandatory			**Not Applicable**	
68.	Proposed solution should be able to measure count and response time for each step of the transaction flow and classify in buckets of response time. (e.g. Transaction step (INB, CBS and PSG) in <2 sec, 25 sec, 5-10 sec or >10 sec etc.)	Mandatory			**Not Applicable**	
69.	The proposed solution should capture and report this data as available from methods arguments or return values or bind variables associated with the transaction. (To understand the number of successful vs failed transactions while interacting with the	Mandatory			**Not Applicable**	

Sr. No	Functionalities/ Features	Requirement	Compliance (Yes/No)	Out-of-Box Functionality (Yes/No)	Customized / 3rd Party Functionality (Yes/No)	Comments
	3rd parties e.g. payment gateways, aggregator or merchants etc.)					
70.	The solution should be able to automatically detect and alert on unexpected low or high traffic problem	Mandatory			**Not Applicable**	
71.	The proposed solution should support monitoring of mobile apps on any mobile platforms.	Mandatory			**Not Applicable**	
72.	The proposed solutions should provide visibility into W3C navigation timings, for every user interaction, and based on the end user browser it should be able to understand the available metric to help understand time spent in browser or network or server.	Mandatory			**Not Applicable**	
73.	The proposed solution should clearly project the problem cause by the JavaScript was due to incompatibility of browser or JavaScript code error.	Mandatory			**Not Applicable**	
74.	The Solution should allow to test new features by running periodic synthetic transactions on the target within the Bank intranet (i.e. branch locations or from the cloud environment)	Mandatory			**Not Applicable**	
75.	The solution should allow to send alert notifications using the following ways: 1. To Bank's Email system 2. To Bank's SMS Gateway System	Mandatory			**Not Applicable**	
76.	It should support programs developed in other languages as well like R / Python.	Mandatory				
77.	Integrate with all hardware and application services.	Mandatory				
78.	The solution must integrate with various systems / applications in the Bank including but not limited to SOC, PIMS, NOC, Command Centre, ITAM, Service Desk, ADS, SSO, ITSM, CRM, Complaint management, etc. at no extra cost.	Mandatory				
79.	The solution should be able to analyse multiple log files simultaneously (Even stored across multiple hosts.)	Mandatory				
80.	The proposed solution should automatically discover and monitor the newly added middleware services	Mandatory				

Sr. No	Functionalities/ Features	Requirement	Compliance (Yes/No)	Out-of-Box Functionality (Yes/No)	Customized / 3rd Party Functionality (Yes/No)	Comments
	without any manual intervention or need of configuration. (for already monitored application)					
81.	Solution should monitor the following infrastructure components on the OS - LPARs/VPAR/NPAR/LDO M/etc. or VM images. -The hosts (CPU, memory, NIC, and storage) -Guest OS running processes -Network health -Resource utilization of the virtual management platform (VMware vCenter or standalone ESXi hosts). Solution should also monitor VMs using -NSX -HyperV -Citrix -Any Other Hypervisor solution -All the components should be monitored by installing a single agent. -It should also be possible to monitor all the components without requiring root access.	Mandatory				
82.	The proposed solution should give insight into the quality of communication between hosts and the processes that run on them. (A relevant network metrics, for that process connections, must show the network Transfer, Connectivity, and Retransmissions rates.)	Mandatory				
83.	Solution should provide connectivity Percentage of properly established TCP connections compared to TCP connections that were refused or timed out and detailed transaction specific pointing on further analysis.	Mandatory				
84.	The proposed solution should monitor automatically the applications running inside the containers without any need to modify the Container / Docker images, modify run commands.	Mandatory				
85.	The solution should automatically detect the creation and termination of containers and monitor the	Mandatory				

