



CORRIGENDUM - I

**REQUEST FOR PROPOSAL
FOR
PROCUREMENT,
IMPLEMENTATION AND MONITORING SUPPORT OF CENTRALISED
APPLICATION PERFORMANCE MONITORING SOLUTION
DATE: 07.10.2019**

**SBI/GITC/Platform Engineering-II/2019/2020/645
Dated: 12/09/2019**

**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
1.	2 / Schedule of Events / 6. Last date and time for Bid submission	Upto 1600 hrs. (time) on 11.10.2019 (date)	Upto 1600 hrs. (time) on 19.10.2019 (date)
2.	2 / Schedule of Events / 8. Date and Time of opening of Technical Bids	1630 hrs. (time) on 11.10.2019 (date) Authorized representatives of Bidders may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives.	1630 hrs. (time) on 19.10.2019 (date) Authorized representatives of Bidders may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives.
3.	3 / Schedule of Events / 15. Contact details of agency appointed for conducting Reverse Auction	Will be advised in due course	Duplicate clause of clause no. 14, hence deleted.
4.	3 / Schedule of Events / 16. Delivery schedule/ Timeline for Software Solution:	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.	Delivery of the solution should be within fifteen (15) working days from date of issue of Purchase Order. The solution must be installed, tested and commissioned within a period of ten (10) weeks from date of issue of Purchase Order.
5.	10 / 5. ELIGIBILITY AND TECHNICAL CRITERIA / i.(a)	If any Bidder submits Bid on behalf of Principal/OEM, the same Bidder shall not submit a Bid on behalf of another Principal/OEM under the RFP. Bid submitted with option of multiple OEMs shall also be considered bid submitted on behalf of multiple OEM.	A bidder shall submit only One (01) bid proposing Tool A and Tool B from different OEMs.
6.	32 / INTELLECTUAL PROPERTY RIGHTS AND	Service Provider shall grant the Bank a enterprise-unlimited perpetual license throughout the territory of India or abroad to access, replicate and use software	Service Provider shall grant the Bank Enterprise-Host-based-Term License throughout the territory of India or abroad to access, replicate and use

	OWNERSHIP / vi.	provided by Service Provider, including all inventions, designs and marks embodied therein perpetually. The source code / object code / executable code and compilation procedures of the Software Solution should be placed under an Escrow arrangement. All necessary documentation in this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified. Any update or upgrade to source code should be informed and brought under Escrow or made available to the Bank.	software provided by Service Provider, including all inventions, designs and marks embodied therein. All necessary documentation in this behalf should be made available to the Bank. Any update or upgrade to source code should be provided free of cost to the Bank.
7.	46 / Appendix-B / Bidder's Eligibility Criteria / 4.	Bidder should have experience of minimum 03 (three) years in providing the Software Solution/services, as stated in the RFP, as on 31.03.2019.	Bidder / OEM should have experience of minimum 03 (three) years in providing the Software Solution/services, as stated in the RFP, as on 31.03.2019. Documents to be submitted Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.
8.	58 / Appendix-C / Technical & Functional Specifications / 57.	The proposed solution should be architected such that maximum resource utilization (by the monitoring solution, in terms of compute) should not exceed 5% of the monitored systems, in normal scenario.	Duplicate clause of clause no. 11 (on page no. 51), hence deleted.
9.	74 / Appendix-C / Technical & Functional Specifications / 53.	proposed solution should be architected such that maximum resource utilization (by the monitoring solution, in terms of compute) should not exceed 5% of the monitored systems, in normal scenario.	Duplicate clause of clause no. 8 (on page no. 68), hence deleted.
10.	95 / APPENDIX-E1 / Milestones for	APPENDIX -E1	APPENDIX -E1 (To read as under)

