

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	A. BID SCHEDULE & ABBREVIATIONS	1. BID SCHEDULE	8. Performance Bank Guarantee/Bid Security: 3% of Total Order Value.	Requesting bank to mention the time line for PBG.	Bidder has to comply with RFP Terms. Kindly refer the clause no. 8.4 of Section F of the RFP for more details.
2	10	B. INTRODUCTION	5. Existing Infrastructure	5.5. The Selected Bidder has to supply the required Hardware & Software so that proposed solution to be implement in active-active High Availability Configuration as active instance at DC and similarly in active-active High Availability Configuration as Standby Instance at DRC. The Proposed solution should be fully fault tolerant and HA can be perform through application level or Hardware level or network level without impacting the application continuity within a DC and between DC & DRC or vice versa within Bank prescribed RTO. The Application/database/Logs should replicate within bank prescribed RPO and integration of agents/devices with solution should be stateless and FQDN based so that switchover/switchback should be trigger and performed seamlessly without any change in agent side of end points.	Request Bank to confirm whether active-passive instance can be proposed for high availability of active instance at DC and another similar active-passive Instance as standby instance at DRC.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
3	10	B. INTRODUCTION	5. Existing Infrastructure	5.1. Canara Bank has established state-of-the-art two-tier MPLS network connectivity to connect its Data Center - Bengaluru (DC), Disaster Recovery Center-Mumbai (DRC), domestic & foreign Branches/Offices and all other business units. DC & DRC Site is connected with dedicated point-to-point Link. The bandwidth & other details will be shared to selected bidder.	Request Bank to clarify: Can we use the same WAN connectivity for the proposed SAMS project?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
4	10	B. INTRODUCTION	5. Existing Infrastructure	5.3. The successful bidder must design the solution with high availability & secure infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices. The DRC Site is running site and equivalent to DC Site in all aspects.	Request Bank to clarify: Whether Bank will provide the connectivity between DC and DRC? Also share the security standards required by the bank.	Yes



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5	10	C. Deliverables & Service Level Agreements (SLAs)	5. Existing Infrastructure	5.5. The Selected Bidder has to supply the required Hardware & Software so that proposed solution to be implement in active-active High Availability Configuration as active instance at DC and similarly in active-active High Availability Configuration as Standby Instance at DRC. The Proposed solution should be fully fault tolerant and HA can be perform through application level or Hardware level or network level without impacting the application continuity within a DC and between DC & DRC or vice versa within Bank prescribed RTO. The Application/database/Logs should replicate within bank prescribed RPO and integration of agents/devices with solution should be stateless and FQDN based so that switchover/switchback should be trigger and performed seamlessly without any change in agent side of end points.	Do Bidder have to include backup solution also as part of the implementation.	No
6	10	B. INTRODUCTION	5. Existing Infrastructure	Whole Clause	Is there any Application Performance tool already used by client? If Yes then please share the details along with version. Also Is there a requirement to migrate data from existing APM tool to newly proposed tool?	Please refer the RFP Clauses and technical Scope of work and comply with RFP Terms
7	10	B. INTRODUCTION	5. Existing Infrastructure	Whole Clause	Please confirm if docker monitoring is part of APM? How many applications run in docker?	Please refer the RFP Clauses and technical Scope of work and comply with RFP Terms
8	10	B. INTRODUCTION	5. Existing Infrastructure	Whole Clause	Is monitoring of Kubernetes also part of APM? Please share the details	Please refer the RFP Clauses and technical Scope of work and comply with RFP Terms
9	10	B. INTRODUCTION	5. Objective	4.4. The bidder should act as a System Integrator for implementation of the said solution including but not limited to design, installation, and integration with other solutions as per bank's network architecture and based on requirements received from its Head Office.	4.4. The bidder should act as a System Integrator for implementation of the said solution including but not limited to design, installation, and integration with other solutions as per bank's network architecture and based on requirements received from its Head Office.	Bidder has to comply with RFP Terms.
10	10	B. INTRODUCTION	5. Existing Infrastructure	5.4. The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing proposed by the successful bidder does not meet the performance / service levels of the Bank, the successful bidder will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the successful bidder the required additional expenses which Bank may incur on account of such upgrades / replacements.	5.4. The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing proposed by the successful bidder does not meet the performance / service levels of the Bank, the successful bidder will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the successful bidder the required additional expenses which Bank may incur on account of such upgrades / replacements. Provided further that the Vendor shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser.	Bidder has to comply with RFP Terms.



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11	11	C. Deliverables and Service Level Agreements	5. Existing Infrastructure	5.6. The Bidders has to provide the required Hardware (TOR Switch/Servers/Load Balancer/Rack (42U 600mm wide X 1070mm deep)/SAN Storage etc) and Software (System Software/Middleware Software/Application Software etc) to host the proposed solution in Bank Data Center and Disaster Recovery Center as per Scope of work and technical specification mentioned in the RFP. The Bank will only provision the Space, Power & Cooling) for Server Rack and port provision at Bank distributed Switch for uplink requirement. The cable lying for any uplink requirement to be done by Bidder only.	Kindly include the all hardware as part of SOR line item as per mentioned tender clause including passive items. Also share the bare minimum specifications of the hardware required.	Bidder has to comply with RFP Terms.
12	11	B. INTRODUCTION	5: Existing Infrastructure	5.6. The Bidders has to provide the required Hardware (TOR Switch/Servers/Load Balancer/Rack (42U 600mm wide X 1070mm deep)/SAN Storage etc) and Software (System Software/Middleware Software/Application Software etc) to host the proposed solution in Bank Data Center and Disaster Recovery Center as per Scope of work and technical specification mentioned in the RFP. The Bank will only provision the Space, Power & Cooling) for Server Rack and port provision at Bank distributed Switch for uplink requirement. The cable lying for any uplink requirement to be done by Bidder only.	Will bank provide the required cables for uplink from server rack. Pls provide the distance details between the server rack to the uplink switch/port provided by bank at DC and DR site. Is this cable lying below the raised floor or from the top of the rack (below the false roofing at DC and DR sites	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
13	11	B. INTRODUCTION	6. Requirement Details	6.4. Bank reserves the right to increase or decrease the quantum of licenses by 25% in respect to the quantum specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.	Please provide more clarification on this terms and conditions.	Bidder has to comply with RFP Terms.
14	11	B. INTRODUCTION	6. Requirement Details	6.4. Bank reserves the right to increase or decrease the quantum of licenses by 25% in respect to the quantum specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.	6.4. Bank reserves the right to increase or decrease the quantum of licenses by 25% 10% in respect to the quantum specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender. However additional prices shall be charged for the goods supplied over the contracted quantity	Bidder has to comply with RFP Terms.
15	11	B. INTRODUCTION	6. Scope of Work	9.1. The Broad Scope of work shall include but not be limited as mentioned in Annexure-B. Bidder has to conform compliance to the Scope of Work as mentioned in Annexure-8.The bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.	9.1. The Broad Scope of work shall include but not be limited as mentioned in Annexure-B. Bidder has to conform compliance to the Scope of Work as mentioned in Annexure 8. The bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope	Bidder has to comply with RFP Terms.



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16	13	B. INTRODUCTION	11. Training	11.1 The bidder should provide training and certification directly from OEM to the Identified bank personnel / team on proposed solution for features / service architecture, and functionality during and after implementation.	Request Bank to clarify: The training will be done either by OEM or by partner through on site or online method. Request Bank to consider: Certification from OEM shall be based on their training policy.	Bidder has to comply with RFP Terms.
17	13	B. INTRODUCTION	11. Training	11.6. The selected bidder shall provide certification from OEM to the Bank/participants.	Is the Bank expecting the participant certification from OEM for the officials attended the training?	Bidder has to comply with RFP Terms.
18	14	C. Deliverables and Service Level Agreements	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.1. Bank shall provide the address and contact details for delivery of required Hardware/software & other items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the purchase order. Delivery of all Hardware (Server/Switches/Storage/etc.) & Software Licenses/Subscription (OS & Middleware) should be within 10 weeks from the date of acceptance of the Purchase Order or within 11 weeks from the date of Purchase Order whichever is earlier for both locations (i.e. DC, Bengaluru and DRC, Mumbai). It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	While exact address can be shared at the time of purchase order; can we assume that the project delivery (implementation of the solution) will happen from Bangalore. Even DRC setup will be done remotely from DC in Bangalore. Request Bank to confirm.	The required DRC Setup to be done at DRC Site only. Although the implementation doesnot have any dependency of physical presence at DC/DRC. However, bidder need to ensure all kind of support at DC/DRC locally during implementation.
19	14	C. Deliverables and Service Level Agreements	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.2. Bidder should ensure successful installation & configuration of the delivered Hardware (Server/Switches/Storage/etc.) & Software Licenses/Subscription (OS & Middleware) which is required to install, configure, implement the proposed solution as specified in the Scope of Work at the bank branch/office within 04 weeks from the date of delivery of all the materials for each ordered locations or within 14 weeks from the date of acceptance of the Purchase Order or within 15 weeks from the date of Purchase Order.	Request Bank to amend it as: Bidder should ensure successful installation and configuration of the delivered hardware (server/switches/storage/etc.) and software licenses/subscription (OS and middleware) which is required to install, configure, implement the proposed solution as specified in the scope of work at the bank branch/office within 6 weeks from the date of delivery of all the materials for each ordered locations or within 16 weeks from the date of acceptance or within 17 weeks from the date of purchase order	Bidder has to comply with RFP Terms.
20	14	C. Deliverables and Service Level Agreements	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.3. Delivery of Proposed OEM Software Licenses for Server & Application Monitoring Solution should be within 04 weeks from the date of completion of activities specified in above paragraph 1.2 or within 14 weeks from the date of acceptance of the Purchase Order or within 15 weeks from the date of Purchase Order.	Request Bank to amend it as : Delivery of OEM proposed software licenses for server and application monitoring solution should be within 04 weeks from the date of completion of activities specified in above paragraph 1.2 or within 20 weeks from the date of acceptance or within 21 weeks from the date of purchase order	Bidder has to comply with RFP Terms.



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21	14	C. Deliverables and Service Level Agreements	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.4. Bidder should ensure to complete the delivery, installation, configuration, Integration, Implementation and commissioning of the proposed solution and also to complete all the works specified in the Scope of Work as per Bank requirement and deliver & Implement all the features of the proposed Solution and made the project live in all aspects to the Bank within 26 weeks from the date of delivery of all the materials for each ordered locations or within 36 weeks from the date of acceptance of the Purchase Order or within 37 weeks from the date of Purchase Order.	Request Bank to amend it as : Bidder should ensure to complete the delivery, installation, configuration, Integration, implementation and commissioning of the proposed solution and also to complete all the works specified the scope of the work as per the bank requirement and deliver and implement all the features of the proposed solution and made the project live in all aspects to the bank within 30 weeks from the date of delivery of all the materials for the each ordered locations or within 40 weeks from the date of acceptance or within 41 weeks from the date of purchase order	Bidder has to comply with RFP Terms.
22	14	C. Deliverables and Service Level Agreements	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.5. <u>Bank reserves the right to change/modify locations for supply of the solution.</u> In the event of any change/modification in the locations where the solution to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware, software and other items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations without any extra cost to the Bank. The Warranty/AMC (if contracted) should be applicable to the altered locations also.	Due to GST and eWay bill issues, if the modifications in locations are made after delivery, movement of materials has to be taken care by the bank. Hence request Bank to amend the term.	Bidder has to comply with RFP Terms.
23	14	C. Deliverables and Service Level Agreements	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.4. Bidder should ensure to complete the delivery, installation, configuration, Integration, Implementation and commissioning of the proposed solution and also to complete all the works specified in the Scope of Work as per Bank requirement and deliver & Implement all the features of the proposed Solution and made the project live in all aspects to the Bank within 26 weeks from the date of delivery of all the materials for each ordered locations or within 36 weeks from the date of acceptance of the Purchase Order or within 37 weeks from the date of Purchase Order.	Uninstalling the system, moving to a new location and reinstalling the system will be an additional effort for the bidder. We request that a mutually discussed additional charge be paid for the same	Bidder has to comply with RFP Terms.



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24	14	C. Deliverables & Service Level Agreements (SLAs)	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.1. Bank shall provide the address and contact details for delivery of required Hardware/software & other items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the purchase order. Delivery of all Hardware (Server/Switches/Storage/etc.) & Software Licenses/Subscription (OS & Middleware) should be within 10 weeks from the date of acceptance of the Purchase Order or within 11 weeks from the date of Purchase Order whichever is earlier for both locations (i.e. DC, Bengaluru and DRC, Mumbai). It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Request to Change : Delivery of all Software and Hardware should be within 14 weeks from the date of acceptance of the PO or within 15 weeks from the date of PO whichever is earlier.	Bidder has to comply with RFP Terms.
25	14	C. Deliverables & Service Level Agreements (SLAs)	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.2. Bidder should ensure successful installation & configuration of the delivered Hardware (Server/Switches/Storage/etc.) & Software Licenses/Subscription (OS & Middleware) which is required to install, configure, implement the proposed solution as specified in the Scope of Work at the bank branch/office within 04 weeks from the date of delivery of all the materials for each ordered locations or within 14 weeks from the date of acceptance of the Purchase Order or within 15 weeks from the date of Purchase Order.	Request to Change : Installation & configuration- within 04 weeks from the date of Delivery of all the materials for each ordered locations or within 18weeks from the date of acceptance of the PO or with 19 weeks from the date of PO.	Bidder has to comply with RFP Terms.
26	14	C. Deliverables & Service Level Agreements (SLAs)	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.4. Bidder should ensure to complete the delivery, installation, configuration, Integration, Implementation and commissioning of the proposed solution and also to complete all the works specified in the Scope of Work as per Bank requirement and deliver & implement all the features of the proposed Solution and made the project live in all aspects to the Bank within 26 weeks from the date of delivery of all the materials for each ordered locations or within 36 weeks from the date of acceptance of the Purchase Order or within 37 weeks from the date of Purchase Order.	Request to Change : Deliver and implement all features and made the project live within 30 weeks from the date of delivery of all the materials for each ordered locations or within 40 weeks the date of acceptance of the PO or within 41 from the date of PO.	Bidder has to comply with RFP Terms.



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27	14	<u>C. Deliverables & Service Level Agreements (SLAs)</u>	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.1. Bank shall provide the address and contact details for delivery of required Hardware/software & other Items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the purchase order. Delivery of all Hardware (Server/Switches/Storage/etc.) & Software Licenses/Subscription (OS & Middleware) should be within 10 weeks from the date of acceptance of the Purchase Order or within 11 weeks from the date of Purchase Order whichever is earlier for both locations (i.e. DC, Bengaluru and DRC, Mumbai). It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Request you to increase the delivery timetince to 12 to 16 weeks	Bidder has to comply with RFP Terms.
28	14	<u>C. Deliverables & Service Level Agreements (SLAs)</u>	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.4. Bidder should ensure to complete the delivery, installation, configuration, Integration, Implementation and commissioning of the proposed solution and also to complete all the works specified in the Scope of Work as per Bank requirement and deliver & implement all the features of the proposed Solution and made the project live in all aspects to the Bank within 26 weeks from the date of delivery of all the materials for each ordered locations or within 36 weeks from the date of acceptance of the Purchase Order or within 37 weeks from the date of Purchase Order.	Please confirm complete production rollout of Server and Application Monitoring Solution needs to be completed with in 26 weeks from the date of delivery of all the materials for each ordered locations or within 36 weeks from the date of acceptance of the	Bidder has to comply with RFP Terms.
29	14	<u>C. Deliverables & Service Level Agreements (SLAs)</u>	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.2. Bidder should ensure successful installation & configuration of the delivered Hardware (Server/Switches/Storage/etc.) & Software Licenses/Subscription (OS & Middleware) which is required to install, configure, implement the proposed solution as specified in the Scope of Work at the bank branch/office within 04 weeks from the date of delivery of all the materials for each ordered locations or within 14 weeks from the date of acceptance of the Purchase Order & within 15 weeks from the date of Purchase Order.	Requesting Bank to mention the extension period as the details on the infra is not provided. Need to know how many apps, Servers and Database need to be monitored ?	The quantity is already specified in the bill of material clause in Annexure 14 of this RFP



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30	14	C. Deliverables & Service Level Agreements (SLAs)	1. Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)	1.4. Bidder should ensure to complete the delivery, installation, configuration, integration, implementation and commissioning of the proposed solution and also to complete all the works specified in the Scope of Work as per Bank requirement and deliver & implement all the features of the proposed Solution and made the project live in all aspects to the Bank within 26 weeks from the date of delivery of all the materials for each ordered locations or within 36 weeks from the date of acceptance of the Purchase Order or within 37 weeks from the date of Purchase Order.	Requesting Bank to mention that it can be further extended if the delay is from bank side	Bidder has to comply with RFP Terms.
31	15	C. Deliverables and Service Level Agreements	3. Security	3.3. The Bank will conduct security audit in the proposed solution after complete implementation. The details of such audit will be provided to selected bidder.	It is suggested that one round of security audit should be done immediately after installation of the proposed solution components (and not waiting for complete configuration). This will enable bidder team to get observations fixed in a timely manner and will not impact go live. Request Bank to confirm.	Please refer the RFP Clauses and comply with RFP Terms
32	15	C. Deliverables and Service Level Agreements	2	Integration & Interfaces	Request Bank to consider: Delay from other OEMs/Vendors for integration will not be come under our scope and penalty will not be applicable on these scenarios	Please refer the RFP Clauses and comply with RFP Terms
33	15	C. Deliverables and Service Level Agreements	3	Security	Request Bank to share the current security architecture and the required security architecture	Please refer the RFP Clauses and comply with RFP Terms
34	15	C. Deliverables and Service Level Agreements	2. Integration & Interfaces	2.1. The selected bidder has to work with M/s IBM, system integrator of our CBS for agent deployment, policy creation and configuration in CBS application and its underlying Servers.	Please clarify that any challenges in terms of agent deployment and policy configuration on Servers / and network equipment at branches or any other offices will be handled by M/S IBM. In case of any delay in addressing these issues will be exempted from project timelines.	Network equipments at Branches or any office is not having any dependencies on SAMS.
35	15	C. Deliverables and Service Level Agreements	2. Integration & Interfaces	2.2. The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period.	Please clarify that any dependany on Application vendor during the integration will be excluded from project timelines.	Please refer the RFP Clauses and technical Scope of work and comply with RFP Terms
36	16	C. Deliverables and Service Level Agreements	4	Acceptance	Request Bank to clarify: Warranty of the hardware / software should be inline with the OEM database	Please refer the RFP Clauses and comply with RFP Terms
37	16	C. Deliverables & Service Level Agreements (SLAs)	6. Penalties/Liquidated Damages	6. Penalties/Liquidated Damages	0.2% (plus GST) per week or part thereof. Maximum penalty to be capped 5% of TCV (under all the penalties & Liquidated damages clause).	Bidder has to comply with RFP Terms.