Sr. No	Functionalities/ Features	Requirement	Compliance (Yes/No)	Out-of-Box Functionality (Yes/No)	Customized / 3rd Party Functionality (Yes/No)	Comments
	applications and services contained within those containers.					
86.	Bidder should be able to provide Competitor benchmarking for critical customer journeys with International and Indian banks / financial organisations.	Mandatory				
87.	Flexibility to monitor applications deployed both internally (incl. virtualized environments and /or private cloud) and externally (public cloud using IaaS or PaaS etc. support for future need)	Mandatory				
88.	Integrate with cloud plug-ins (SRM, NSX, VRA, SnapCentre of NetApp)	Mandatory				
89.	It should provide AI based / capable assistants/bots for analytical information	Mandatory				
90.	Solution should support Integration with major scheduling and orchestration tool	Mandatory				
91.	Solution should support SNMP based monitoring	Mandatory				
92.	The proposed solution must be able to integrate with the DevOps pipeline tools (e.g. Jenkins, Bamboo etc) to enable performance engineering culture within the Bank. (The Bank would like to integrate the proposed monitoring solution with Load testing tools to ensure better performance tested code are released to production. The Bank also has plans to adopt a DevOps culture by deploying a Continuous Integration /Continuous Deployment process and including shift-right concepts like auto-healing.)	Mandatory				
93.	The proposed solution should have an extensible API framework to pull and push metric data from 3rd party systems and data sources like infrastructure components hosts, process, networking, virtualization or any custom device related metrics.	Mandatory				

Sr. No	Functionalities/ Features	Requirement	Compliance (Yes/No)	Out-of-Box Functionality (Yes/No)	Customized / 3rd Party Functionality (Yes/No)	Comments
94.	The proposed solution should provide dashboards to all level of stakeholders including business and IT. Solution should also help in getting Bank level financial statistics. (i.e. Gain and Loss in revenue).	Mandatory				
95.	Web based feature rich GUI without need for fat client (no installation, ongoing maintenance or management for web client) i.e. Monitoring can be performed using browser.	Mandatory				
96.	The solution must have Synthetic Monitoring Capabilities with reports and Dashboards for analysis.	Mandatory				
97.	The solution should be able to capture digital experience for specific user categories like HNI's or VIP or any other such business parameters available in session attributes.	Mandatory				
98.	Proposed solution should allow the Bank to define conversion goals based on the key page-actions performed by each user on different steps of a particular transaction.	Mandatory				
99.	Proposed solution should be able to provide easy to use interface to chart the usage on multiple dimensions such as app version, OS type, OS version, device-type etc.	Mandatory				
100.	The proposed solution should allow measuring of customer adoption of the new services or campaigns e.g. number of page actions on key pages (new campaigns or new services), errors and response times.)	Mandatory				
101.	Proposed solution should be able to monitor the SAN/NAS storage boxes and SAN switches/SAN Fabric	Mandatory				
102.	Proposed solution should be able to monitor the Application Load-balancers and WAF.	Mandatory				

Important note for bidders:

- *All the features mentioned in Annexure-C are mandatory deliverable as part of the proposed solution.*
- *Features mentioned in Serial no. 01 to point no. 75 of the above annexure are critical to this implementation, hence should be available as out-of-the-box. Bidder shall demonstrate these features to the bank.*
- *Features mentioned in Serial no. 76 to point no. 102, if not available Out-of-Box, should be made available through integration of third-party solution or customization in CORE application with-in three (03) months from the date of receipt of the Purchase Order.*
- *The OEM must confirm on their letter-head listing out the out-of-the-box features as well as the features proposed to be provided through third-party solution/customization.*
- *Bank reserves the right to conduct independent audit to validate solution features, workflow and performance index asked in this RFP. Bidder is required to extend all necessary assistance to third party auditor appointed by the Bank.*
- *Bidder shall be liable for paying a penalty 0.5% on product cost for every week (01) week of delay.*

Indicative Commercial Bid

The indicative commercial Bid needs to contain the information listed hereunder in a sealed envelope bearing the identification – **"Indicative Commercial Bid for Procurement of Centralised Application Performance Monitoring Solution".**

Name of the Bidder:

A. Application License

Sr. No.	Item	Cost per person/per day/ per unit etc. (as applicable)	Total Cost (in INR)	Proportion to Total Cost (in percentage) #
1	Total Application Performance Monitoring Tool **license,** which includes cost of software Tool, Customization and Development (6000 APM Host-Based Perpetual Licenses)			
Sub-Total 'A'				

