



CORRIGENDUM - I

**REQUEST FOR PROPOSAL
FOR
PROCUREMENT,
IMPLEMENTATION AND MONITORING SUPPORT OF CENTRALISED
APPLICATION PERFORMANCE MONITORING SOLUTION
DATE: 07.06.2019**

**SBI/GITC/Platform Engineering-II/2019/2020/606
Dated: 20/05/2019**

**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.	25 / 33 Right to Audit	33.iii. Service Provider shall, whenever required by the 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.	33.iii. Service Provider shall, whenever required by the 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. 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.
2.	113 / 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/	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 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.	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.
3.	76 / ANNEXURE-E1 / Milestones for Payment Schedule	ANNEXURE-E1	ANNEXURE-E1 (Please refer below)
4.	78 / ANNEXURE-F / Indicative Commercial Bid	ANNEXURE-F	ANNEXURE-F (Please refer below)
5.	89 / ANNEXURE-J / Penalties	ANNEXURE-J	ANNEXURE-J (Please refer below)
6.	30 / 41. Patent Rights/Intellectual Property Rights:	v. The Vendor shall grant the Bank a host-based perpetual license throughout the territory of India or abroad to access, replicate and use software provided by the Vendor, 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	v. The Vendor shall grant the Bank a host-based perpetual license throughout the territory of India or abroad to access, replicate and use software provided by the Vendor, including all inventions, designs and marks embodied therein perpetually. The tool / application should be certified as EAL 5 (Evaluation Assurance Level) or above.

		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.	
7.	118 / ANNEXURE-J / Service Level Agreement	16---- SOURCE CODE ESCROW AGREEMENT (including sub-points 16.1, 16.2, 16.3, 16.4, 16.5)	Clause stands deleted
8.	39 / Schedule of Events / 6. Last date and time for Bid submission	1530 hrs. on 14.06.2019	1530 hrs. on 20.06.2019
9.	39 / Schedule of Events / 8. Date and Time of opening of Technical Bids	1600 hrs. on 14.06.2019	1600 hrs. on 20.06.2019
10.	40 / Schedule of Events / 13. Performance Bank Guarantee	20% of total license and implementation cost for the entire period of contract.	10% of total license and implementation cost for the entire period of contract.
11.	63 / ANNEXURE-C / Technical & Functional Specifications / 77	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.	The solution should have capability to store at least 12 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.
12.	64 / ANNEXURE-C / Technical	Solution should monitor the following infrastructure components on the OS -	Solution should monitor the following infrastructure components on the VM images.

	& Functional Specifications / 82	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.	<ul style="list-style-type: none"> - The hosts (CPU, memory, NIC, and storage) - Guest OS - Network health - Resource utilisation of the virtual management platform (VMware vCenter or standalone ESXi hosts). - All the components should be monitored by installing agents which will cumulatively consume resources not greater than the values mentioned by the Bank.
13.	64 / ANNEXURE-C / Technical & Functional Specifications / 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.)	Clause stands deleted
14.	ANNEXURE-C / Technical & Functional Specifications / 104	New Clause added as 104 under the Mandatory Requirement	The solution should be able to monitor all the components without requiring "root" privilege on the monitored application as well as to perform the day-to-day activities of the monitoring solution.
15.	ANNEXURE-C / Technical & Functional Specifications / 105	New Clause added as 105 under the Mandatory Requirement	The solution should be able to monitor all the components / applications with only the read privilege inn the monitored application.
16.	ANNEXURE-C / Technical & Functional Specifications / 106	New Clause added as 106 under the Mandatory Requirement	The proposed solution should be architected such that maximum resource utilization of the monitored host, at any time during the day, (by the monitoring solution, in terms of compute) should not exceed 5% of the

			monitored systems, irrespective of the number of agents installed for monitoring.
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Milestones for Payment Schedule
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Delivery and Payment Milestones

- 1. Milestones-1 (50% of the total Software license and implementation cost)**
 - a. Supply, installation, testing, commissioning of APM Solution in Primary, DR and Pre-Prod & Dev. Environments.
 - b. Configure High availability among all the components of the solution to ensure zero downtime.
 - c. implementation and UAT signed off for an application having more than 100 host.
 - d. Submission of detailed architecture diagram of entire setup.
 - e. Submit Solution documents covering following areas: (Specific to Bank)
 - i. Installation steps
 - ii. Integration Process details
 - iii. Process Implementation steps
 - iv. User Manuals based on different roles
 - v. Administration and Troubleshooting
- 2. Milestones-2 (15% of license and implementation Cost) 3 Months from PROD go live**
 - a. Close VA & PT observations within the prescribed timeline.
 - b. Configure the complete solution as per the Bank's Comprehensive Security Review (CSR) recommendations.
 - c. Production go-live of 5 applications having more than 50 hosts each.
- 3. Milestones-3 (25% of license and implementation Cost)**
 - a. Development of production monitoring dashboards
 - b. Integration with
 - i. monitoring control center.
 - ii. analytical reporting.
- 4. Milestones-4 (10% of license and implementation Cost) on BG submission**
 - a. the expiry of warranty period OR against 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.
 - b. This payment will be released concurrently with payment of Milestone #1, subject to submission of Bank Guarantee.
 - c. In case of non-submission of Bank Guarantee, 10% of the solution cost will be released after completion of the contract period.
- 5. Annual Support for License will be on quarterly in advance.**
- 6. Resource / support cost will be paid on monthly basis in arrears.**