	Payment Schedule		
11.	97 / APPENDIX-F / Indicative Commercial Bid	APPENDIX-F	APPENDIX-F (To read as under)
12.	112 / ANNEXURE-J / Penalties / 1.	Delivery of the licenses should be within Two (02) week from date of issue of Purchase Order. In the event of any or all component(s) / licenses / solution not being installed, tested and commissioned within a period of ten (10) weeks (as per Milestone-1 mentioned in Appendix – E1 of the RFP) from date of Purchase Order, a penalty of one (1) percent of the total cost of the software/equipment for each week or part thereof the delay, subject to maximum amount of twenty (20) percent of the total cost of solution may be levied to vendor. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of software/hardware.	Delivery of the licenses should be within fifteen (15) working days from date of issue of Purchase Order. In the event of any or all component(s) / licenses / solution not being installed, tested and commissioned within a period of ten (10) weeks (as per Milestone-1 mentioned in Appendix – E1 of the RFP) from date of Purchase Order, a penalty of one (1) percent of the total cost of the software/equipment for each week or part thereof the delay, subject to maximum amount of twenty (20) percent of the total cost of solution may be levied to vendor. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of software/hardware.
13.	109 / Appendix-J / Penalties / 8.e. Service Milestones	Delivery Delivery of Licenses Within 02 (Two) Week from the issue of Purchase Order	Delivery Delivery of Licenses Within fifteen (15) working days from the issue of Purchase Order
14.	109 / Appendix-J / Penalties / 8. f	The VENDOR shall ensure that the full configuration of the solution is available to the BANK in proper working condition viz. uptime of 99.99% of the time on a 24x7x365 (366) days basis.	The VENDOR shall ensure that the full configuration of the solution is available to the BANK in proper working condition viz. uptime of 99.97% of the time on a 24x7x365 (366) days basis.
15.	115 / Appendix-J / Penalties / 11	In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another	In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the

		<p>vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services. If existing vendor is breach of this obligation, they shall be liable for paying a penalty of as provided in Part-II, (Schedule of Events, SI No 19) on demand to the Bank, which may be settled from the payment of invoices or Performance Bank Guarantee for the contracted period.</p>	<p>Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services. If existing vendor is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.</p>
16.	137 / 16.1 OWNERSHIP / 16.1	<p>Service Provider will provide Source Code for every version of the Software supplied or customized/developed specifically for the Bank, without any cost to the Bank, and it will be treated as the property of the Bank.</p>	Clause stands deleted
17.	139 / 16.4 SOURCE CODE ESCROW AGREEMENT 16.4	16.4. SOURCE CODE ESCROW AGREEMENT (including sub-points 16.1, 16.2, 16.3, 16.4, 16.5)	Clause stands deleted
18.		General Clause	<p>Bidder is required to submit the following along with the Bid document:</p> <ol style="list-style-type: none"> 1. Data and Process Flow diagram. 2. Architecture Diagram (LLD & HLD). 3. Network Diagram. 4. Application system architecture, covering the descriptions of all

			<p>components like platforms, database, application software, plug-ins, software agents.</p> <p>5. Descriptions of integrations/interfaces with third-party applications, web-services for the purpose of data-exchange, covering authentication and encryption mechanism.</p> <p>Bidder may be asked to present the proposed solution after bid submission.</p>
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Milestones for Payment Schedule
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Delivery and Payment Milestones

Tool – A:

- 1. Milestones-1 (60% of the total Software license and implementation cost) on completion of the following:**
 - a. Delivery of initial Licenses.
 - b. Supply, installation, testing, commissioning of APM Solution in Primary, DR and Pre-Prod & Dev. Environments.
 - c. Configure High availability among all the components of the solution to ensure zero downtime.
 - d. Configure the complete solution as per the Bank's Security Review (SR) recommendations
 - e. Configuration of Bank's SCD (Secure Configuration Document) on the entire infrastructure of the solution.
 - f. Implementation and UAT sign-off.
 - g. Successful integration of minimum 10 (Ten) applications, as suggested by Bank, out of which one application having more than 100 host.
 - h. Updated documents, as asked in Milestone - 1, if any change is advised by the Bank.
 - i. Submission of User Manuals based on different roles and Administration and Troubleshooting.
 - j. Submit Solution documents covering following areas: (Specific to Bank)
 - i. Data Flow diagram
 - ii. Architecture Diagram
 - iii. Network Diagram
 - iv. Installation steps
 - v. Integration Process details
 - k. Process Implementation steps
- 2. Milestones-2 (10% of the total Software license and implementation Cost) 3 Months from PROD go live:**
 - a. Complete delivery of Licenses.
 - b. Close VA & PT observations within the prescribed timeline.
 - c. Production go-live of 5 applications, as suggested by Bank, in addition to the applications integrated in point – "g" of Milestone – 1.
- 3. Milestones-3 (10% of the total Software license and implementation Cost) on completion of the following:**
 - a. Development of production monitoring dashboards
 - b. Integration with
 - i. monitoring control center.
 - ii. Analytical reporting.
 - c. Demonstration of all the features / functionalities, as asked in Appendix-C of the RFP.