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38	16	C. Deliverables & Service Level Agreements (SLAs)	5. Uptime	5.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.	For downtime calculation , will bank consider downtime of redundant system in active -active setup where in the solution , application is up and running on the functional system either at DC or at DR site	Bidder has to comply with RFP Terms.
39	17	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	6.1. <u>Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under:</u> 6.1.1. Penalties/Liquidated damages for delay in supply: Non-compliance of the Supply of Hardware, Software & Other items (including OS) as per clause 1.1 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 12 of Table-A in Annexure-14 (Bill of Material) location/office address wise.	Request Bank to change it to : Non-compliance of the Supply of hardware, software and other items (including OS) as per clause 1.1 will result imposing penalty of 0.25% by the Bank on delay in supply per week or part thereof (Plus GST) as mentioned in the serial no 12 of Table A Annexure 14 (Bill of Material) location/office address wise	Bidder has to comply with RFP Terms.
40	17	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	6.1. <u>Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under:</u> 6.1.2. Penalties/ Liquidated damages for delay in Implementation: Non-compliance of the Installation, Implementation, Commissioning of Hardware, Software & Other items (including OS) as per clause 1.2 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 7 of Table-A in Annexure-14 (Bill of Material) location/office address wise.	Request Bank to change it to : Non-compliance of the Installation, Implementation, Commissioning of Hardware, Software and Other items (including OS) as per clause 1.2 will result imposing penalty of 0.25% by the Bank on delay in implementation per week or part thereof (Plus GST) as mentioned in the serial no 7 of Table A Annexure 14 (Bill of Material) location/office address wise	Bidder has to comply with RFP Terms.
41	17	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	6.1. <u>Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under:</u> 6.1.3. However, the total Penalty/LD to be recovered under above clauses 6.1.1 & 6.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).	Request Bank to change it to :However, the total Penalty/LD to be recovered under above clause 6.1.1 and 6.1.2 shall be restricted to 5% (Plus GST) of the total value of the order .	Bidder has to comply with RFP Terms.
42	17	C. Deliverables and Service Level Agreements	6	Penalties / Liquidated damages	Kindly amend the term and set penalty upper cap to 5% of the respective area (maximum deductible amount)	Bidder has to comply with RFP Terms.
43	17	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	6.1. <u>Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under:</u> 6.1.3. However, the total Penalty/LD to be recovered under above clauses 6.1.1 & 6.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).	request to change the total penalty / LD be recovered under the above clauses 6.1.1 and 6.1.2 shall be restricted to 5% (plus GST) of the total value of the order. (exclusive of taxes)	Bidder has to comply with RFP Terms.