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

Annexure-F

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) #
A.1	Total Application Performance Monitoring Tool license, which includes cost of software Tool, Customization and Development (6000 APM Host-Based Perpetual Licenses)			
A.2	01 (One) year warranty			
A.3	04 (Four) year ATS			
Sub-Total 'A'				

- Cost of 01 Host-Based APM License = License cost as per table A. Application License, discovered through reverse auction / 6000. The rate will be valid for the entire contract period and will be applicable for State Bank Group companies.

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) for 05 (five) years	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)		

@ The licenses provided, has to be host-based and PERPETUAL in nature and Per license cost will be derived. 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.

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			
6.	Comprehensive warranty for software for 1 years from the go live date			
7.	Comprehensive annual maintenance for software for 4 years after the end of comprehensive warranty.			
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
(e) Grand Total (a + b + c + d)	190	100	75		

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

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

Penalties

Penalties & SLA terms

1. Delivery of the solution should be within One (01) weeks from date of issue of Purchase Order. In the event of the any or all component(s) / licenses / solution not being installed, tested and commissioned within a period of six (06) weeks 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 ten (10) 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.
2. Penalties are capped at 10% of the total cost of ownership (TCO) in respect of the penalties mentioned in Annexure J "Penalties & SLA Terms".
3. The Vendor warrants that the products supplied under the Contract are new / latest, of the most recent or current version The Vendor further warrants that all the components supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied products in the conditions prevailing in India.
4. Warranty for the System Software/off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software.
5. The proposed core solution must have a road-map of next five (05) years.
6. The Vendor shall in addition comply with the performance guarantees specified under the Contract. If, for reasons attributable to the Vendor, these guarantees are not attained in whole or in part the Vendor shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.
7. On-site comprehensive warranty: The warranty would be on-site and comprehensive in nature and back to back support from the OEM. The vendor will warrant all the components / software against defects arising out of faulty design, materials and media workmanship etc. for a period of five (05) years from the date of acceptance of the solution.
8. During the term of the contract, the VENDOR will maintain the solution in perfect working order and condition and for this purpose will provide the following configuration and maintenance services:
 - a) The bidder to provide APM integration experts to setup Application Monitoring and End User Experience Monitoring and to develop dashboards per application to address both business and technical use cases. Implementation to ensure proper integration with the Operations Bridge used by the IT operations and Development

teams to perform root cause analysis, proactively monitor and resolve issues in Production IT Environment (Bidder as well as OEM resource) during the all integration activities.

- b) The bidder to provide operational support for the entire Application Monitoring Solution on 24x7x365 (366) basis for 5 years from the go live (including activities related to administration, upgrade, maintenance, storage management, backup management, and other related activities), to keep system running so that high availability can be assured. Operational support needs to verify all alerts for authenticity before raising to the Bank's teams.
- c) The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 90 minutes.
- d) The VENDOR shall ensure that faults and failures intimated by Bank as above are set right within 04 (four) hours of being informed of the same. In any case the solution should be made workable and available not later than the Next Business Day.
- e) Service Milestones

Service Category	Milestone	Duration (in months/weeks/days/hours)
Delivery	Delivery of Licenses	Within 01 (One) Week from the issue of Purchase Order
Installation	Complete Installation of All the Components in Bank's Virtual Environment	Within 04 (Four) Weeks from issue of Purchase Order
Configuration	Configuration of Application and integration with Bank's Various Source Systems	Included in Installation
User Acceptance Testing & Security Review	Complete UAT Signoff by Bank's UAT Department and Closure of Security Review	UAT signoff within 2 weeks and Closure of Security Review within 4 Weeks reporting

Documentation	A. User manuals B. Installation manuals C. Operation manuals D. Design documents E. Process documents F. Technical manuals G. Functional specification H. Software requirement specification I. On-line tutorials J. System configuration documents K. System/database administrative documents L. Debugging/diagnostics documents M. Test procedures N. Standard Operating Procedures	15 Days from the date of Completion of Installation
Training		
Live in Production. etc.		

- 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.