Tool – B:

4. Milestones-1 (60% of the total Software license and implementation cost) on completion of the following:

- a. Delivery of initial Licenses.
- b. Supply, installation, testing, commissioning of APM Solution in Primary, DR and Pre-Prod & Dev. Environments.
- c. Configure High availability among all the components of the solution to ensure zero downtime.
- d. Configure the complete solution as per the Bank's Security Review (SR) recommendations
- e. Configuration of Bank's SCD (Secure Configuration Document) on the entire infrastructure of the solution.
- f. Implementation and UAT sign-off.
- g. Successful integration for minimum 01 (one) application, as suggested by Bank.
- h. Updated documents, as asked in Milestone - 1, if any change is advised by the Bank.
- i. Submission of User Manuals based on different roles and Administration and Troubleshooting.
- j. Submit Solution documents covering following areas: (Specific to Bank)
 - i. Data Flow diagram
 - ii. Architecture Diagram
 - iii. Network Diagram
 - iv. Installation steps
 - v. Integration Process details
 - vi. Process Implementation steps

5. Milestones-2 (10% of the total Software license and implementation cost) 3 Months from PROD go live

- a. Complete delivery of Licenses.
- b. Close VA & PT observations within the prescribed timeline.
- c. Production go-live of 01 (One) application, as suggested by Bank, in addition to the applications integrated in point – “g” of Milestone – 1.

6. Milestones-3 (10% of the total Software license and implementation) on completion of the following:

- a. Development of production monitoring dashboards
- b. Integration with
 - vii. monitoring control center.
 - viii. Analytical reporting.
- c. Demonstration of all the features / functionalities, as asked in Appendix-C of the RFP.

Common for Tool – A and Tool – B:

7. Milestones-4 (20% of license and implementation Cost) on BG submission

- a. Submission of Bank Guarantee from a Scheduled Commercial Bank other than SBI, for an equivalent amount valid for the period of 63

months from the date of completion of Milestone #1 of both the tools, Tool – A and Tool - B.

- b. This payment will be released concurrently with payment of Milestone #1 (of both the tools, Tool – A and Tool – B), subject to submission of Bank Guarantee.
- c. In case of non-submission of Bank Guarantee, 20% of the solution cost will be released after completion of the contract period.

8. Resource / support cost will be paid on monthly basis in arrears.

9. OEM resource cost will be paid on post-utilisation on quarterly basis. OEM resource utilisation will be as per the discretion of the Bank.

10. Training cost will be paid on utilisation basis.

****Note: EMD of successful Bidder will be released on submission of above noted Bank Guarantee, otherwise, along-with payment of Milestone #4.***

@@ Please refer RFP terms and conditions for Project Time-lines.

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Appendix-F

Indicative Price Bid

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

Name of the Bidder:

Table 1: Tool – “A”:

Sr. No.	Item	Quantity/ No of Resource s	Rate per item/Per resource etc. (as applicable)	Total Amount in Rupees (Yearly)	Total Amount in Rupees (For 5 years)	Proportion to Total Cost (in percentag e) #
1.	Application Performance Monitoring Tool license (cost of software Tool). Enterprise-Host-based-Term Licenses – Tool - A	5000				
2.	Cost of Customisation, Development, Integration and implementation, including third-party tools (if any).					
Total (T1)						

Table 2: Tool – “B”:

Sr. No.	Item	Quantity/ No of Resource s	Rate per item/Per resource etc. (as applicable)	Total Amount in Rupees (Yearly)	Total Amount in Rupees (For 5 years)	Proportion to Total Cost (in percentag e) #
3.	Application Performance Monitoring Tool license (cost of software Tool). Enterprise-Host-based-Term Licenses – Tool - B	2000				
4.	Cost of Customisation, Development, Integration and					

	implementation, including third-party tools (if any).				
Total (T2)					

Table 3: Resource:

Sr. No.	Item	Quantity/ No of Resources	Rate per item/Per resource etc. (as applicable)	Total Amount in Rupees (Yearly)	Total Amount in Rupees (For 5 years)	Proportion to Total Cost (in percentage) #
5.	Onsite support (i) Team Lead (<i>The minimum number of resources = 01</i>)					
	(ii) Production, Operational and Technical Support services - L1 - (24*7*365 (366) days) (minimum 1 years' tool experience) (<i>The minimum number of resources = 03 per shift</i>) ±					
Total (T3)						