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44	17	Penalties and Liquidated Damages for not maintaining uptime	6. Penalties/Liquidated Damages	6.2. Penalties/Liquidated damages for not maintaining uptime: 6.2.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and ATS period (if contracted), the penalty for Uptime will be deducted as under: <u>Level of availability calculated on monthly basis:</u> 98.00% to 98.99% <u>Penalty Amount</u> 0.20% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.	Request to change as below. 99.00% to 99.89% - 0.20% (Plus GST) on invoice value*(exclusive of GST) for every 8 Hours or Part there of.	Bidder has to comply with RFP Terms.
45	17	Penalties and Liquidated Damages for not maintaining uptime	6. Penalties/Liquidated Damages	6.2. Penalties/Liquidated damages for not maintaining uptime: 6.2.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and ATS period (if contracted), the penalty for Uptime will be deducted as under: <u>Level of availability calculated on monthly basis:</u> 97.00% to 97.99% <u>Penalty Amount</u> 0.30% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.	Request to change as below. 97.00% to 97.99% - 0.30% (Plus GST) on invoice value*(exclusive of GST) for every 8 Hours or Part there of.	Bidder has to comply with RFP Terms.
46	17	Penalties and Liquidated Damages for not maintaining uptime	6. Penalties/Liquidated Damages	6.2. Penalties/Liquidated damages for not maintaining uptime: 6.2.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and ATS period (if contracted), the penalty for Uptime will be deducted as under: <u>Level of availability calculated on monthly basis:</u> 96.00% to 96.99% <u>Penalty Amount</u> 0.40% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.	Request to change as below. 96.00% to 96.99% - 0.40% (Plus GST) on invoice value*(exclusive of GST) for every 8 Hour or Part there of.	Bidder has to comply with RFP Terms.
47	17	C. Deliverables & Service Level Agreements (SLAs)	6. Penalties/Liquidated Damages	6.8. Any financial loss to the Bank on account of fraud taking place due to Successful Bidder, its employee or their services provider's negligence shall be recoverable from the Successful Bidder along with damages if any with regard to the Bank's reputation and goodwill.	Clause to be deleted	Bidder has to comply with RFP Terms.
48	17	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	6.1. Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under: 6.1.3. However, the total Penalty/LD to be recovered under above clauses 6.1.1 & 6.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).	We propose to reduce the cap of 10% to 5% (plus GST) of the total value of the order (exclusive of taxes)	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
49	17	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	<u>6.1. Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under:</u> 6.1.3. However, the total Penalty/LD to be recovered under above clauses 6.1.1 & 6.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).	6.1.3. However, the total Penalty/LD to be recovered under above clauses 6.1.1 & 6.1.2 shall be restricted to 3% of Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value(exclusive of Taxes).	Bidder has to comply with RFP Terms.
50	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	<u>6.2. Penalties/Liquidated damages for not maintaining uptime:</u> 6.2.2. The maximum penalty levied shall not be more than the 10% of invoice value* (plus GST) during warranty period and 50% of AMC/ATS amount payable for one year (plus GST) during AMC/ATS period.	Request Bank to change it to : The Maximum Penalty levied shall not be more than 5% of Invoice value (plus GST) during warranty period and 10% of AMC/ATS amount payable for one year (plus GST) during AMC/ATS period	Bidder has to comply with RFP Terms.
51	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	<u>6.2. Penalties/Liquidated damages for not maintaining uptime:</u> 6.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).	Request Bank to change it to: Since Bank will levy penalty as above if monthly uptime is less than 95%. Hence request Bank not to terminate the contract in such circumstance.	Bidder has to comply with RFP Terms.
52	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	<u>6.2. Penalties/Liquidated damages for not maintaining uptime:</u> 6.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).	We request the Bank to provide 30 days notice to the Bidder to rectify the default before terminating the contract.	Bidder has to comply with RFP Terms.
53	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	<u>6.2. Penalties/Liquidated damages for not maintaining uptime:</u> 6.2.2. The maximum penalty levied shall not be more than the 10% of invoice value* (plus GST) during warranty period and 50% of AMC/ATS amount payable for one year (plus GST) during AMC/ATS period.	The maximum penalty appears to be a sum of two values based on this clause We request this be amended to , maximum penalty will not more than 10% of Annual contract value.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
54	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	<p>6.2. Penalties/Liquidated damages for not maintaining uptime:</p> <p>6.2.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and ATS period (if contracted), the penalty for Uptime will be deducted as under:</p> <p><u>Level of availability calculated on monthly basis:</u> 99.00% to 99.89%</p> <p><u>Penalty Amount</u> 0.10% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.</p>	Request to change as below. 99.00% to 99.89% - 0.10% (Plus GST) on invoice value*(exclusive of GST) for every 8 Hours or Part there of.	Bidder has to comply with RFP Terms.
55	18	Penalties and Liquidated Damages for not maintaining uptime	6. Penalties/Liquidated Damages	<p>6.2. Penalties/Liquidated damages for not maintaining uptime:</p> <p>6.2.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and ATS period (if contracted), the penalty for Uptime will be deducted as under:</p> <p><u>Level of availability calculated on monthly basis:</u> 95.00% to 95.99%</p> <p><u>Penalty Amount</u> 0.50% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.</p>	Request to change as below. 95.00% to 95.99% - 0.50% (Plus GST) on invoice value*(exclusive of GST) for every 8 hour or Part there of.	Bidder has to comply with RFP Terms.
56	18	Penalties and Liquidated Damages for not maintaining uptime	6. Penalties/Liquidated Damages	<p>6.2. Penalties/Liquidated damages for not maintaining uptime:</p> <p>6.2.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and ATS period (if contracted), the penalty for Uptime will be deducted as under:</p> <p><u>Level of availability calculated on monthly basis:</u> Less than 95.00%</p> <p><u>Penalty Amount</u> 1.00% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.</p>	Request to change as below. Less than 95% - 1% (Plus GST) on invoice value*(exclusive of GST) for every Hours or Part there of.	Bidder has to comply with RFP Terms.
57	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	<p>6.2. Penalties/Liquidated damages for not maintaining uptime:</p> <p>6.2.2. The maximum penalty levied shall not be more than the 10% of invoice value* (plus GST) during warranty period and 50% of AMC/ATS amount payable for one year (plus GST) during AMC/ATS period.</p>	Request to change as below. The maximum penalty levied shall not be more than 5% of invoice value.(plus gst) during the warranty period and 20% of AMC/ATS amount payable for one year (plus Gst) during AMC/ATS period.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
58	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	6.3. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total.	Total Penalty under this category to be limited to 10% of the Quarterly resident resource charges	Bidder has to comply with RFP Terms.
59	18	C. Deliverables & Service Level Agreements (SLAs)	6 Penalties /Liquidated Damages	6.2. Penalties/Liquidated damages for not maintaining uptime: 6.2.2. The maximum penalty levied shall not be more than the 10% of invoice value* (plus GST) during warranty period and 50% of AMC/ATS amount payable for one year (plus GST) during AMC/ATS period.	Request bank to consider the maximum penalty to be capped at 10% during the AMC/ATS Period post warranty period applicable for each year	Bidder has to comply with RFP Terms.
60	18	C. Deliverables & Service Level Agreements (SLAs)	6. Penalties/Liquidated Damages	6.2.2. The maximum penalty levied shall not be more than the 10% of invoice value* (plus GST) during warranty period and 50% of AMC/ATS amount payable for one year (plus GST) during AMC/ATS period.	Request to Change : The maximum penalty levied shall not be more than the 10% of the invoice value during the warranty period and 10% of AMC/ATS amount payable for one year during AMC/ATS Period.	Bidder has to comply with RFP Terms.
61	18	C. Deliverables & Service Level Agreements (SLAs)	6. Penalties/Liquidated Damages	6.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).	Request to Change : However, total penalty under this clause will be limited to 10% of the total charges payable for Resident Resource charges for that quarter	Bidder has to comply with RFP Terms.
62	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	6.2. Penalties/Liquidated damages for not maintaining uptime: 6.2.2. The maximum penalty levied shall not be more than the 10% of invoice value* (plus GST) during warranty period and 50% of AMC/ATS amount payable for one year (plus GST) during AMC/ATS period.	50% of AMC/ATS amount payable for one year is too high. We propose to reduce this cap to 10%	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
63	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	6.3. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total.	2 days leaves per resource per month should be allowed without any penalty. Cap on Total penalty applicable under this clause seems to be high. We propose to reduce it to 5% of total charges payable for resident resource for that particular month.	Bidder has to comply with RFP Terms.
64	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	<u>6.2. Penalties/Liquidated damages for not maintaining uptime:</u> 6.2.2. The maximum penalty levied shall not be more than the 10% of invoice value* (plus GST) during warranty period and 50% of AMC/ATS amount payable for one year (plus GST) during AMC/ATS period.	6.2.2 The maximum penalty levied shall not be more than the 3% of monthly invoice value* (plus GST) during warranty period and 3% of AMC/ATS amount payable for one year (plus GST) during AMC/ATS period.	Bidder has to comply with RFP Terms.
65	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	<u>6.2. Penalties/Liquidated damages for not maintaining uptime:</u> 6.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).	6.2.3 If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS, after providing a notice of 30 days to cure the default, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder-- under this RFP. In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination.	Bidder has to comply with RFP Terms.
66	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	<u>6.2. Penalties/Liquidated damages for not maintaining uptime:</u> 6.2.2. The maximum penalty levied shall not be more than the 10% of invoice value* (plus GST) during warranty period and 50% of AMC/ATS amount payable for one year (plus GST) during AMC/ATS period.	Request to consider aggregate LD and penalty taken together shall not exceed 10% of the total contract value	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
67	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	6.3. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total.	6.3 Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 3% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that month.	Bidder has to comply with RFP Terms.
68	18	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	6.4. Penalties/Liquidated Damages for non-performance: If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.	6.4 Penalties/Liquidated Damages for non-performance: If the bidder does not meet the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime.	Bidder has to comply with RFP Terms.
69	18	C. Deliverables & Service Level Agreements (SLAs)	6. Penalties/Liquidated Damages	6.2.4 If monthly uptime is less than 95% in three consecutive months, bank may at its sole discretion will impose penalty and invoking the bank guarantee	6.2.4 If monthly uptime is less than 95% in three consecutive months, bank may at its sole discretion will impose penalty not exceeding 3% of Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
70	19	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement:</p> <p>7.1. Payment schedule for Required Hardware for ITM solution with required OS, Software & Licenses will be as under:</p> <p>as per the Table under payment Terms.</p>	<p>Request Bank to amend the payment terms as:</p> <p>For H/w:</p> <ol style="list-style-type: none"> 1. On Deliver and power on of the H/w: 80% of total cost of H/w 2. After Installation: 10% of total cost of H/w 3. Warranty: 10% of total cost of H/w after completion of warranty period and after deducting applicable penalties and Liquidity Damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment. <p>For Software License:</p> <ol style="list-style-type: none"> 4. On Deliver of the S/w: 80% of total cost of S/w 5. After Installation: 10% of total cost of S/w 6. Warranty: 10% of total cost of S/w after completion of warranty period and after deducting applicable penalties and Liquidity Damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment. <p>For Server & Application Monitoring Solution:</p> <ol style="list-style-type: none"> 7. On Deliver of the proposed OEM Software for Server & Application Monitoring: 80% of total cost of proposed OEM Software for Server & Application Monitoring 8. After Installation of proposed OEM Software for Server & Application Monitoring: 10% of total cost of proposed OEM Software for Server & Application Monitoring 9. Warranty: 10% of total cost of proposed OEM Software for Server & Application Monitoring after completion of warranty period and after deducting applicable penalties and Liquidity Damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment. <p>Other:</p> <ol style="list-style-type: none"> 11. It is requested to consider milestone based payment for implementation charges. Suggested milestones and payment % are a) Solution Design Sign off - 20%, b) Installation of the solution components - 20% c) Production signoff of 100 servers Host and 10 applications in DC - 30% d) complete rollout including DR setup - 30% 12. Training: 100% Payment will be released within 30 days after completion of Training. 13. Onsite Resource: Payment will be monthly in arrears after deducting applicable penalties and Liquidated damages as per para 6 of Section C of this RFP. 	<p>Bidder has to comply with RFP Terms.</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
71	19	C. Deliverables and Service Level Agreements	7. Payment Terms	The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement: 7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: as per the Table under payment Terms.	Kindly modify the payment terms as mentioned below: 1. 90% on delivery of Hardware and Software Licence 2. 10% on implementation of Hardware and Software ,acceptance and submission of PBG @ of 3 %.	Bidder has to comply with RFP Terms.
72	19	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment terms for Hardware (Server/Switches/Storage/etc.)	considering the Present Covid-19 situation and it's impact on vendors we request you to amend the term as below to get the approval to bid from our Management. 80% against delivery & Power on of Hardware 10% against installation of OS & Middleware Licenses 10% against submission of bank guarantee for quivalent to 3%	Bidder has to comply with RFP Terms.
73	19	C. Deliverables and Service Level Agreements	7. Payment Terms	The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement: 7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: as per the Table under payment Terms.	"Host based licensing is not an industry standard way of licensing APM tools in the market. For establishing accurate number of licenses to be quoted and to make sure that all bidders quote for same number of licenses and to maintain parity across bids - we request the following information to submit our commercial proposal :- 1.How many maximum number JVMs should we assume per host? 2.How many maximum number of containers should we assume per host? 3.How many maximum cores (vCPUs) should we assume per host? 4.How much RAM size should we assume per host?"	Bidder has to comply with RFP Terms.
74	19	C. Deliverables and Service Level Agreements	7. Payment Terms	The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement: 7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: as per the Table under payment Terms.	"Host based licensing is not an industry standard way of licensing APM tools in the market. For establishing accurate number of licenses to be quoted and to make sure that all bidders quote for same number of licenses and to maintain parity across bids - we request the following information to submit our commercial proposal:- 1.How many maximum number JVMs should we assume per host? 2.How many maximum number of containers should we assume per host? 3.How many maximum cores (vCPUs) should we assume per host? 4.How much RAM size should we assume per host?"	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
75	19	C. Deliverables and Service Level Agreements	7. Payment Terms	The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement: 7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: as per the Table under payment Terms.	All oems will request full payment for softwares on Delivery We hence request that in line with remaining payment terms, middleware licenses also are paid 70% on delivery	Bidder has to comply with RFP Terms.
76	19	C. Deliverables and Service Level Agreements	7. Payment Terms	The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement: 7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: as per the Table under payment Terms.	We request that hardware payment milestones not be tied down to Software installations. OEMs have to pay hardware vendors 100% on delivery. We request this to be amended to Successful installation of hardware.	Bidder has to comply with RFP Terms.
77	19	C. Deliverables and Service Level Agreements	7. Payment Terms	7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>For Hardware (Server/Switches/Storage/etc.)</u> Point no. 3 <u>Payment Milestone:</u> Project Acceptance <u>Percentage of Payment:</u> 10% of total cost of Hardware <u>Condition/Remarks:</u> After Project acceptance signoff issued from Bank Team along with invoices	Request to Change :20% of Total cost of Hardware	Bidder has to comply with RFP Terms.
78	19	C. Deliverables and Service Level Agreements	7. Payment Terms	7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>For Hardware (Server/Switches/Storage/etc.)</u> Point no. 3 <u>Payment Milestone:</u> Warranty <u>Percentage of Payment:</u> 10% of total cost of Hardware <u>Condition/Remarks:</u> After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.	Request to remove.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
79	19	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>For Hardware (Server/Switches/Storage/etc.)</u> Point no. 3 <u>Payment Milestone:</u> Project Acceptance <u>Percentage of Payment:</u> 10% of total cost of Hardware <u>Condition/Remarks:</u> After Project acceptance signoff issued from Bank Team along with Invoices</p>	<p>We request to amend this clause as below " 20% of Total Cost of hardware - 10% on After project acceptance sign off issued from bank team along with invoices and 10% on submission of a bank guarantee for equivalent to 10% of the remaining payment"</p>	<p>Bidder has to comply with RFP Terms.</p>
80	19	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>Software Licenses/Subscription (OS & Middleware)</u> Point no. 6 <u>Payment Milestone:</u> Successful Installation & Configuration of Software Licenses/Subscription (OS & Middleware) <u>Percentage of Payment:</u> 20 % of total cost of Software Licenses/Subscription (OS & Middleware) <u>Condition/Remarks:</u> After successful installation & Configuration of Software Licenses/Subscription (OS & Middleware) and production of License/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM Portal and delivery signoff and invoice supplied from DC and DRC.</p>	<p>We request to amend this clause as below "30% of Total cost of Software License - 20%After successful installation of software licences and 10% submission of a bank guarantee for equivalent to 10% of the remaining payment"</p>	<p>Bidder has to comply with RFP Terms.</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
81	19	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 8 <u>Payment Milestone:</u> Successful installation, implementation, commissioning of proposed OEM Software for Server & Application Monitoring in DC & DRC on supplied hardware and UAT Signoff of 100 Servers Host and 10 Applications. <u>Percentage of Payment:</u> 20 % of total cost of OEM Software for Server & Application Monitoring <u>Condition/Remarks:</u> After Successful Installation as per Scope of Work and Technical requirements and on production of UAT signoff from Bank Team (wherever applicable) along with Invoices.</p>	<p>We request to amend this clause as below ~ 70% on complete delivery of software licenses 20% on Successful installation & configuration</p>	<p>Bidder has to comply with RFP Terms.</p>
82	19	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>Other</u> Point no. 14 <u>Payment Milestone:</u> Implementation <u>Percentage of Payment:</u> 100% <u>Condition/Remarks:</u> 100% of the Implementation charges will be paid on the Completion of implementation and Project Acceptance Signoff issued by the Bank Team.</p>	<p>We propose Payment Terms for this category as Monthly</p>	<p>Bidder has to comply with RFP Terms.</p>
83	19	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>Other</u> Point no. 15 <u>Payment Milestone:</u> Training <u>Percentage of Payment:</u> 100% <u>Condition/Remarks:</u> Payment will be released within 30 days after completion of Training.</p>	<p>We propose Payment Terms for this category as after completion of training</p>	<p>Bidder has to comply with RFP Terms.</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
84	19	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>Software Licenses/Subscription (OS & Middleware)</u> Point no. 5 <u>Payment Milestone:</u> Delivery of Software Licenses/Subscription (OS & Middleware) <u>Percentage of Payment:</u> 70 % of total cost of Software Licenses/Subscription (OS & Middleware) <u>Condition/Remarks:</u> After complete delivery of Software Licenses/Subscription (OS & Middleware) and production of License/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM Portal and delivery signoff and invoice supplied from DC and DRC.</p>	we have give payment of software to OEM at the time of delivery, Kindly make It as 100% against delivery	Bidder has to comply with RFP Terms.
85	19	C. Deliverables & Service Level Agreements (SLAs)	6. Penalties/Liquidated Damages	<p>6.10. The liquidated damages/penalties shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.</p>	Any LD under this contract should be recovered from the payments of this contract only and not extended to other contract.	Bidder has to comply with RFP Terms.
86	19	C. Deliverables & Service Level Agreements (SLAs)	6. Penalties/Liquidated Damages	New Clause	The total LD / Penalty under this contract should be capped at 10% of the Total Contract Value	Bidder has to comply with RFP Terms.
87	19	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Milestone - Project Acceptance	<p>20% of total cost of hardware. 20% of total cost of hardware.</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
88	19	C. Deliverables and Service Level Agreements	7. Payment Terms	7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>For Hardware (Server/Switches/Storage/etc.)</u> Point no. 3 <u>Payment Milestone:</u> Project Acceptance <u>Percentage of Payment:</u> 10% of total cost of Hardware <u>Condition/Remarks:</u> After Project acceptance signoff issued from Bank Team along with Invoices	Bidder requests that 100% of the payment for supply of hardware should be completed at Project Acceptance. Payment should not be kept outstanding till end of warranty phase.	Bidder has to comply with RFP Terms.
89	19	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	6.10. The liquidated damages/penalties shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.	6.10 The liquidated damages/penalties shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract -or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.	Bidder has to comply with RFP Terms.
90	19	C. Deliverables and Service Level Agreements	6. Penalties/Liquidated Damages	6.11. All the above LDs are independent of each other and are applicable separately and concurrently.	6.11 All the above LDs are independent of each other and are applicable separately and concurrently. However, LD shall not exceed 0.25% of contract value corresponding to undelivered quantity for delay of each week, subject to a max of 2.5% of annualized contract value.	Bidder has to comply with RFP Terms.
91	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment terms for Software Licenses/Subscription (OS & Middleware)	considering the Present Covid-19 situation and it's impact on vendors we request you to amend the term as below to get the approval to bid from our Management 80% against delivery of Software License/Subscription (OS / Middleware) 10% against installation of OS & Middleware Licenses 10% against submission of bank guarantee for equivalent to 3%	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
92	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	<p>For Hardware (Server/Switches/Storage/etc.)</p> <p>1. Delivery & Power-on of Hardware 70% of total cost of Hardware After complete delivery of Hardware and production of delivery signoff issued by Bank officials along with original copy of delivery challan duly signed by Bank & Security Team of DC & DRC and invoice with product serial number of the items supplied from DC and DRC with clearly specified warranty start and end date.</p> <p>2. Successful Installation of Hardware (including OS & Middleware Licenses) 10% of total cost of Hardware After successful installation of Hardware (including OS) and production of installation signoff issued by Bank officials and invoice with product serial number of the items supplied from DC and DRC with clearly specified warranty start and end date.</p> <p>3. Project Acceptance 10% of total cost of Hardware After Project acceptance signoff issued from Bank Team along with Invoices</p> <p>4. Warranty 10% of total cost of Hardware After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.</p>	<p>Request for Change:</p> <p>On Supply of Hardware :- 80% . On Installation :- 10% . On Project Acceptance :- 5% Warranty :- 5% .</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
93	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	<p>Software Licenses/Subscription (OS & Middleware)</p> <p>5. Delivery of Software Licenses/Subscription (OS & Middleware) 70 % of total cost of Software Licenses/Subscription (OS & Middleware) After complete delivery of Software Licenses/Subscription (OS & Middleware) and production of License/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM Portal and delivery signoff and invoice supplied from DC and DRC.</p> <p>6. Successful Installation & Configuration of Software Licenses/Subscription (OS & Middleware) 20 % of total cost of Software Licenses/Subscription (OS & Middleware) After successful installation & Configuration of Software Licenses/Subscription (OS & Middleware) and production of License/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM Portal and delivery signoff and invoice supplied from DC and DRC.</p> <p>7. Warranty 10% of total cost of Software Licenses/Subscription (OS & Middleware) After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.</p>	<p>Request for Change: On delivery of Software :- 90% . On Installation :- 20% . Warranty :- 10% .</p>	Bidder has to comply with RFP Terms.
94	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	<p>Others</p> <p>16. Onsite Resource Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages as per para 6 of Section C of this RFP.</p>	<p>Request for Change: Payment will be Monthly in arrears</p>	Bidder has to comply with RFP Terms.
95	20	C. Deliverables & Service Level Agreements (SLAs)	7 Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses</p>	<p>Request bank to reconsider the payment schedules with minimum of 70% of the software licenses prices to be made in advance</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
96	20	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>Software Licenses/Subscription (OS & Middleware)</u> Point no. 6 <u>Payment Milestone:</u> Successful Installation & Configuration of Software Licenses/Subscription (OS & Middleware) <u>Percentage of Payment:</u> 20 % of total cost of Software Licenses/Subscription (OS & Middleware) <u>Condition/Remarks:</u> After successful installation & Configuration of Software Licenses/Subscription (OS & Middleware) and production of License/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM Portal and delivery signoff and invoice supplied from DC and DRC.</p>	Request to Change :30% of Total cost of Software	Bidder has to comply with RFP Terms.
97	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>Software Licenses/Subscription (OS & Middleware)</u> Point no. 7 <u>Payment Milestone:</u> Warranty <u>Percentage of Payment:</u> 10% of total cost of Software Licenses/Subscription (OS & Middleware) <u>Condition/Remarks:</u> After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.</p>	Request to remove.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
98	20	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 8 <u>Payment Milestone:</u> Successful installation, implementation, commissioning of proposed OEM Software for Server & Application Monitoring in DC & DRC on supplied hardware and UAT Signoff of 100 Servers Host and 10 Applications. <u>Percentage of Payment:</u> 20 % of total cost of OEM Software for Server & Application Monitoring <u>Condition/Remarks:</u> After Successful Installation as per Scope of Work and Technical requirements and on production of UAT signoff from Bank Team (wherever applicable) along with Invoices.</p>	<p>What is the no of hosts / VMs, OS instances, DB instances, JVMs for the 10 applications mentioned ? Also what is total no of applications in scope and corresponding number of hosts / VMs, OS instances, DB instances, JVMs for those applications.</p> <p>Is it in one DC and DR?</p>	Bidder has to comply with RFP Terms.
99	20	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 9 <u>Payment Milestone:</u> Production Signoff of 100 Servers Host and 10 Applications. <u>Percentage of Payment:</u> 30% of total cost of OEM Software for Server & Application Monitoring <u>Condition/Remarks:</u> After Successful Installation as per Scope of Work and Technical requirements and on production of Production signoff from Bank Team along with Invoices</p>	<p>What is the no of hosts / VMs, OS instances, DB instances, JVMs for the 10 applications mentioned ? Also what is total no of applications in scope and corresponding number of hosts / VMs, OS instances, DB instances, JVMs for those applications.</p>	Bidder has to comply with RFP Terms.
100	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	<p>Payment terms for OEM Software Licenses for Server & Application Monitoring Solution.</p>	<p>Bidder requests that Payment should not be kept outstanding till end of warranty phase. 100% payment should be completed upon Succesfull Installation and Configuration.</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
101	20	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 8 <u>Payment Milestone:</u> Successful Installation, implementation, commissioning of proposed OEM Software for Server & Application Monitoring in DC & DRC on supplied hardware and UAT Signoff of 100 Servers Host and 10 Applications. <u>Percentage of Payment:</u> 20 % of total cost of OEM Software for Server & Application Monitoring <u>Condition/Remarks:</u> After Successful Installation as per Scope of Work and Technical requirements and on production of UAT signoff from Bank Team (wherever applicable) along with invoices.</p>	<p>Host based licensing is not an industry standard way of licensing APM tools in the market. For establishing accurate number of licenses to be quoted and to make sure that all bidders quote for same number of licenses and to maintain parity across bids - we request the following information to submit our commercial proposal :-</p> <ol style="list-style-type: none"> 1.How many maximum number JVMs should we assume per host? 2.How many maximum number of containers should we assume per host? 3.How many maximum cores (vCPUs) should we assume per host? 4.How much RAM size should we assume per host? 	Bidder has to comply with RFP Terms.
102	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>Software Licenses/Subscription (OS & Middleware)</u> Point no. 6 <u>Payment Milestone:</u> Successful Installation & Configuration of Software Licenses/Subscription (OS & Middleware) <u>Percentage of Payment:</u> 20 % of total cost of Software Licenses/Subscription (OS & Middleware) <u>Condition/Remarks:</u> After successful installation & Configuration of Software Licenses/Subscription (OS & Middleware) and production of License/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM Portal and delivery signoff and invoice supplied from DC and DRC.</p>	Request to Change :20% of Total cost of OEM Software	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
103	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 13 <u>Payment Milestone:</u> Warranty.</p> <p><u>Percentage of Payment:</u> 10%</p> <p><u>Condition/Remarks:</u> After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment</p>	Request to remove.	Bidder has to comply with RFP Terms.
104	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>Software Licenses/Subscription (OS & Middleware)</u> Point no. 6 <u>Payment Milestone:</u> Successful Installation & Configuration of Software Licenses/Subscription (OS & Middleware) <u>Percentage of Payment:</u> 20 % of total cost of Software Licenses/Subscription (OS & Middleware) <u>Condition/Remarks:</u> After successful Installation & Configuration of Software Licenses/Subscription (OS & Middleware) and production of License/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM Portal and delivery signoff and Invoice supplied from DC and DRC.</p>	Implementation payment should be divided into milestones and payments released during the course of implementation. At least 80% of the payment should be made by the UAT stage.	Bidder has to comply with RFP Terms.
105	21	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment terms for Hardware (Server/Switches/Storage/etc.)	Bidder requests that payment for supply of Hardware and OEM licenses should not be linked to implementation. 100% of the payment should be made once the HW and SW are installed.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
106	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1 Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under:</p> <p><u>For Hardware (Server/Switches/Storage/etc.)</u></p> <p>Delivery & Power-on of Hardware : 70% of total cost of Hardware (After complete delivery of Hardware and production of delivery signoff issued by Bank officials along with original copy of delivery challan duly signed by Bank & Security Team of DC & DRC and Invoice with product serial number of the items supplied from DC and DRC with clearly specified warranty start and end date)</p>	<p>90% of total cost of Hardware.</p> <p>After complete delivery of Hardware and production of delivery signoff issued by Bank officials along with original copy of delivery challan duly signed by Bank & Security Team of DC & DRC and invoice with product serial number of the items supplied from DC and DRC with clearly specified warranty start and end date.</p>	Bidder has to comply with RFP Terms.
107	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1 Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under:</p> <p><u>For Hardware (Server/Switches/Storage/etc.)</u></p> <p>Successful Installation of Hardware (including OS & Middleware Licenses) - 10% of total cost of Hardware (After successful Installation of Hardware (including OS) and production of installation signoff issued by Bank officials and invoice with product serial number of the items supplied from DC and DRC with clearly specified warranty start and end date).</p>	<p>10% of total cost of Hardware.</p> <p>After successful installation of Hardware (including OS) and production of installation signoff issued by Bank officials and invoice with product serial number of the items supplied from DC and DRC with clearly specified warranty start and end date.</p>	Bidder has to comply with RFP Terms.
108	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1 Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under:</p> <p><u>For Hardware (Server/Switches/Storage/etc.)</u></p> <p>Project Acceptance - 10% of total cost of Hardware (After Project acceptance signoff issued from Bank Team along with Invoices).</p>	NIL	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
109	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1 Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under:</p> <p><u>For Hardware (Server/Switches/Storage/etc.)</u></p> <p>Warranty - 10% of total cost of Hardware (After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment).</p>	NIL	Bidder has to comply with RFP Terms.
110	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1 Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under:</p> <p><u>Software Licenses/Subscription (OS & Middleware)</u></p> <p>Delivery of Software Licenses/Subscription (OS & Middleware) - 70 % of total cost of Software Licenses/Subscription (OS & Middleware) - (After complete delivery of Software Licenses/Subscription (OS & Middleware) and production of License/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM Portal and delivery signoff and invoice supplied from DC and DRC)</p>	<p>90% of total cost of Software Licenses/Subscription (OS & Middleware).</p> <p>After complete delivery of Software Licenses/Subscription (OS & Middleware) and production of Licenses/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM portal and delivery signoff and invoice supplied from DC and DRC.</p>	Bidder has to comply with RFP Terms.
111	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1 Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under:</p> <p><u>Software Licenses/Subscription (OS & Middleware)</u></p> <p>Successful Installation & Configuration of Software Licenses/Subscription (OS & Middleware) - 20 % of total cost of Software Licenses/Subscription (OS & Middleware) - (After successful installation & Configuration of Software Licenses/Subscription (OS & Middleware) and production of License/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM Portal and delivery signoff and invoice supplied from DC and DRC).</p>	<p>10% of total cost of Software Licenses/Subscription (OS & Middleware).</p> <p>After complete installation of Software Licenses/Subscription (OS & Middleware) and production of Licenses/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM portal and delivery signoff and invoice supplied from DC and DRC.</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
112	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1 Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under:</p> <p><u>Software Licenses/Subscription (OS & Middleware)</u></p> <p><u>Payment Milestone:</u>Warranty</p> <p><u>Percentage of Payment:</u>10% of total cost of Software Licenses/Subscription (OS & Middleware)</p> <p><u>Condition/Remarks:</u>After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment)</p>	NIL	Bidder has to comply with RFP Terms.
113	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under:</p> <p><u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 8</p> <p><u>Payment Milestone:</u> Successful installation, implementation, commissioning of proposed OEM Software for Server & Application Monitoring in DC & DRC on supplied hardware and UAT Signoff of 100 Servers Host and 10 Applications.</p> <p><u>Percentage of Payment:</u> 20 % of total cost of OEM Software for Server & Application Monitoring</p> <p><u>Condition/Remarks:</u> After Successful Installation as per Scope of Work and Technical requirements and on production of UAT signoff from Bank Team (wherever applicable) along with Invoices.</p>	<p>10% of total cost of OEM Software for Server & Application Monitoring.</p> <p>After successful installation as per Scope of Work and Technical requirements and on production of UAT signoff from Bank Team (wherever applicable) along with invoices.</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
114	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 9 <u>Payment Milestone:</u> Production Signoff of 100 Servers Host and 10 Applications. <u>Percentage of Payment:</u> 30% of total cost of OEM Software for Server & Application Monitoring <u>Condition/Remarks:</u> After Successful Installation as per Scope of Work and Technical requirements and on production of Production signoff from Bank Team along with Invoices</p>	NIL	Bidder has to comply with RFP Terms.
115	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 10 <u>Payment Milestone:</u> Complete rollout of proposed solution with required number of Metrics, workflow and business and admin dashboard Configured Submission of Project Documents, DFD, Manuals, BCP & SOP, Backup Procedures Report, Installation SOP etc. <u>Percentage of Payment:</u> 20% of total cost of OEM Software for Server & Application Monitoring <u>Condition/Remarks:</u> After Successful Installation as per Scope of Work and Technical requirements and on production of complete rollout signoff from Bank Team along with Invoices</p>	NIL	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
116	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 11 <u>Payment Milestone:</u> Completion of Code Audit & VAPT Observation Demonstration of deployed solution to Top Management and Project Acceptance.</p> <p><u>Percentage of Payment:</u> 10% of total cost of OEM Software for Server & Application Monitoring</p> <p><u>Condition/Remarks:</u> After Successful Completion of all activities as per Scope of Work and Technical & functional requirements specified in this RFP and Completion of Successful demo & required hand-on and on production of Project Report/Manuals/SOP etc. duly verified by Bank officials & Commissioning of solution along with Invoices</p>	NIL	Bidder has to comply with RFP Terms.
117	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 12 <u>Payment Milestone:</u> Delivery of Software Licenses/Subscription (OS & Middleware).</p> <p><u>Percentage of Payment:</u> 10% of total cost of OEM Software for Server & Application Monitoring</p> <p><u>Condition/Remarks:</u> After complete delivery of Software for Server & Application Monitoring and production of License/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM Portal and delivery & Project Acceptance signoff issued by Bank team along with invoices</p>	<p>90% of total cost of OEM Software for Server & Application Monitoring.</p> <p>After complete delivery of Software Licenses/Subscription (OS & Middleware) and production of Licenses/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM portal and delivery & Project Acceptance signoff issued by Bank Team along with invoices.</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
118	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 13 <u>Payment Milestone:</u> Warranty.</p> <p><u>Percentage of Payment:</u> 10%</p> <p><u>Condition/Remarks:</u> After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment</p>	NIL	Bidder has to comply with RFP Terms.
119	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 14 <u>Payment Milestone:</u> Implementation .</p> <p><u>Percentage of Payment:</u> 100%</p> <p><u>Condition/Remarks:</u> 100% of the Implementation charges will be paid on the Completion of implementation and Project Acceptance Signoff issued by the Bank Team.</p>	100% of the Implementation charges will be paid on the Completion of Implementation and Project Acceptance Signoff issued by the Bank Team.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
120	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 15 <u>Payment Milestone:</u> Implementation .</p> <p><u>Percentage of Payment:</u> 100% <u>Condition/Remarks:</u> Payment will be released within 30 days after completion of Training.</p>	100% Payment will be released within 30 days after completion of Training	Bidder has to comply with RFP Terms.
121	21	C. Deliverables and Service Level Agreements	7. Payment Terms	<p>7.1. Payment schedule for Required Hardware for ITIM solution with required OS, Software & Licenses will be as under: <u>OEM Software Licenses for Server & Application Monitoring Solution</u> Point no. 16 <u>Payment Milestone:</u> Onsite Resource.</p> <p><u>Condition/Remarks:</u> Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages as per para 6 of Section C of this RFP.</p>	Payment will be monthly in advance after deducting applicable penalties and Liquidated damages as per para 6 of Section C of this RFP.	Bidder has to comply with RFP Terms.
122	22	C. Deliverables and Service Level Agreements	8	Onsite Resources & Support	Request Bank to clarify: Support and quantity of manpower required to be confirmed in total and areawise.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
123	22	C. Deliverables and Service Level Agreements	8. Onsite Resources & Support	<p>8.1. The bidder has to provide following onsite resources and should be having OEM Certification for the proposed solution with minimum 3 years of implementation & Hands-on experience for L2 and minimum 1 years of implementation & Support:</p> <p>8.1.1. L1 Support - 02 Resources for handling Production, monitoring, Incident Reporting, Day to day BAU, BCP, Backup, uptime, update & upgrade, patch management, server management, database management, service request management with OEM and technical Support for complete project tenure for proposed solution including hardware.</p> <p>8.1.2. L2 Support - 01 Resource as a Lead and Technical architect for handling required changes in design, workflow creation & reconfiguration, integration & configuration of workflows, Business KPI & Performance Metrics as per Bank requirement for complete project tenure.</p> <p>8.1.3. The onsite resource will also be responsible for the complete end of end project management, installation, implementation, patch management, upgradation, changes etc. till project tenure.</p>	request to change the Bidder has to provide following onsite resources and should be having knowledge on the solution with minimum 3 years of experience in managing and administering any similar tools for L2 and minimum one year of implementation or support experience for L1 Resources.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
124	22	C. Deliverables and Service Level Agreements	8. Onsite Resources & Support	8.2. The L2 support resource timings will be minimum 10.00 AM to 7.00 PM on all daily bases and for L1 Support resource timings will be covering two shifts i.e. 08 AM to 04 PM and 02 AM to 10 PM on daily basis.	Please confirm that the resource timings will be on Bank working days or Resource to be available all days in a week includes Sunday?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
125	22	C. Deliverables and Service Level Agreements	8. Onsite Resources & Support	<p>8.5. The Bidder has to submit following KYC documents for onsite engineer:</p> <p>8.5.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.</p> <p>8.5.2. Address Proof (Local and Permanent)- Duly attested photocopy by candidate and Bidder HR</p> <p>8.5.3. Aadhar Card - Duly attested photocopy by candidate and Bidder HR</p> <p>8.5.4. Relieving Certificate of Previous employer - Duly attested photocopy by candidate and Bidder HR</p> <p>8.5.5. Passport - Duly attested photocopy by candidate and Bidder HR</p> <p>8.5.6. Background Police Verification report - Duly attested photocopy by candidate and Bidder HR</p>	Requesting you to modify the clause as "The Bidder has to submit Minimum 4 out of 6 of the following KYC documents for onsite engineer"	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
126	22	<u>C. Deliverables & Service Level Agreements (SLAs)</u>	8. Onsite Resources & Support	<p>8.1. The bidder has to provide following onsite resources and should be having OEM Certification for the proposed solution with minimum 3 years of Implementation & Hands-on experience for L2 and minimum 1 years of implementation & Support:</p> <p>8.1.1. L1 Support - 02 Resources for handling Production, monitoring, incident Reporting, Day to day BAU, BCP, Backup, uptime, update & upgrade, patch management, server management, database management, service request management with OEM and technical Support for complete project tenure for proposed solution including hardware.</p> <p>8.1.2. L2 Support - 01 Resource as a Lead and Technical architect for handling required changes in design, workflow creation & reconfiguration, integration & configuration of workflows, Business KPI & Performance Metrics as per Bank requirement for complete project tenure.</p> <p>8.1.3. The onsite resource will also be responsible for the complete end of end project management, installation, implementation, patch management, upgradation, changes etc. till project tenure.</p>	We assume minimum 1 year of implementation and support experience is required for L1. Pls confirm	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
127	22	<u>C. Deliverables & Service Level Agreements (SLAs)</u>	8. Onsite Resources & Support	<p>8.1. The bidder has to provide following onsite resources and should be having OEM Certification for the proposed solution with minimum 3 years of Implementation & Hands-on experience for L2 and minimum 1 years of implementation & Support:</p> <p>8.1.1. L1 Support - 02 Resources for handling Production, monitoring, incident Reporting, Day to day BAU, BCP, Backup, uptime, update & upgrade, patch management, server management, database management, service request management with OEM and technical Support for complete project tenure for proposed solution including hardware.</p> <p>8.1.2. L2 Support - 01 Resource as a Lead and Technical architect for handling required changes in design, workflow creation & reconfiguration, integration & configuration of workflows, Business KPI & Performance Metrics as per Bank requirement for complete project tenure.</p> <p>8.1.3. The onsite resource will also be responsible for the complete end of end project management, installation, implementation, patch management, upgradation, changes etc. till project tenure.</p>	Request to confirm the location for L2 and L1	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
128	22	<u>C. Deliverables & Service Level Agreements (SLAs)</u>	8	Onsite Resources & Support	What would be the proportion of resources required at Mumbai and Bengaluru	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
129	22	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support	<p>8.1. The bidder has to provide following onsite resources and should be having OEM Certification for the proposed solution with minimum 3 years of Implementation & Hands-on experience for L2 and minimum 1 years of implementation & Support:</p> <p>8.1.1. L1 Support - 02 Resources for handling Production, monitoring, Incident Reporting, Day to day BAU, BCP, Backup, uptime, update & upgrade, patch management, server management, database management, service request management with OEM and technical Support for complete project tenure for proposed solution including hardware.</p> <p>8.1.2. L2 Support - 01 Resource as a Lead and Technical architect for handling required changes in design, workflow creation & reconfiguration, Integration & configuration of workflows, Business KPI & Performance Metrics as per Bank requirement for complete project tenure.</p> <p>8.1.3. The onsite resource will also be responsible for the complete end of end project management, installation, implementation, patch management, upgradation, changes etc. till project tenure.</p>	Onsite resource count might be increased based on the daily work with 24*7 support. We request Bank to allow Resource onboarding to be flexible provided work quality is delivered.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
130	22	C. Deliverables & Service Level Agreements (SLAs)	8	Onsite Resources & Support	Please confirm the Location of the deployed Resources - Onsite or any other Location? Also, will they be given VPN access?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
131	22	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support	8.2. The L2 support resource timings will be minimum 10.00 AM to 7.00 PM on all daily bases and for L1 Support resource timings will be covering two shifts i.e. 08 AM to 04 PM and 02 AM to 10 PM on daily basis.	We understand that this should be 2pm to 10pm	RFP Clause is amended as under: 8.2. The L2 support resource timings will be minimum 10.00 AM to 7.00 PM on all daily bases and for L1 Support resource timings will be covering two shifts i.e. 08 AM to 04 PM and <u>02 PM</u> to 10 PM on daily basis.
132	22	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support	8.2. The L2 support resource timings will be minimum 10.00 AM to 7.00 PM on all daily bases and for L1 Support resource timings will be covering two shifts i.e. 08 AM to 04 PM and 02 AM to 10 PM on daily basis.	It should be :L1 Support resource timings will be covering two shifts i.e. 08 AM to 04 PM and 02 AM to 10 AM on daily basis	RFP Clause is amended as under: 8.2. The L2 support resource timings will be minimum 10.00 AM to 7.00 PM on all daily bases and for L1 Support resource timings will be covering two shifts i.e. 08 AM to 04 PM and <u>02 PM</u> to 10 PM on daily basis.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
133	23	C. Deliverables and Service Level Agreements	8. Onsite Resources & Support	8.5. The Bidder has to submit following KYC documents for onsite engineer: 8.5.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only. 8.5.2. Address Proof (Local and Permanent)- Duly attested photocopy by candidate and Bidder HR 8.5.3. Aadhar Card - Duly attested photocopy by candidate and Bidder HR 8.5.4. Relieving Certificate of Previous employer - Duly attested photocopy by candidate and Bidder HR <u>8.5.5. Passport - Duly attested photocopy by candidate and Bidder HR</u> 8.5.6. Background Police Verification report - Duly attested photocopy by candidate and Bidder HR	Is passport is must for the onsite candidate or any relavent KYC document will suffice? Please confirm.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
134	23	Onsite resources and Support	8. Onsite Resources & Support	8.6. The resources without having above documents will not be consider for screening.	Request to change that resoruces should be submitting the KYC document before on boarding. These documents cannot be getting before onaboding the candidates or while sheduling the interview of the candidate.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
135	23	C. Deliverables & Service Level Agreements (SLAs)	8 Onsite Resources	8.12. Two onsite resources should be available for till project tenure during bank's working hours on 365/366 days. Onsite Support Engineer should be OEM Certified for the proposed solution. Bidder has to quote onsite resource charges in the bill of material.	Request Bank modify this clause to include following statement. In case bidder has experienced resource but does not have OEM certifications then bidder to commit the deployed resource will complete the OEM certifications within 6 months from the date of purchase order acceptance.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
136	23	C. Deliverables & Service Level Agreements (SLAs)	8 Onsite Resources	8.12. Two onsite resources should be available for till project tenure during bank's working hours on 365/366 days. Onsite Support Engineer should be OEM Certified for the proposed solution. Bidder has to quote onsite resource charges in the bill of material.	is OEM Certificate must for all the resources deployed as part of the RFP requirement (L1 Support 2 Qty and L2 Support 1 Qty)	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
137	23	C. Deliverables & Service Level Agreements (SLAs)	8 Onsite Resources	8.14. Onsite Resource charges will be paid quarterly in arrears. In case the resources go on planned leave then replacements having equivalent or more experience and qualification has to be arrange by the Bidder to ensure that regular functioning of the solution is not hampered. The planned leaves to be informed to Bank team well in advance at least 10 working days before so that Bank can complete the screening process for new resources arrange by bidder.	Wil bank levy penalty due to leaves taken by deputed resources for minimum of 2 to 6 days (due to emergency situation, health issues) and do we need to depute alternative resource during those short period leaves 2 to 6 days leaves	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
138	23	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support	8.8. Bidder will be responsible for attending complaints during all hours 8x7x365 basis of contract period.	Request to please clarify.	Bidder has to comply with RFP Terms.
139	23	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support	8.16. Response Time and Meantime to Restore [MTTR] 8.16.1. Response Time shall be 2 hours and MTTR shall be 4 hours. 8.16.2. Time specified above is from lodging of complaint.	Mentioned response and MTTR can be applicable only for P1 or Critical situations. Rest should be considered as separate MTTR and response SLA. ? Also , any network outage , 3rd Party Hardware failure should not cater to SLAs. SLAs to be defined purely on Tool application availability Requesting Bank to have the SLA with the dev partners for MTTR. Bidder can only alert issues and recommend fixes. Implementation of fixes to be done by dev partner.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
140	23	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support	8.14. Onsite Resource charges will be paid quarterly in arrears. In case the resources go on planned leave then replacements having equivalent or more experience and qualification has to be arrange by the Bidder to ensure that regular functioning of the solution is not hampered. The planned leaves to be informed to Bank team well in advance at least 10 working days before so that Bank can complete the screening process for new resources arrange by bidder.	Payment terms for onsite resources should be monthly in arrears.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
141	23	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support	8.14. Onsite Resource charges will be paid quarterly in arrears. In case the resources go on planned leave then replacements having equivalent or more experience and qualification has to be arrange by the Bidder to ensure that regular functioning of the solution is not hampered. The planned leaves to be informed to Bank team well in advance at least 10 working days before so that Bank can complete the screening process for new resources arrange by bidder.	8.14. Onsite Resource charges will be paid monthly in advance. In case the resources go on planned leave, then replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution is not hampered. The planned leaves to be informed to Bank team well in advance at least 10 working days before so that Bank can complete the screening process of new resources arrange by bidder	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
142	24	C. Deliverables and Service Level Agreements	9	Escrow Arrangement during Contract Period	Please remove this clause because as a part of our legal compliance we shall not be able to share the source code with any agency	This RFP Clause stands deleted.
143	24	C. Deliverables and Service Level Agreements	9	Escrow Arrangement during Contract Period	Request Bank to remove this clause because as a part of our legal compliance we shall not be able to share the source code with any agency	This RFP Clause stands deleted.
144	24	C. Deliverables & Service Level Agreements (SLAs)	9. Escrow arrangement during Contract period:	Whole Clause	Please remove this clause because as a part of our legal compliance we shall not be able to share the source code with any agency	This RFP Clause stands deleted.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
145	24	C. Deliverables & Service Level Agreements (SLAs)	9. Escrow arrangement during Contract period:	Whole Clause	Please remove this clause because as a part of our legal compliance we shall not be able to share the source code with any agency	This RFP Clause stands deleted.
146	24	C. Deliverables and Service Level Agreements	9. Escrow Arrangement during contract period	<p>9.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow.</p> <p>9.3. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore.</p> <p>9.4. The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the owner of the software meaning that Bank shall not be liable to pay any amount to Escrow Agent taking from verification to its annual subscription to updation fee.</p>	Source code escrow is applicable for custom developed solutions. Since the requirement here is to provide a enterprise class leading server and application performance management solution - this clause should be removed. Manufacturer Authorization Form specifying not end of life and not end of support for total 5 years contract period will be provided.	This RFP Clause stands deleted.
147	24	C. Deliverables and Service Level Agreements	9	Escrow arrangement during Contract period	Requesting you to delete the clause	This RFP Clause stands deleted.
148	24	C. Deliverables & Service Level Agreements (SLAs)	9 Escrow agreement	9. Escrow arrangement during Contract period	Request Bank to remove this clause	This RFP Clause stands deleted.
149	24	C. Deliverables & Service Level Agreements (SLAs)	9	Escrow Arrangement during contract period	We propose deletion of Escrow Arrangement	This RFP Clause stands deleted.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
150	24	C. Deliverables & Service Level Agreements (SLAs)	9. Escrow arrangement during Contract period:	9.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow.	Since the propose solution would include COTS products, Bidder will not be onwer of the source code. So please clarify more on this.	This RFP Clause stands deleted.
151	24	C. Deliverables and Service Level Agreements	9. Escrow Arrangement during contract period	9.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow. 9.3. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore. 9.4. The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the owner of the software meaning that Bank shall not be liable to pay any amount to Escrow Agent taking from verification to its annual subscription to updation fee.	Source code escrow is applicable for custom developed solutions. Since the requirement here is to provide a enterprise class leading server and application performance management solution - this clause should be removed. Manufacturer Authorization Form specifying not end of life and not end of support for total 5 years contract period will be provided.	This RFP Clause stands deleted.
152	25	C. Deliverables & Service Level Agreements (SLAs)	11. Warranty	11.9. Despite any other provision, the Bank, may return a defective Hardware/ Software/Solution to the Bidder within Sixty (60) days of delivery of the Software/Solution and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.	11.9. Despite any other provision, the Bank, may return a defective Hardware/Software/Solution to the Bidder within Sixty (60) days of delivery of the Software/Solution and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective solution" includes, but is not limited to: a) broken seals; b) mssing items; and c) Software that are not the most current version at the time of shipping	Bidder has to comply with RFP Terms.
153	26	C. Deliverables and Service Level Agreements	12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period	12.2. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) of hardware, software, License supplied with the bidder after completion of respective warranty periods.	The prices we receive from OEMs will be valid based on a firm quote. These prices will not be valid if the same are procured contingently. We hence request that the PO be awarded for the entire contract period	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
154	26	C. Deliverables and Service Level Agreements	12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (If contracted) after Three Years of Warranty Period	12.4. The AMC/ATS charges for Solution (including hardware, software OS and license) will be applicable after the end of warranty period i.e. three years. Such payment shall be released quarterly in arrears for hardware after satisfactory completion of service during the period and submission of reports and invoices and yearly in advance for Software Licenses/Subscription (OS & Middleware) & OEM Software for Server & Application Monitoring after bank team confirmation only & submission of Proof of entitlement with support start date and end date validity and invoices. Therefore, bidder need to take confirmation from bank team before renewing the support for 4th and 5th years.	All AMC/ATS will need to be paid to OEMs yearly in advance We request hardware AMC to be paid in line to software AMC as Yearly in Advance	Bidder has to comply with RFP Terms.
155	26	C. Deliverables and Service Level Agreements	12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (If contracted) after Three Years of Warranty Period	12.4. The AMC/ATS charges for Solution (including hardware, software OS and license) will be applicable after the end of warranty period i.e. three years. Such payment shall be released quarterly in arrears for hardware after satisfactory completion of service during the period and submission of reports and invoices and yearly in advance for Software Licenses/Subscription (OS & Middleware) & OEM Software for Server & Application Monitoring after bank team confirmation only & submission of Proof of entitlement with support start date and end date validity and invoices. Therefore, bidder need to take confirmation from bank team before renewing the support for 4th and 5th years.	12.4. The AMC/ ATS charges for Solution (including hardware, software OS and license) will be applicable after the end of warranty period, i.e. 3 years. Such payment shall be released quarterly in advance for hardware after completion of service during the period and submission of reports and invoices and Yearly in advance for Software Licenses/Subscription (OS & Middleware) & OEM Software for server & Application Monitoring after bank team confirmation only & submission of Proof of Entitlement with support start date and end date validity and invoices. Therefore, Bidder need to take confirmation from Bank Team before renewing the support for 4th and 5th years	Bidder has to comply with RFP Terms.
156	27	C. Deliverables and Service Level Agreements	15. Subcontracting	The Bidder shall must engage OEM professional services for the complete project Management and Implementation of proposed solution, If OEM does not have service model then bidder must engage OEM Certified Partner for the implementation after taking prior consent of the Bank, however project management to be done by OEM only. If OEM is directly participating in the bid then they can engage one system integrator however, bidder will be responsible for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) as per RFP. Bank will not enter into agreement with any third party.	Bank to kindly confirm that such consent will not be unduly withheld.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
157	27	C. Deliverables and Service Level Agreements	13. Scope Involved During Warranty and ATS Period (If Contracted)	13.3. If any software, License and Hardware updates provided by the OSD as free of cost, it should be provided and installed & configured by the selected bidder free of cost to the Bank during Warranty and AMC support [If contracted].	If OSD provides the update of any Hardware, Software or Licenses. The vendor should have an option to validate with current Hardware and method of applying the update. If it requires re-installation of the software CR should be considered . Any patches on existing software should be as part of delivery. Requesting Bank to consider this.	Bidder has to comply with RFP Terms.
158	27	C. Deliverables and Service Level Agreements	15. Subcontracting	The Bidder shall must engage OEM professional services for the complete project Management and Implementation of proposed solution, if OEM does not have service model then bidder must engage OEM Certified Partner for the implementation after taking prior consent of the Bank, however project management to be done by OEM only. If OEM is directly participating in the bid then they can engage one system integrator however, bidder will be responsible for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) as per RFP. Bank will not enter into agreement with any third party.	In Page-12;Secton-Scope of Work;9.2.1-For smooth completion of project,the bidder should identify oe or two of its representatives as PM/SPOC at Bengaluru as Single point of contact for the bank..... Do we need to deploy 2 PM's? ,one from Bidder and one from OEM?	Bidder has to comply with RFP Terms.
159	28	C. Deliverables and Service Level Agreements	16. Defect liability:	In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty and AMC period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.	All warranty/replacements is as per OEM warranty terms & conditions only. Kindly delete the same.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
160	28	C. Deliverables and Service Level Agreements	17. Access to Audit:	<p>17.1. Periodically audit may be conducted either by Bank's internal auditors or by Bank's external auditors or by regulatory authorities in respect of security/network access and authorization controls and procedures, backup and recovery and other Deliverables/Services provided by Bidder. The Bank shall have the right to conduct Cyber security audit in the proposed solution on completion of the implementation. In order to conduct the Audit it may be necessary for the Auditors to access the servers and also to interact with their personnel. Bidder at request of the Bank shall provide access to the Bank's Auditors in this regard to the facilities/ installations/technical resources related to the project.</p> <p>17.2. Whenever any Government or Regulatory Authority, including RBI or Securities & Exchange Board of India requests for information from the Bank's for any compliance, regulatory or legal purpose relating to the proposal, then upon the Bank's request, Bidder shall assist the Bank in responding to such a request, by providing the required information to the Bank, or such a government authority.</p>	<p>Please confirm that any audit shall be done with prior written notice to Bidder and should be restricted to the information and documents in relation to the services provided by the Bidder. Further, such audit shall be subject to the "Confidentiality" obligations upon the Bank, its auditors, employees making such audit. Also, we request confirmation that Bidder shall not be required to disclose its financial information, profits, books of accounts, costs breakups etc. and audit shall be strictly restricted to the services provided by the Bidder to the Bank.</p>	<p>Bidder has to comply with RFP Terms.</p>
161	28	C. Deliverables and Service Level Agreements	17. Access to Audit:	<p>17.1. Periodically audit may be conducted either by Bank's internal auditors or by Bank's external auditors or by regulatory authorities in respect of security/network access and authorization controls and procedures, backup and recovery and other Deliverables/Services provided by Bidder. The Bank shall have the right to conduct Cyber security audit in the proposed solution on completion of the implementation. In order to conduct the Audit it may be necessary for the Auditors to access the servers and also to interact with their personnel. Bidder at request of the Bank shall provide access to the Bank's Auditors in this regard to the facilities/ installations/technical resources related to the project.</p> <p>17.2. Whenever any Government or Regulatory Authority, including RBI or Securities & Exchange Board of India requests for information from the Bank's for any compliance, regulatory or legal purpose relating to the proposal, then upon the Bank's request, Bidder shall assist the Bank in responding to such a request, by providing the required information to the Bank, or such a government authority.</p>	<p>Add: Notwithstanding the foregoing, an audit conducted by the Bank's internal or external auditors shall exclude from its purview any information or records pertaining to Bidder's internal cost data.</p>	<p>Bidder has to comply with RFP Terms.</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
162	29	D. BID PROCESS	7	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	Please share the EMD details as required in the RFP or exempted for MSME	Bidder has to comply with RFP Terms.
163	29	D. BID PROCESS	6	Tender Fee	Kindly define the tender fee amount if required	Bidder has to comply with RFP Terms.
164	30	E. SELECTION OF BIDDER	3. Evaluation of Bids	3.3. <u>Part B-Technical Proposal:</u> 3.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure- 7 and compliance to Scope of Work as per Annexure-8.	Given that this solution is going to be deployed for critical production applications, bank should mandate cross reference public facing documentation references / data sheets (as applicable) showcasing 100% compliance to each of these technical and functional requirements.	Bidder has to comply with RFP Terms.
165	30	E. SELECTION OF BIDDER	1. Preliminary Scrutiny	1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.	1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications.	Bidder has to comply with RFP Terms.
166	30	E. SELECTION OF BIDDER	3. Evaluation of Bids	3.3. <u>Part B-Technical Proposal:</u> 3.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure- 7 and compliance to Scope of Work as per Annexure-8.	Given that this solution is going to be deployed for critical production applications, bank should mandate cross reference public facing documentation references / data sheets (as applicable) showcasing 100% compliance to each of these technical and functional requirements.	Bidder has to comply with RFP Terms.
167	31	E. SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 15 Working Days from the date of Part A Declaration. Hence, Bidder is required to arrange the required hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 15 Working Days from the date of Part A Declaration.	For the proposed OEM solution which is supported both on On-premise and SaaS, can bank allow SaaS version hosted in India to be used for POC purposes only which will ease the time and effort of arranging hardware specifically for POC purposes. Also please confirm that bank will fulfill all the required pre-requisites in terms of connectivity / firewall rules, providing full details about candidate application for POC and having relevant teams availability to support agent install and required configurations so as to meet the timeline of 15 working days.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
168	31	E. SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	<p>4.5. The evaluation includes the capabilities, quality, usability, integration and feature set of the solution, including but not limited to the following functions:</p> <p>4.5.1. Data source support, including application visibility</p> <p>4.5.2. Analytics</p> <p>4.5.3. Diagnostic workflows</p> <p>4.5.4. Real-time monitoring</p> <p>4.5.5. Day-to-day maintenance and management of the product</p> <p>4.5.6. Ease and simplicity of deployment and configuration</p> <p>4.5.7. Ease of use and richness of functions in the product</p> <p>4.5.8. Product deployment options and usability</p>	<p>Given that this solution is going to be deployed for critical production applications, we recommend POC to be made mandatory before commercial evaluation for all shortlisted bidders.</p> <p>Please confirm that the evaluation criteria for POC must include following points as requested in scope of work for final implementation under Annexure 8 :-</p> <p>4.5.9 DEM: Real User Monitoring using javascript injection on webpages</p> <p>4.5.10 DEM: Synthetic Transactions Monitoring to script user interactions on a schedule from one or more geographic locations</p> <p>4.5.11 ADTD: Application Discovery, Tracing and Diagnostics using bytecode instrumentation and transaction tracing</p> <p>4.5.12 AIOps : Unified business dashboard with visibility and correlation of business transactions across the multi-tier application with insights on transactions, app server, server and network KPIs.</p> <p>4.5.13 AIOps : Ability to baseline every monitored metric, understand anomalies, create contextual and correlated alert and finally trigger automated action.</p> <p>4.5.14 All modules DEM, ADTD and AIOps part of same solution and platform and not separate integrated products.</p>	Please refer the RFP Clause 4.1. The POC is part of Part B Technical Evaluation.
169	31	E. SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	<p>4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 15 Working Days from the date of Part A Declaration. Hence, Bidder is required to arrange the required hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 15 Working Days from the date of Part A Declaration.</p>	<p>Can the required hardware for POC be arranged from bank's end as it will be minimal and only for 15 days? Requesting Bank's support on the same.</p>	Bidder has to comply with RFP Terms.
170	31	E. SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	<p>4.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the Solution proposed by them. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.</p>	<p>Request Bank to add the objective of the POC:</p> <p>During the POC, the combination of the technical expertise of the bidder and the efficiency of the OEM's tool (if used) will be evaluated.</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
171	31	E. SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.8. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.	Kindly confirm, who will bear the travel expenses (Canara Bank or QualityKiosk)?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms
172	31	E. SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 15 Working Days from the date of Part A Declaration. Hence, Bidder is required to arrange the required hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 15 Working Days from the date of Part A Declaration.	For the proposed OEM solution which is supported both on On-premise and SaaS, can bank allow SaaS version hosted in India to be used for POC purposes only which will ease the time and effort of arranging hardware specifically for POC purposes. Also please confirm that bank will fulfill all the required pre-requisites in terms of connectivity / firewall rules, providing full details about candidate application for POC and having relevant teams availability to support agent install and required configurations so as to meet the timeline of 15 working days.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms
173	31	E. SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.5. The evaluation includes the capabilities, quality, usability, integration and feature set of the solution, including but not limited to the following functions: 4.5.1. Data source support, including application visibility 4.5.2. Analytics 4.5.3. Diagnostic workflows 4.5.4. Real-time monitoring 4.5.5. Day-to-day maintenance and management of the product 4.5.6. Ease and simplicity of deployment and configuration 4.5.7. Ease of use and richness of functions in the product 4.5.8. Product deployment options and usability	Given that this solution is going to be deployed for critical production applications, we recommend POC to be made mandatory before commercial evaluation for all shortlisted bidders. Please confirm that the evaluation criteria for POC must include following points as requested in scope of work for final implementation under Annexure 8 :- 4.5.9 DEM: Real User Monitoring using JavaScript injection on webpages 4.5.10 DEM: Synthetic Transactions Monitoring to script user interactions on a schedule from one or more geographic locations 4.5.11 ADTD: Application Discovery, Tracing and Diagnostics using bytecode instrumentation and transaction tracing 4.5.12 AIOPS : Unified business dashboard with visibility and correlation of business transactions across the multi-tier application with insights on transactions, app server, server and network KPIs. 4.5.13 AIOPS : Ability to baseline every monitored metric, understand anomalies, create contextual and correlated alert and finally trigger automated action. 4.5.14 All modules DEM, ADTD and AIOPS part of same solution and platform and not separate integrated products.	Please refer the RFP Clause 4.1. The POC is part of Part B Technical Evaluation.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
174	32	<u>D. BID PROCESS</u>	7. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD	7.2 In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for the minimum period of 6 months with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Appendix-F	7.2. In Case the EMD is submitted in the form of Bank Guarantee, the same should be valid for the minimum a period of 90 days from the last date for submission of offer. Bank at its discretion can demand extension for the validity of the EMD. The format for submission of EMD in the form of Bank Guarantee is as per Appendix-F.	Bidder has to comply with RFP Terms.
175	32	<u>D. BID PROCESS</u>	7. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD	7.4 The EMD of the Bidders not qualified under Part A- Conformity to Eligibility Criteria will be returned within 15 days after opening the Technical Proposals of the bidders qualified under Part A-Conformity to Eligibility Criteria. The EMD of the Bidders not qualified under Part B- Technical Proposal will be returned within 15 days after opening the Commercial Bid/Commercial Bid (Indicative) of the Technically Qualified Bidders. The EMD of Technically Qualified bidders will be returned upon the selected bidder accepting the order and furnishing the Performance Bank Guarantee	7.4. The EMD of the Bidders not qualified under evaluation of Part A-Conformity to Eligibility Criteria will be returned within 15 days after opening the Technical Proposals of the Bidder qualified under Part A-Conformity to Eligibility Criteria . The EMD of the Bidders not qualified under Part B- Technical Proposal will be returned within 15 days after opening the Commercial bid/ Commercial bid (indicative) of the Technically Qualified Bidders. The EMD of Technically Qualified bidders will be returned upon the selection of successful bidder	Bidder has to comply with RFP Terms.
176	32	<u>D. BID PROCESS</u>	7. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD	7.5. The EMD may be forfeited/ Bank Guarantee may be invoked: 7.5.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document. 7.5.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.	Request bank to remove this clause	Bidder has to comply with RFP Terms.
177	33	<u>E. SELECTION OF BIDDER</u>	8. Determination of L1 Price	8.3.6. The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per Annexure-14 within 2 working days. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank, which may please be noted.	Request to change : within 5 working days.	Bidder has to comply with RFP Terms.
178	33	<u>E. SELECTION OF BIDDER</u>	8. Determination of L1 Price	8.3.6. The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per Annexure-14 within 2 working days. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank, which may please be noted.	8.3.6. The LI bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per Annexure-14 within 2 working days.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
179	33	E. SELECTION OF BIDDER	8. Determination of L1 Price	8.4.2. Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to the Bank. Bank at its discretion can ask all the technically qualified Bidders to submit the Closed Commercial Bid by giving sufficient time to the Bidders. If Bidder/s are not submitting the Commercial Bid in due date and Time, their EMD will liable to be forfeited. If the EMD is submitted by the way of BG, Bank can its discretion invoke the Bank Guarantee.	8.4.2. Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to the Bank. Bank at its discretion can ask all the technically qualified Bidders to submit the Closed Commercial Bid by giving sufficient time to the Bidders.	Bidder has to comply with RFP Terms.
180	33	E. SELECTION OF BIDDER	8. Determination of L1 Price	8.5. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.	8.5. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses, before the award of contract. The Bank reserves the right to accept any bid in whole or in part.	Bidder has to comply with RFP Terms.
181	34	F. Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	11.4 In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.	In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 30 days prior notice to the bidder. However, the liability of selected bidder in this clause shall not exceed 5% of the cost of undelivered goods or unperformed services.	Bidder has to comply with RFP Terms.
182	34	F. Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	11.5 After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this even, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the Bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this even, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the Bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled. However, the liability of selected bidder in this clause shall not exceed 5% of the cost of undelivered goods or unperformed services.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
183	35	G. GENERAL CONDITIONS	7. Negligence	In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.	Negligence In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing of one month to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder. However, the liability of selected bidder in this clause shall not exceed 5% of the cost of undelivered goods or unperformed services.	Bidder has to comply with RFP Terms.
184	35	G. GENERAL CONDITIONS	14. Indemnity	14.1 The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 14.1.1 The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder; 14.1.2 Any contravention or non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder; 14.2 The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them. 14.2.1 All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities. 14.2.2 The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited. 14.2.3 All Employees engaged by the bidder shall be in sole	Clause to be modified as under: Indemnity 14.1 The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actual, proven and direct actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 14.1.1 The breach, default or non-performance of undertakings, representation and warranties, covenants or obligations by the bidder; 14.1.2 Any contravention or non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder; 14.2 The bidder shall indemnify, protect and save the Bank against all actual, proven and direct claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them. 14.2.1 All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities. 14.2.2 The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights or for claims relating to the loss or	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
				<p>14.2.3 All Employees engaged by the bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/ death/ termination) of any nature to the employees and personnel of the bidder.</p> <p>14.3 Bidder's aggregate liability shall be subject to an overall limit of the total cost of the project.</p>	<p>Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.</p> <p>14.2.3 All Employees engaged by the bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/ death/ termination) of any nature to the employees and personnel of the bidder.</p> <p>14.3 Bidder's aggregate liability shall be subject to an overall limit of the total cost of the project. Bidder shall not be liable to the Bank for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that loss or damage was reasonably foreseeable or that party was aware of the possibility of that loss or damage arising. The limitations set forth in this section shall apply even if any other remedies fail of their essential purpose.</p>	
185	35	G. GENERAL CONDITIONS	23	Resolution of disputes	Following para to be added as under: Cost of Arbitration shall be borne by parties equally.	Bidder has to comply with RFP Terms.
186	35	G. GENERAL CONDITIONS	7. Negligence	In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.	Bank to kindly confirm that any cancellation or termination of contract will be done only after giving 30 days written notice to the Bidder to cure or remedy the default and only upon failure of the Bidder to remedy or cure such default.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
187	35	G. GENERAL CONDITIONS	10. Insurance	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	Bank to confirm that the Insurance provided for the Hardware would be transit insurance till the point of delivery.	Bidder has to comply with RFP Terms.
188	35	G. GENERAL CONDITIONS	11. Guarantees	The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank includes all patches, updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.	Bank to confirm that all hardware & software to be supplied comes with the OEM/Software Licensor guarantee.	Bidder has to comply with RFP Terms.
189	35	G. GENERAL CONDITIONS	12	12. Intellectual Property Rights	We request that provisions related to indemnity be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
190	35	G. GENERAL CONDITIONS	14. Indemnity	<p>14.1 The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>14.1.1 The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>14.1.2 Any contravention or No-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p> <p>14.2 The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.</p> <p>14.2.1 All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p> <p>14.2.2 The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.</p> <p>14.2.3 All Employees engaged by the bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of Injury/ death/ termination) of any nature to the employees and personnel of the bidder.</p> <p>14.3 Bidder's aggregate liability shall be subject to an overall limit of the total cost of the project.</p>	<p>We request the below modifications to Clause 14-Indemnity Clause from the General Terms & Conditions:</p> <p>14.1 The Bidder shall keep the Bank indemnified against claims (including reasonable legal costs) which may be caused to or suffer by or made or taken against the Bank arising out of:</p> <p>14.1.1 Statutory and/or regulatory claims, suits, actions or proceedings against the Bank arising directly from Bidder's breach (or alleged breach) of applicable tax initiated by an appropriate governing body or authority.</p> <p>14.2 The bidder shall keep the Bank indemnified against 3rd party IPR claims leading to court awarded damages against the Bank from Infringement of any law pertaining to patents, trademarks, copyrights etc. in respect of the Services provided by the Bidder:</p> <p>14.2.1 All indemnities shall survive notwithstanding expiry or termination of the contract.</p> <p>14.2.2 the limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual Property Rights. For claims relating to fraudulent misrepresentation, bodily injury or death arising from bidder's negligence, in these cases the liability will be unlimited.</p> <p>14.2.3 All employees engaged by the Bidder shall be in employment of the bidder/or its subcontractor and the bidder/subcontractor shall be solely liable for their salaries, wages, statutory payments etc. the Bank may not be held liable for any payment or claim or compensation by any employee/personnel of the bidder except on account of injury, bodily injury or death caused due to the negligence of the Bank.</p> <p>14.3 The liability of the Bidder shall not exceed the annual value of the contract, irrespective of whether the liability arises under contract, tort or Indemnity.</p> <p>Neither party shall be liable for indirect and consequential loss and damages including but not limited to loss of profit, anticipated savings, loss of data, loss of business.</p>	<p>Bidder has to comply with RFP Terms.</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
191	35	G. GENERAL CONDITIONS	6. Inspection of Records	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard. Notwithstanding the foregoing, an audit conducted by the Bank's internal or external auditors shall exclude from its purview any information or records pertaining to Bidder's internal cost data.	Bidder has to comply with RFP Terms.
192	35	G. GENERAL CONDITIONS	5. Responsibility for Completeness	5.3. The Bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him Irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the bank.	5.3. The Bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him. The bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the bank.	Bidder has to comply with RFP Terms.
193	35	G. GENERAL CONDITIONS	7. Negligence	In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.	In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder. However, the Bidder's total aggregate liability for any direct losses incurred by the Bank under this section shall not exceed 10% of the total Contract Price.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
194	37	Appendix 1	Appendix I	Integrity pact	<p>Integrity Pact We agree to execute the Integrity Pact given by Canara Bank, provided that there is no Fall Clause in it. Please note that prices quoted are based on several factors, including quantity, location of delivery, dollar rates, discounts received from OEMs and other contractual risks. For all practical purposes, we request deletion of the Fall Clause from the Integrity Pact.</p> <p>We also wish to bring to your notice, that by way of Office Order dated 4/12/2007, the Central Vigilance Commission (CVC) even circulated copy of an Integrity Pact, drafted by SAIL and vetted by the Additional Solicitor General, for reference of individual organizations. The same does not contain any Fall Clause.</p> <p>Additionally, CVC issued a Circular dated 13.01.2017, formulating standard operating procedure for adoption of Integrity Pact and the same does not include Fall Clause as an essential ingredient of the Pact.</p> <p>Please refer to the enclosed Office Order and Circular, issued by the Central Vigilance Commission, for your information.</p>	Bidder has to comply with RFP Terms.
195	37	F. Ownership & Awarding of Contract	6. Effective Date	6.2 Failure to accept the order within seven days from the date of receipt of the order, makes the EMD liable for forfeiture at the discretion of the Bank	Request bank to remove this clause	Bidder has to comply with RFP Terms.
196	37	F. Ownership & Awarding of Contract	8. Security Deposit / Performance Bank Guarantee	8.2 If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the value of the order (Exclusive of Taxes) plus GST will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. <u>The total penalty under this clause shall be restricted to 5% of the total order value (Exclusive of Taxes) plus GST</u>	Request bank to remove this clause	Bidder has to comply with RFP Terms.
197	37	F. Ownership & Awarding of Contract	8. Security Deposit / Performance Bank Guarantee	8.4. Security Deposit/Performance Bank Guarantee should be valid for Total Contract Period from the date of last installation and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity.	Request bank to remove this clause	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
198	37	F. Ownership & Awarding of Contract	8. Security Deposit / Performance Bank Guarantee	8.7. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.	Request bank to remove this clause	Bidder has to comply with RFP Terms.
199	37	F. Ownership & Awarding of Contract	9. Execution of Agreement	9.1. Within 21 days from the date of acceptance of the Purchase Order/LOI or within 30 days from the date of issue of Purchase Order/LOI whichever is earlier, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.	9.1. Within 21 days from the date of acceptance of the Order or within 30 days from the date of acceptance of Purchase Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format to be provided by the Bank.	Bidder has to comply with RFP Terms.
200	37	F. Ownership & Awarding of Contract	10. Pricing	10.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.	10.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank. Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.	Bidder has to comply with RFP Terms.
201	37	F. Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	11.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 11.1.1. Delay in delivery of services in the specified period. 11.1.2. Serious discrepancies noted in the inspection. 11.1.3. Breaches in the terms and conditions of the Order.	11.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 11.1.1. Delay in delivery of e-Procurement services in the specified period. 11.1.2. Serious discrepancies noted in the inspection. 11.1.3. Breaches in the terms and conditions of the Order. However, LD shall not exceed 0.25% of contract value corresponding to undelivered quantity for delay of each week, subject to a max of 2.5% of annualized contract value.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
202	37	F. Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	<p>11.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:</p> <p>11.2.1. Non submission of acceptance of order within 7 days of order.</p> <p>11.2.2. Excessive delay in execution of order placed by the Bank.</p> <p>11.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid.</p> <p>11.2.4. The bidder goes in to liquidation voluntarily or otherwise.</p> <p>11.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.</p> <p>11.2.6. The progress made by the selected bidder is found to be unsatisfactory.</p> <p>11.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</p>	<p>11.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank, after giving a notice of 30 days to cure the default on the following circumstances:</p> <p>11.2.1 . Non submission of acceptance of order within 7 days of order.</p> <p>11.2.2. Excessive delay in execution of order placed by the Bank.</p> <p>11.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid.</p> <p>11.2.4. The bidder goes in to liquidation voluntarily or otherwise.</p> <p>11.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.</p> <p>11.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</p> <p>In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination.</p>	Bidder has to comply with RFP Terms.
203	37	F. Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	<p>11.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.</p>	Request bank to remove this clause	Bidder has to comply with RFP Terms.
204	37	F. Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	<p>11.4 In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder</p>	<p>11.4. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder. Provided further that the Vendor shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser.</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
205	37	F. Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	11.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	11.5. After the award of the contract, if the selected bidder does not perform or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Provided further that the Vendor shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the bank. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Bidder has to comply with RFP Terms.
206	38	G. GENERAL CONDITIONS	14. Indemnity	14.1 The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 14.1.1 The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder; 14.1.2 Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder; 14.2 The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them. 14.2.1 All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities. 14.2.2 The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or deal and in these cases the liability will be unlimited. 14.2.3 All Employees engaged by the bidder shall be in full	14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all third party actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 14.1.1. The intentional breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder; 14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder; 14.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them. 14.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities. 14.2.2. The limits specified in above clause shall not apply to claims made by the Bank/ third parties in case of infringement of intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
				<p>14.2.3. All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of Injury/ death/ termination) of any nature to the employees and personnel of the bidder.</p> <p>14.3 Bidder's aggregate liability shall be subject to an overall limit of the total cost of the project.</p>	<p>14.2.3. All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.</p> <p>14.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project. Bidder shall not be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party) even if advised of the possibility of such claims.</p>	
207	38	G. GENERAL CONDITIONS	18	Adoption of Integrity Pact	REQUEST BANK TO PLEASE CONSIDER THE NEW INTEGRITY PACT RECOMMENDED AND PROPOSED AS PER CVC GUIDELINES	Bidder has to comply with RFP Terms.
208	38	G. GENERAL CONDITIONS	18	Adoption of Integrity Pact	<p>Fall clause cannot be agreed. We request for its deletion. -</p> <p>REQUEST BANK TO PLEASE CONSIDER THE NEW INTEGRITY PACT RECOMMENDED AND PROPOSED AS PER CVC GUIDELINES</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
209	40	Annexure-2	Eligibility Criteria no. e	<p>Eligibility Criteria: The Bidder/OEM should have supplied proposed or similar server & application monitoring solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date. And The Proposed or similar server & application monitoring solution should have been successfully implemented on minimum 200 production servers/hosts/VM/LPAR etc. & minimum 10 business applications/websites hosted on WebLogic/WASND/JBOSS/.NET/Apache/Spring/Tuxedo middleware platform with Oracle and MS-SQL as an underlying database. Documents to be submitted for Eligibility Criteria Compliance: The Bidder/OEM has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	Under this current circumstances many customers have procedural challenges in sharing a reference letter so request you to kindly ammend the clause as follows:"The Bidder/OEM has to provide reference letter/Email Confirmation from the customer/ Customer Purchase Order/ Installation Sign-off/ Self Declaration from the OEM/Bidder mentioning the name of the customer with contact details with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."	Bidder has to comply with RFP Terms.
210	40	Annexure-2	Eligibility Criteria no. e	<p>Eligibility Criteria: The Bidder/OEM should have supplied proposed or similar server & application monitoring solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date. And The Proposed or similar server & application monitoring solution should have been successfully implemented on minimum 200 production servers/hosts/VM/LPAR etc. & minimum 10 business applications/websites hosted on WebLogic/WASND/JBOSS/.NET/Apache/Spring/Tuxedo middleware platform with Oracle and MS-SQL as an underlying database. Documents to be submitted for Eligibility Criteria Compliance: The Bidder/OEM has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>The said criteria is favouring a particular OEM and restricting OEMs like us with proven solution in banking sector to participate in this prestigios project. Hence, we are hereby requesting the authority to change the criteria as below and allow OEMs like us to participate and bid in this opportunity by offering cost-effective solution meeting the RFP requirements : "The Bidder / OEM should have supplied proposed or similar server & application monitoring solution in any of the Schedule commercial Banks/Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last three years as on RFP date."</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
211	40	Annexure-2	Eligibility Criteria Declaration	<p>BIDDER EXPERIENCE Eligibility Criteria The Bidder/OEM should have supplied proposed or similar server & application monitoring solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date. And The Proposed or similar server & application monitoring solution should have been successfully implemented on minimum 200 production servers/hosts/VM/LPAR etc. & minimum 10 business applications/websites hosted on WebLogic/WASND/JBOSS/.NET/Apache/Spring/Tuxedo middleware platform with Oracle and MS-SQL as an underlying database.</p> <p>Documents to be submitted for Eligibility Criteria Compliance The Bidder/OEM has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duty mentioning the proposed solution with make & model of this effect.</p>	<p>Given that this solution is going to be deployed for critical production applications, we recommend including this additional clause which we have seen in other recent public sector bank RFPs so as to ensure bank gets the best in class enterprise level solution.</p> <p>Eligibility Criteria : The proposed server and application performance management solution should be either in the Leaders Quadrant of Gartner's Magic Quadrant 2020, 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.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: Bidder should attach copy of the Report. Indian Manufacturer to provide Certificate of Local Content as per Section H - Purchase Reference.</p>	Bidder has to comply with RFP Terms.
212	40	Annexure-2	Eligibility Criteria Declaration	<p>FINANCIALS Eligibility Criteria The Bidder should have minimum turnover of Rs.100.00 Crore each year for the last three financial years (i.e. 2017-18, 2018-19 and 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies.</p> <p>Documents to be submitted for Eligibility Criteria Compliance Bidder has to submit Balance Sheet for last 3 Years [i.e. 2017-18 (audited), 2018-19 (audited) and 2019-20 (audited/provisional)].</p> <p>AND</p> <p>Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	We comes under Start up. Hence we request exemption of this clause for us..	Bidder has to comply with RFP Terms.