Uptime Metric:

SL no.	Service level category	Service level object	Service window	Measurement range/criteria
1.	99.99 %	The solution must be available to the user in proper working condition viz. uptime of 99.99% of the time on 24x7x365 (366)		Measurement will be on monthly basis

		days basis		
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- g) The Vendor (Service provider) undertakes and warrants to provide technical support with resolution time frame as per the matrix given below:

Severity	Description	Response Time	Resolution time
<i>High</i>	<i>Monitoring services not available to the user, resulting in business impact.</i>	<i>15 minutes*</i>	<i>With-in 30 minutes*</i>
<i>Medium</i>	<i>Services are available, but disruptions causing business impact.</i>	<i>15 minutes*</i>	<i>With-in 01 (One) hour*</i>
<i>Low</i>	<i>The slowness in the service.</i>	<i>15 minutes*</i>	<i>With-in 06 (Six) hours*</i>

- h) For purpose of calculating penalty, uptime is calculated as under:

$$\text{Uptime (\%)} = \frac{\text{Sum of total hours during month} - \text{Sum of downtime hours during month}}{\text{Sum of total hours during the month}} \times 100$$

Total hours during the month = No. of working days x 24 hours

- i) Penalties for Application SLA uptime shall be as under:

Service level category	SLA Measure	Penalty Calculation
Application RTO	<i>30 minutes</i>	i. NIL upto 30 minutes ii. 5 Lakh for >30 <= 60 minutes iii. 10 Lakh for >60 <= 90 minutes iv. 20 Lakh for >90 <= 120 minutes v. 50 Lakh for >120 minutes
Delivery Schedule	<i>1 Week</i>	20 Lakhs for every week Delay

Installation	<i>6 weeks</i>	One (1%) percent of the total cost of the software/equipment for each week or part thereof the delay, subject to maximum amount of Ten (10%) percent of the total cost of solution.
User Acceptance Testing	3 Weeks after successful installation.	5 Lakhs for every Week after 3 Weeks of installation.
Live in Production	Within 2 Weeks of Security Review	5 Lakhs for every week of delay in closure of Security Review after 4 Weeks of reporting
Non-availability of staff	1 Week	i. 1 week no penalty ii. 5 Lakhs for every day
Reports/Dashboards	<i>2 Weeks</i>	<i>5 Lakhs for every week of delay.</i>

Penalties for Application SLA uptime shall be as under:

S. No.	Uptime Range (in %)	Penalty	Remarks
1.	>99.99	No Penalty	Aprox. 4 minutes
2.	>99.90% <= 99.99 %	Rs. 1.0 lakhs	Aprox. 12 minutes
3.	>99.75% <= 99.90 %	Rs. 2.0 lakhs	Aprox. 30 minutes
4.	>99.50% <= 99.75 %	Rs. 5 lakhs	Aprox. 60 minutes
5.	>99.00% <= 99.50 %	Rs. 10 lakhs	Aprox. 120 minutes
6.	<= 99.00 %	Rs. 20 lakhs + Rs. 1 lakh for every 0.01% drop in uptime.	

Penalties for breach of resource utilization on any monitored host (by the monitoring Solution) shall be as under: (without debug mode)

S. No.	Resource Utilization range	Penalty
1.	Up to 5 %	No Penalty
2.	>5% and <= 7%	1% of the cost of Quarterly AMC charges.
3.	> 7% and <= 10%	2% of the cost of Quarterly AMC charges.
4.	> 10% and <= 15%	3% of the cost of Quarterly AMC charges.
5.	> 15%	5% of the cost of Quarterly AMC charges.

Penalties for breach of resource utilization on any monitored host (by the monitoring Solution) shall be as under: (in debug mode)

S. No.	Resource Utilization range	Penalty
1.	Up to 10 %	No Penalty
2.	>10% and <= 12%	1% of the cost of Quarterly AMC charges.
3.	> 12% and <= 15%	2% of the cost of Quarterly AMC charges.
4.	> 15% and <= 20%	3% of the cost of Quarterly AMC charges.
5.	> 20%	5% of the cost of Quarterly AMC charges.

PENALTY FOR NON-PERFORMANCE AT HELP DESK

Service Area	SLA measurement	Penalty % on billable amount for the specified activity		Calculate penalty on
		0 %	5% (for every 1% shortfall from the stipulated service level)	
Help Desk	Time taken for resolution of calls (99% of the calls should be resolved within the stipulated response time)	More than or equal to 99% of service level	Less than 95% of service level	Call resolution =30 minutes >=99% no penalty 5% on billable amount for every 1% shortfall for SLA >=95% 10% on billable amount for every 1% shortfall for SLA <95%

- j) **Preventive maintenance:** the VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior

of the equipment, and necessary repair of the equipment) once within first 15 days of the installation once within the first 15 days of every alternate month during the currency of this agreement on a day and time to be mutually agreed upon. Notwithstanding the foregoing the VENDOR recognizes Bank's operational needs and agrees that Bank shall have the right to require the VENDOR to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.

- k) Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
 - l) The Bank shall maintain a register at its site in which, the Bank's operator / supervisor shall record each event of failure and / of malfunction of the equipment. The VENDOR's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the VENDOR'S engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. The original of the field call report shall be handed over to the Bank's official.
9. NO term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.
10. If, in any month, the VENDOR does not fulfill the provisions of clauses (b), (c), (d), (e) and (h) only the proportionate maintenance charges for that period during the month will be considered payable by Bank without prejudice to the right of the Bank to terminate the contract. In such event the VENDOR was credited without deducting the proportionate maintenance charges for that month, the Bank can deduct the same from future payments payable or the VENDOR shall refund the amount forthwith to Bank on demand by Bank.
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 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.