➢ *Cost of 01 Host-Based APM License = License cost as per table A. Application License, discovered through reverse auction / 6000*

B. Training and Certification

Sr. No.	Item	Quote (INR)	Proportion to Total Cost (in %age) #
1.	Training and Certification (from OEM) for Batch of 15 candidates at bidder location for 5 Batches		
Sub-Total 'B'			

C. Onsite Support @@

Sr. No.	Item	Indicative Number of Resources	Quote (INR)	Proportion to Total Cost (in %age) #
1.	Project Manager (Cost & Number)			
2.	Team Lead / Solution Architect (Cost & Number)			
3.	Integration, customisation and deployment Services (Cost & Number)			
4.	Production, Operational and Technical Support services - L1 - (24*7*365 (366) days)			

	(minimum 5 years' experience) **++ (**Cost & Number)			
5.	Production, Operational and Technical Support services - L2 (24*7*365 (366) days) (minimum 8 years' experience) (Cost & Number)			
6.	Production, Operational and Technical Support services - L3 (minimum 10 years' experience) (Cost & Number)			
Sub-Total 'C'				

@@ Bidder has to suggest indicative number of resources for each category.

Summary of Indicative Quote:

Particulars	Quote (INR)	Proportion to Total Cost of E (in %age) #
(A) Application license (Sub-Total 'A' above)		
(B) Training (Sub-Total 'B' above)		
(C) Onsite Support (Sub-Total 'C' above)		
(D) Grand Total (A+B+C)		

@ Cost of licenses will be paid as per actual ultilisation. The licenses provided, has to be host-based and PERPETUAL in nature and Per license cost will be derived. The approximate quantity of 6000 APM host-based licenses will be consumed / utilized by the Bank during the entire contract period. The discovered cost will be valid for the entire contract period. No additional licensing cost will be payable for DR / NR / UAT / PRE-PROD etc. However, the Bank reserves the right to use monitoring licensing for the above setup, i.e., once the cost is discovered for one (01) OS license for PRODUCTION setup, by-default the cost includes the license cost for corresponding DR / NR / UAT / PRE-PROD etc. setup of that OS instance.

<u>**Additional information as discussed in Pre-BID discussion:**</u> *(This is for illustrative purpose only)*

Currently hosting approximately 300 applications in 5 Data Centers out of which environment of 2 small and 2 large applications are given below.

Small Applications: (a) Application 1: 07 OS instances including 02 DB instances
                (b) Application 2: 46 OS instances including 14 DB instances

Large Applications: (a) Application 3: 173 OS instances including 21 DB instances
                (b) Application 4: 620 OS instances

Out of the above 300 (approximate) applications mentioned above, 40% of the applications falls into Large Application category.

Important: The price breakup of all the hardware/software components must be provided (even if the price is zero). The Bid may be rejected if the price breakup is not provided.

Breakup of Taxes and Duties

Sr. No.	Item	Tax 1	Tax 2	Tax 3
		Mention Name of Tax		
1.	Software (including 5 years warranty)			
2.	Hardware (if any)			
3.	Installation/ Commissioning			
4.	Training			
5.	Support (man-power cost)			
6.	Comprehensive warranty for software for 1 years from the go live date			
	Grand Total			

Signature

Seal of Company

The 'Proportion to Total Cost' percentage mentioned here will have to be maintained in the final price quote also by the L1 Bidder. The percentage should be mentioned in two decimal places. Variation in the final price should not exceed +/- 5%. See illustration at the end.

Illustration

Particulars	Indicative Price Bid Quote (INR)	Proportion to Total Cost (in %age)	L1 Price (INR)	Minimum final price should not be below (INR)*	Maximum final price should not exceed (INR)**
A	*B*	*C*	*D*	*E*	*F*
(a) Item 1	25	13.16	9.87	9.38	10.36
(b) Item 2	50	26.32	19.74	18.75	20.72
(c) Item 3	75	39.47	29.60	28.13	31.09
(d) Item 4	40	21.05	15.79	15.00	16.58
(f) Grand Total (1 + 2 + 3 + 4)	190	100	75		

*Computed as '95%' percentage of 'D'.
**Computed as '105%' percentage of 'D'.