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213	40	Annexure-2	Eligibility Criteria Declaration	<p>FINANCIALS Eligibility Criteria The Bidder should have minimum turnover of Rs.100.00 Crore each year for the last three financial years (i.e. 2017-18, 2018-19 and 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies.</p> <p>Documents to be submitted for Eligibility Criteria Compliance Bidder has to submit Balance Sheet for last 3 Years [i.e. 2017-18 (audited), 2018-19 (audited) and 2019-20 (audited/provisional)].</p> <p>AND</p> <p>Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	We are MSME Certified. Hence we request exemption of this clause for us.	Bidder has to comply with RFP Terms.
214	40	Annexure-2	Eligibility Criteria Declaration	<p>BIDDER EXPERIENCE Eligibility Criteria The Bidder/OEM should have supplied proposed or similar server & application monitoring solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date.</p> <p>And</p> <p>The Proposed or similar server & application monitoring solution should have been successfully implemented on minimum 200 production servers/hosts/VM/LPAR etc. & minimum 10 business applications/websites hosted on WebLogic/WASND/JBOSS/.NET/Apache/Spring/Tuxedo middleware platform with Oracle and MS-SQL as an underlying database.</p> <p>Documents to be submitted for Eligibility Criteria Compliance The Bidder/OEM has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	Does it mean any one either the Bidder or the OEM can provide the reference letter ? Please clarify	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
215	40	Annexure-2	Eligibility Criteria Declaration	<p>BIDDER EXPERIENCE Eligibility Criteria The Bidder/OEM should have supplied proposed or similar server & application monitoring solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date. And The Proposed or similar server & application monitoring solution should have been successfully implemented on minimum 200 production servers/hosts/VM/LPAR etc. & minimum 10 business applications/websites hosted on WebLogic/WASND/JBOSS/.NET/Apache/Spring/Tuxedo middleware platform with Oracle and MS-SQL as an underlying database.</p> <p>Documents to be submitted for Eligibility Criteria Compliance The Bidder/OEM has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	Can bidder submit reference of monitoring more than 200 production servers and minimum 10 business applications for BFSI customer from outside India?	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
216	40	Annexure-2	Eligibility Criteria Declaration	<p>BIDDER EXPERIENCE</p> <p>Eligibility Criteria</p> <p>The Bidder/OEM should have supplied proposed or similar server & application monitoring solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date.</p> <p>And</p> <p>The Proposed or similar server & application monitoring solution should have been successfully implemented on minimum 200 production servers/hosts/VM/LPAR etc. & minimum 10 business applications/websites hosted on WebLogic/WASND/JBOSS/.NET/Apache/Spring/Tuxedo middleware platform with Oracle and MS-SQL as an underlying database.</p> <p>Documents to be submitted for Eligibility Criteria Compliance</p> <p>The Bidder/OEM has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	If solution stack consists of tools from multiple OEM, is experience of monitoring more than 200 production servers and minimum 10 business applications required for each tool?	Bidder has to comply with RFP Terms.