Table 4: Resource & Training for Tool – “A”:

Sr. No.	Item	Quantity/ No of Resources	Rate per item/Per resource etc. (as applicable)	Total Amount in Rupees (Yearly)	Total Amount in Rupees (For 5 years)	Proportion to Total Cost (in percentage) #
6.	Onsite support Production, Operational and Technical Support services, including configuration of applications for Tool A – L2 (minimum 05 years' experience) (<i>The minimum number of resources = 01</i>). The					

	resource must be OEM certified.					
7.	OEM resources for Tool A (In Man Days) @@	100				
8.	Training and Certification: Training and Certification (from OEM) for Batch of 15 candidates at bidder / OEM location for 5 Batches					
Total (T4)						

Table 5: Resource & Training for Tool – “B”:

Sr. No.	Item	Quantity/No of Resources	Rate per item/Per resource etc. (as applicable)	Total Amount in Rupees (Yearly)	Total Amount in Rupees (For 5 years)	Proportion to Total Cost (in percentage) #
9.	Onsite support Production, Operational and Technical Support services, including configuration of applications for Tool B – L2 (minimum 05 years' experience) (The minimum number of resources = 01). The resource must be OEM certified.					
10.	OEM resources for Tool B (In Man Days) @@	75				
11.	Training and Certification: Training and Certification (from OEM) for Batch of 15 candidates at bidder / OEM location for 3 Batches					
Total (T5)						
Grand Total (T1+T2+T3+T4+T5) *						

*** This will be the Total Cost of Ownership (TCO)/Total Project Cost and should be quoted in the reverse auction.**

- The contract will be valid for a term of 5 years.
- Cost of 01 Host-Based APM License (Tool – A) = License cost as per Sr. No. 01. Application License discovered through reverse auction / 5000. The rate will be valid for the entire contract period and will be applicable for State Bank Group companies.
- Cost of 01 Host-Based APM License (Tool – B) = License cost as per Sr. No. 03. Application License discovered through reverse auction / 2000. The rate will be valid for the entire contract period and will be applicable for State Bank Group companies.
- All the licenses for Third-party Tool should be perpetual in nature. No additional cost will be paid by the Bank.
- A Bidder must propose two (02) tools (Tool – A & Tool – B) as part of the proposed solution.
- Both the tools must be from different OEMs.
- Bidder to configure existing applications with-in a period of 03 months form Production Go-Live.
- Bidder to ensure that the configuration or setup of proposed tools, with new application has to be done by the on-site team, during the entire contract period.
- The minimum number of resources to be arranged by the Bidder is the basic required. However, the Bidder must factor and arrange additional number of resources to meet all requirements specified in the RFP such as timely delivery of the project as per timelines, ensure delivery of all the deliverables as specified in the RFP, ensure to meet all support requirements during the engagement period.
- Please refer Point no. 50 (page no. 39) of the RFP document for Tax related queries.
- The tool(s) training must be comprehensive covering all the aspects of the tool(s).

± The support team must be a mix of resources for both the tools. On-boarding of resources must be done as to cater the SLA requirements on basis of the applications configured.

@@ OEM resource utilisation will be as per the discretion of the Bank.

@ The licenses provided, have to be host-based and Per license cost will be derived. The discovered cost will be valid for the entire contract period. No additional License will be payable for DR / NR. 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 setup of that OS instance. Per license cost include monitoring of Primary and related DR setup.

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

Breakup of Taxes and Duties

Sr. No.	Name of activity/Services	Tax 1	Tax 2	Tax 3
		Mention Name of Tax		
		GST%		
1.				

2.				
3.				
Grand Total				

Name & Signature of authorised signatory

Seal of Company

Illustration

Particulars	Indicative Price Bid Quote (INR)	Proportion to Total Cost 'G' (in %age) of indicative price bid	Final Price (INR) in reverse auction	Minimum final price should not be below (INR)	Maximum final price should not exceed (INR)
<i>A</i>	<i>B</i>	<i>C</i>	<i>D*</i>	<i>E</i> (95% of D)	<i>F</i> (95% of D)
Item 1	25	13.16	9.87	9.38	10.36
Item 2	50	26.32	19.74	18.75	20.72
Item 3	75	39.47	29.60	28.13	31.09
Item 4	40	21.05	15.79	15.00	16.58
Grand Total (1 + 2 + 3 + 4)= G	190	100	75		

* Ideal final price breakup based on final price of INR 75 quoted in the reverse auction

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