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217	40	Annexure-2	Eligibility Criteria Declaration	<p>BIDDER EXPERIENCE Eligibility Criteria The Bidder/OEM should have supplied proposed or similar server & application monitoring solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date. And The Proposed or similar server & application monitoring solution should have been successfully implemented on minimum 200 production servers/hosts/VM/LPAR etc. & minimum 10 business applications/websites hosted on WebLogic/WASND/JBOSS/.NET/Apache/Spring/Tuxedo middleware platform with Oracle and MS-SQL as an underlying database.</p> <p>Documents to be submitted for Eligibility Criteria Compliance The Bidder/OEM has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	If monitoring of 10 business applications is done outside India and more than 200 production servers are monitored in India, does this qualify bidder in Eligibility criteria "e) Bidder Experience"?	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
218	40	Annexure-2	Eligibility Criteria Declaration	<p>BIDDER EXPERIENCE</p> <p>Eligibility Criteria</p> <p>The Bidder/OEM should have supplied proposed or similar server & application monitoring solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date.</p> <p>And</p> <p>The Proposed or similar server & application monitoring solution should have been successfully implemented on minimum 200 production servers/hosts/VM/LPAR etc. & minimum 10 business applications/websites hosted on WebLogic/WASND/JBOSS/.NET/Apache/Spring/Tuxedo middleware platform with Oracle and MS-SQL as an underlying database.</p> <p>Documents to be submitted for Eligibility Criteria Compliance</p> <p>The Bidder/OEM has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duty mentioning the proposed solution with make & model of this effect.</p>	<p>If OEM, whose solution bidder is proposing, has implemented the solution on more than 200 production servers and minimum 10 business applications in India, will bidder qualify?</p>	<p>Bidder has to comply with RFP Terms.</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
219	40	Annexure-2	Eligibility Criteria Declaration	<p>BIDDER EXPERIENCE Eligibility Criteria</p> <p>The Bidder/OEM should have supplied proposed or similar server & application monitoring solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date.</p> <p>And</p> <p>The Proposed or similar server & application monitoring solution should have been successfully implemented on minimum 200 production servers/hosts/VM/LPAR etc. & minimum 10 business applications/websites hosted on Weblogic/WASND/JBOSS/.NET/Apache/Spring/Tuxedo middleware platform with Oracle and MS-SQL as an underlying database.</p> <p>Documents to be submitted for Eligibility Criteria Compliance</p> <p>The Bidder/OEM has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India duly mentioning the proposed solution with make & model of this effect.</p>	<p>Can the second part of "Bidder Experience e)" in Eligibility criteria be modified as follows:</p> <p>"The proposed or similar server & application monitoring solution should have been successfully implemented on production environment and business applications/ websites hosted on Weblogic/ WASND/ JBOSS/ .NET/ Apache/ Spring/ Tuxedo middleware platform with Oracle and MS-SQL as underlying database."</p> <p>Also, can "Documents to be submitted for eligibility criteria compliance" of corresponding section be modified as follows:</p> <p>"The bidder/ OEM has to provide reference letter in their name from Schedule commercial banks/ Public sector organization/ Private sector organization/ Central or State organization in India duly mentioning the proposed solution with make and model of this effect"</p>	Bidder has to comply with RFP Terms.



SL No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
220	40	Annexure-2	Eligibility Criteria Declaration	<p>BIDDER EXPERIENCE</p> <p>FINANCIALS:</p> <p>Eligibility Criteria The Bidder should have minimum turnover of Rs.100.00 Crore each year for the last three financial years (i.e. 2017-18, 2018-19 and 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies.</p> <p>Documents to be submitted for Eligibility Criteria Compliance Bidder has to submit Balance Sheet for last 3 Years [i.e. 2017-18 (audited), 2018-19 (audited) and 2019-20 (audited/provisional)].</p> <p>AND</p> <p>Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	Since the turnover expected on each year Rs. 100 crores not the average turnover, Requesting bank to bring down the bidder's minimum expected turnover to Rs.50 crores each year for the last three financial years (i.e. 2017-18,2018-19,2019-20) for greater participation.	Bidder has to comply with RFP Terms.
221	40	Annexure-2	Eligibility Criteria Declaration Criteria no. b	<p>Eligibility Criteria: Bidder shall be the Original Equipment Manufacturer (OEM)/Original Software Developers (OSD)/ Original Software Owner (OSO) of the Solution. (OR) An authorized dealer. Documents to be submitted: If the applicant is a OEM/OSD/OSO, an Undertaking Letter has to submitted in this effect. If the bidder is an Authorized Dealer, an Authorization letter from their OEM & OSD/OSO to deal/market their product in India and it should be valid for a minimum period of Six (6) years from the date of submission of the Bid.</p>	Request to remove this clause considering RailTel as Public Sector Undertaking (Ministry of Railways)	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
222	40	Annexure-2	Eligibility Criteria Declaration Criteria no. e	<p><u>Eligibility Criteria:</u> The Bidder/OEM should have supplied proposed or similar server & application monitoring solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date. And The Proposed or similar server & application monitoring solution should have been successfully implemented on minimum 200 production servers/hosts/VM/LPAR etc. & minimum 10 business applications/websites hosted on WebLogic/WASND/JBOSS/.NET/Apache/Spring/Tuxedo middleware platform with Oracle and MS-SQL as an underlying database. <u>Documents to be submitted:</u> The Bidder/OEM has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>Request to waive of this clause considering RailTel as Public Sector Undertaking (Ministry of Railways) or Request to accept the self declaration of having deployed the required solution in RailTel owned Data Center</p>	Bidder has to comply with RFP Terms.
223	41	Annexure-2	Eligibility Criteria Declaration Criteria no. f	<p><u>Eligibility Criteria:</u> The Bidder and OEM shall have support office in Bengaluru and in any metro cities for 24x7 support. <u>Documents to be submitted:</u> The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer.</p>	<p>Request to amend this clause as under: The Bidder/ OEM shall have support office in Bengaluru and in any metro cities for 24x7 support Or give undertaking to open office within One month after award of the Work Order.</p>	<p><u>Eligibility Criteria is Amended as under:</u> "The Bidder and OEM shall have support office in Bengaluru and Mumbai for 24x7 support. <u>Documents to be submitted:</u> The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer."</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
224	41	Annexure-2	Eligibility Criteria Declaration Criteria no. f	<u>Eligibility Criteria:</u> The Bidder and OEM shall have support office in Bengaluru and in any metro cities for 24x7 support. <u>Documents to be submitted:</u> The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer.	Requesting Bank to consider as" The bidder and OEM shall have support offices in Bengaluru OR in any metro cities for 24x7 support"	<u>Eligibility Criteria is Amended as under:</u> "The Bidder and OEM shall have support office in Bengaluru and Mumbai for 24x7 support. <u>Documents to be submitted:</u> The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer."
225	42	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 5	5. The Proposed Solution must have capability for Configuration and management through a single, web-based user interface.	Would the bank provide approval for deployment of a in-house utility which can cater to this request, over and above the tool used?	Bidder has to comply with RFP Terms.
226	42	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 6	6. The Proposed Solution must have capability for Data Encryption at rest and transit as well and to be ensured by using suitable solutions	For on premise setup data encryption at rest would involve usage of self encrypting drives or other encryption solutions. Please confirm if bank's requirement of data encryption at rest can be assumed to be achievable through non APM product based solutions. Password level encryption . Please guide any password protected compliance algorithm that needs to be compiled ?	Bidder has to comply with RFP Terms.
227	42	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 7	7. The Proposed Solution must have capability to integrate with existing Monitoring tools like Oracle Enterprise Manager, Tivoli Performance Monitoring tool, Fog Light, Java monitoring open source tool kit like glow-root, Pinpoint, Performance Tuning Toolkit(PTT) etc. and Inbuilt Application Monitoring tool like Java Management Console, windows Performance Monitoring tool, and should able to pull the information from these monitoring tools. Alternatively, The proposed solution should have all the capabilities mentioned above.	Supported monitoring with multiple third party software can be considered based on standard integration and support metrics. requesting Bank to help with detailed version of the existing tools version along with different ways to export the data (Api, Database etc.)	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
228	42	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 7	7. The Proposed Solution must have capability to integrate with existing Monitoring tools like Oracle Enterprise Manager, Tivoli Performance Monitoring tool, Fog Light, Java monitoring open source tool kit like glow-root, Pinpoint, Performance Tuning Toolkit(PTT) etc. and inbuilt Application Monitoring tool like Java Management Console, windows Performance Monitoring tool, and should able to pull the information from these monitoring tools. Alternatively, The proposed solution should have all the capabilities mentioned above.	Please clarify the data that will flow from these tools to APM Tool. Please clarify if APM tool be needed for Event management also ?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
229	42	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 3	3. The Proposed Solution must consider relevant log messages that are associated with problems and then automatically factor it into root-cause analysis.	Please confirm if these log message should be discovered through Application monitoring solutions or the bank needs separate SIEM/ Log Management solution ?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
230	43	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 19	19. The proposed solution must have capability 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 would like to set automated actions to resolve the problems of the routines as Mandatory manual monitoring of these are very times consuming).	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
231	43	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 19	19. The proposed solution must have capability 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 would like to set automated actions to resolve the problems of the routines as Mandatory manual monitoring of these are very times consuming).	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
232	43	Annexure-7	A. TECHNICAL REQUIREMENTS: Point no. 18	18.The proposed solution must have capability to discover and monitor background jobs triggered in application/OS and able to set up configurable response time baselines and thresholds for them than a regular transaction and alert on failed jobs and scheduler process.	Is the bank using any common batch automation / execution tool? If yes please provide details of the same.	Details will be shared to selected Bidder only.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
233	43	Annexure-7	A. TECHNICAL REQUIREMENTS: Point no. 13	13.The Proposed Solution must have capability to allow the Bank to define conversion goals based on the key page-actions performed by each user on different steps of a particular transaction.	Need more clarity on this point - "a. Are this conversion goals are linked with value of transaction or just count during the user journey? If this is associated with value then it requires payload sniffing into customer transactions and data? Is bank Ok to sniff the customer critical data of the transactions?"	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
234	43	Annexure-7	A. TECHNICAL REQUIREMENTS: Point no. 10	10.The Proposed Solution must have capability to allow creation of dashboards to show business transaction health and application response time for the transactions. The Bank teams must be able to drill down to these transactions to see breakup of time spent (i.e. NRT, ART etc.) on webserver, application server, middleware, external components and database tiers (whatever is part of the individual transaction). The proposed 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.	The current requirement is confusing, since the requirement started with identifying faulty methods with analysis and the example provided doesnt talk about any methods. Is the bank looking for cases similar to the example provided where the proposed solution should be able to proactively identify degradation choke points so that bank's team can take appropriate actionables?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
235	43	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 10	10. The Proposed Solution must have capability to allow creation of dashboards to show business transaction health and application response time for the transactions. The Bank teams must be able to drill down to these transactions to see breakup of time spent (i.e. NRT, ART etc.) on webserver, application server, middleware, external components and database tiers (whatever is part of the individual transaction). The proposed 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.	This is OEM specific and we request this point to be re-worded to include only drill down for the application parameters Requesting Bank to help us to understand the application technology used in the bank? Also any application hosted in cloud technology Our understanding is that ART and NRT refer to application response time and network response time respectively.	ART and NRT refer to application response time and network response time respectively.
236	43	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 13	13. The Proposed Solution must have capability to allow the Bank to define conversion goals based on the key page-actions performed by each user on different steps of a particular transaction.	1. Please clarify, whether there are business goals related to conversion 2. Also please clarify if this point will require payload sniffing into customer transactions and data? Will the bank be comfortable to allow sniffing the customer critical data of the transactions?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



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237	43	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 19	19. The proposed solution must have capability 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 would like to set automated actions to resolve the problems of the routines as Mandatory manual monitoring of these are very times consuming).	Batch Jobs Monitoring and Management is typically done by Job Scheduling and Workload Automation solution. APM solution can definitely monitor the batch jobs / background jobs part of applications which are onboarded and monitored in APM platform. Hence would suggest bank to rephrase this as :- The proposed solution should also be able to auto discover and monitor background jobs triggered in applications and be able to setup different response time baselines and thresholds for them than a regular transaction. It should also alert on failed jobs and scheduler processes. Requesting Bank to consider this.	Bidder has to comply with RFP Terms.
238	43	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 8	B. The Proposed Solution must have capability to provide the information like server reachability, server up time, server resources utilization (CPU, Memory and HDD) and critical services running status. The details of Servers with OS will be provided to selected bidder.	To understand the OS landscape ,please share complete inventory for Servers like OS Major, OS Minor along with location DC, DR, branch for Canara Bank and Syndicate Bank environment	Please refer the RFP Clauses and technical Scope of work and comply with RFP Terms
239	43	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 10	10. The Proposed Solution must have capability to allow creation of dashboards to show business transaction health and application response time for the transactions. The Bank teams must be able to drill down to these transactions to see breakup of time spent (i.e. NRT, ART etc.) on webserver, application server, middleware, external components and database tiers (whatever is part of the individual transaction). The proposed 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.	End to End transaction flow possible only from Application to application through distributed trace or with database. Transaction flow through middleware cannot be traced. Request the bank to consider to show middleware seperately with the number of messages in queue.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
240	43	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 12	12. The Proposed Solution must have capability to 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.)	Does that bank provide unique URL for every individual services that are added ? If so, we can monitor them as individual transactions.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
241	43	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 18	18. The proposed solution must have capability to discover and monitor background jobs triggered in applications/OS and able to setup configurable response time baselines and thresholds for them than a regular transaction and alert on failed jobs and scheduler process.	OS level schedule jobs and Cron jobs can be monitored. Schedule jobs in DB can be monitored on MySQL and Oracle, please explain application level jobs	Application level jobs like People Soft, IBM Integration Bus etc
242	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 20	20. The Proposed Solution must have capability to auto-correlate series of events/alerts and identify the root cause. It should be able to detect and diagnose problems in real time, giving the root cause along with actual lines of code. The system must also provide a replay of the problem evolution which will help developers in doing a post-facto analysis of how the problem evolved over time without waiting for the problem to recur.	OEM specific point and needs to be removed or can be rephrased as below :- The Proposed Solution must have capability to auto-correlate series of events/alerts and identify the root cause. It should be able to detect and diagnose problems in real time, giving the root cause along with actual lines of code. The system must also provide a timeline of how the events have occurred which will help developers in doing a post-facto analysis on the issue.	<u>RFP Technical Requirement is amended as under:</u> "20. The Proposed Solution must have capability to auto-correlate series of events/alerts and identify the root cause. It should be able to detect and diagnose problems in real time, giving the root cause along with actual lines of code. The system must be able to replay the timeline/transaction which will help developers in doing a post-facto analysis of how the problem evolved over time without waiting for the problem to recur."
243	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 28	28. The Proposed Solution must have capability to balance our workload and optimize hardware provisioning with predictive insights that help forecast server capacity.	Need clarity around how to balance the workload and optimize hardware provisioning. Is requirement around providing scalability data for automation solutions to take actions and /or integrate with automation/provisioning solutions. In such case, this point should be rephrased as :- "The solution must have capability to take decisions around optimizing and managing application resources on demand so as not to overprovision or underprovision infra resources as required by application based on load, performance and cost factors thereby ensuring optimal resource allocation for applications. Solution should also be able to trigger automation workflows to scale up or scale down resources on demand."	Bidder has to comply with RFP Terms.



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244	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 29	29. The Proposed Solution must have capability to automatically baseline all monitored metrics along with custom business & performance metrics. Any deviations to this baseline should be automatically correlated so that a single actionable alert can be raised to the respective team.	For effective application performance management of heterogenous complex distributed applications, dynamic baselining of all the performance metrics is important to identify the bottleneck quickly. Also auto baselining of custom metrics captured from applications is important to measure business impact. For example, tracking of number of users impacted by a slow transaction over a period of time as a metric and auto baselining that metric to send alerts. Hence, request to modify this requirement to include :- "The Proposed Solution must have capability to automatically baseline all monitored metrics, along with custom business and performance metrics. Any deviations to this baseline should be automatically correlated so that a single actionable alert can be raised to the respective team."	Bidder has to comply with RFP Terms.
245	44	Annexure-7	A. TECHNICAL REQUIREMENTS: Point no. 28	28. The Proposed Solution must have capability to balance our workload and optimize hardware provisioning with predictive insights that help forecast server capacity.	Please clarify if Bank is expecting monitoring solution to perform a workload regulation based on understanding of Spike of Load using its ML capabilities on Workload trending?	Bidder has to comply with RFP Terms.
246	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 20	20. The Proposed Solution must have capability to auto-correlate series of events/alerts and identify the root cause. It should be able to detect and diagnose problems in real time, giving the root cause along with actual lines of code. The system must also provide a replay of the problem evolution which will help developers in doing a post-facto analysis of how the problem evolved over time without waiting for the problem to recur.	"Replay of Problem evolution" is specific OEM term which has to be removed or reworded. Request bank on the same. The solution should have ability to understand problem evolution over time by means of dynamic base-lines / thresholds, multi-variate analysis, analysis of application dependencies and historical stack traces and leveraging AI for auto-correlation and causation analysis.	RFP Technical Requirement is amended as under: "20. The Proposed Solution must have capability to auto-correlate series of events/alerts and identify the root cause. It should be able to detect and diagnose problems in real time, giving the root cause along with actual lines of code. The system must able to replay the timeline/transaction which will help developers in doing a post-facto analysis of how the problem evolved over time without waiting for the problem to recur."
247	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 24	24. The Proposed Solution must have capability to automatically detect any deployment changes that may have happened in the application code or server configuration and correlate that with the any performance issue which could have been caused by it.	This is an OEM specific point. requesting Bank to reword this to include automatic detection of any new deployment only. Is Bank using Jenkins for CI and is the requirement to integrate APM with Jenkins? Can it be possible to deploy any SI specific tool or utility for AI / ML?	This RFP Clause stands deleted.



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248	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 28	28. The Proposed Solution must have capability to balance our workload and optimize hardware provisioning with predictive insights that help forecast server capacity.	1. Please consider along with having capability to balance workload - the solution should also help take decisions around optimizing and managing application resources on demand so as not to overprovision or under provision infra resources as required by application based on load and performance factors. Solution should be able to trigger automation workflows to scale up or scale down resources on demand. 2. Request to please clarify if Bank is expecting monitoring solution to perform a workload regulation using AI-ML capabilities as well?	Bidder has to comply with RFP Terms.
249	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 29	29. The Proposed Solution must have capability to automatically baseline all monitored metrics along with custom business & performance metrics. Any deviations to this baseline should be automatically correlated so that a single actionable alert can be raised to the respective team.	For effective application performance management of heterogenous complex distributed applications, dynamic baselining of all the performance metrics is important to identify the bottleneck quickly. Also auto baselining of custom metrics captured from applications is important to measure business impact. For example, tracking of number of users impacted by a slow transaction over a period of time as a metric and auto baselining that metric to send alerts. Hence, requesting Bank to modify this requirement to include "automatically baseline all monitored metrics, along with custom business and performance metrics"	Bidder has to comply with RFP Terms.
250	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 19	19. The proposed solution must have capability 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 would like to set automated actions to resolve the problems of the routines as Mandatory manual monitoring of these are very times consuming).	Please clarify if auto remedial actions are part of APM tool's scope	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
251	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 28	28. The Proposed Solution must have capability to balance our workload and optimize hardware provisioning with predictive insights that help forecast server capacity.	Please confirm bank is looking for the capacity management tool also?	No

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252	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 30	30. The Proposed Solution must have capability to capable of capturing entire user clicks in the monitored session and allow to readily integrate the collected data (log files). Bank may decide to monitor user sessions (either all or a % of all user sessions) in real time, which can be used to resolve user complaints and/or if the user is unable to use the website property.	Please confirm on 'integrate the collected data'	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
253	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 27	27. The Proposed Solution must have capability 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.	Please explain the traffic pattern which bank is expecting. Traffic pattern from Application server level or from Web level? Like no of hits?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
254	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 30	30. The Proposed Solution must have capability to capable of capturing entire user clicks in the monitored session and allow to readily integrate the collected data (log files). Bank may decide to monitor user sessions (either all or a % of all user sessions) in real time, which can be used to resolve user complaints and/or if the user is unable to use the website property.	Please confirm if the URLs accessed by the user click need to be monitored?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
255	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 20	20. The Proposed Solution must have capability to auto-correlate series of events/alerts and identify the root cause. It should be able to detect and diagnose problems in real time, giving the root cause along with actual lines of code. The system must also provide a replay of the problem evolution which will help developers in doing a post-facto analysis of how the problem evolved over time without waiting for the problem to recur.	OEM specific point and needs to be removed or can be rephrased as below :- The Proposed Solution must have capability to auto-correlate series of events/alerts and identify the root cause. It should be able to detect and diagnose problems in real time, giving the root cause along with actual lines of code. The system must also provide a timeline of how the events have occurred which will help developers in doing a post-facto analysis on the issue.	<u>RFP Technical Requirement is amended as under:</u> "20. The Proposed Solution must have capability to auto-correlate series of events/alerts and identify the root cause. It should be able to detect and diagnose problems in real time, giving the root cause along with actual lines of code. The system must able to replay the timeline/transaction which will help developers in doing a post-facto analysis of how the problem evolved over time without waiting for the problem to recur."



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256	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 28	28. The Proposed Solution must have capability to balance our workload and optimize hardware provisioning with predictive insights that help forecast server capacity.	Need clarity around how to balance the workload and optimize hardware provisioning. Is requirement around providing scalability data for automation solutions to take actions and /or integrate with automation/provisioning solutions. In such case, this point should be rephrased as :- "The solution must have capability to take decisions around optimizing and managing application resources on demand so as not to overprovision or under provision Infra resources as required by application based on load, performance and cost factors thereby ensuring optimal resource allocation for applications. Solution should also be able to trigger automation workflows to scale up or scale down resources on demand."	Bidder has to comply with RFP Terms.
257	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 29	29. The Proposed Solution must have capability to automatically baseline all monitored metrics along with custom business & performance metrics. Any deviations to this baseline should be automatically correlated so that a single actionable alert can be raised to the respective team.	For effective application performance management of heterogenous complex distributed applications, dynamic baselining of all the performance metrics is important to identify the bottleneck quickly. Also auto baselining of custom metrics captured from applications is important to measure business impact. For example, tracking of number of users impacted by a slow transaction over a period of time as a metric and auto baselining that metric to send alerts. Hence, request to modify this requirement to include :- "The Proposed Solution must have capability to automatically baseline all monitored metrics, along with custom business and performance metrics. Any deviations to this baseline should be automatically correlated so that a single actionable alert can be raised to the respective team. "	Bidder has to comply with RFP Terms.
258	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 36	36. The Proposed Solution must have capability to capture digital experience for specific user categories like HNI's or VIP or any other such business parameters available in session attributes.	Please provide more clarity on this requirement about the categories HNI/VIP?	HNI - High Net Worth



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259	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 39	39. The Proposed Solution must have capability to collaborate information between Dev/Test environment and Production environment. All relevant information from Production system monitoring problems with their root causes wherever possible should be available to development/test teams so that they don't have to reproduce the problem but are able to quickly arrive at RCA and probable fix.	Provide clarity on the Dev/Test environment required w/t scope of this RFP? Do we need to consider dedicated Dev and test Environment to deploy the proposed SAMS solution along with production and DRC environment?	The referred clause pertaining to workload like uat/test/production
260	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 40	40. The Proposed Solution must have capability to collect Application-wise system and application logs and centralize the storage of log data for analysis and transformation. The approximately log size generation across system would be 1TB on daily basis.	Please clarify on this requirements ? Is the log management tool required as part of this requirement?	The referred clause pertaining to analysis and transformation. Means Analytics
261	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 35	35. The Proposed Solution must have capability to 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 3rd parties e.g. payment gateways, aggregator or merchants etc.)	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
262	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 39	39. The Proposed Solution must have capability to collaborate information between Dev/Test environment and Production environment. All relevant information from Production system monitoring problems with their root causes wherever possible should be available to development/test teams so that they don't have to reproduce the problem but are able to quickly arrive at RCA and probable fix.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
263	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 35	35. The Proposed Solution must have capability to 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 3rd parties e.g. payment gateways, aggregator or merchants etc.)	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.



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264	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 39	39. The Proposed Solution must have capability to collaborate information between Dev/Test environment and Production environment. All relevant information from Production system monitoring problems with their root causes wherever possible should be available to development/test teams so that they don't have to reproduce the problem but are able to quickly arrive at RCA and probable fix.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
265	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 34	34. The Proposed Solution must have capability to capture and provide a session replay of the complete digital experience for user session monitored user across browsers, interfaces and devices.	OEM specific point and needs to be removed or can be rephrased as below :- The Proposed Solution must have capability to capture and provide a session data for users around which all transactions have been done in that particular session.	<u>RFP Technical Requirement is amended as under:</u> "34. The Proposed Solution must have capability to capture and provide a feature/option replay timeline/transactions of the complete digital experience for user session monitored user across browsers, interfaces and devices."
266	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 42	42. The Proposed Solution must have capability to configure actions based rules for set of pre-defined alarms/alerts enabling automation of set tasks e.g initiating a script.	This points needs further clarity on how the automation will be done. Please confirm that this requirement should be rephrased as :- "The proposed solution should also have in-built workflow and orchestration engine to trigger remediation workflows either directly on target system or via API calls to other resource management or automation platforms. The same agent should be able to run scripts / tasks / workflows for remediation or further diagnostics data collection as required."	Bidder has to comply with RFP Terms.
267	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 36	36. The Proposed Solution must have capability to capture digital experience for specific user categories like HNI's or VIP or any other such business parameters available in session attributes.	Please provide more clarity on this requirement about the categories HNI/VIP?	HNI - High Net Worth



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268	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 39	39. The Proposed Solution must have capability to collaborate information between Dev/Test environment and Production environment. All relevant information from Production system monitoring problems with their root causes wherever possible should be available to development/test teams so that they don't have to reproduce the problem but are able to quickly arrive at RCA and probable fix.	Provide clarity on the Dev/Test environment required w/t scope of this RFP? Do we need to consider dedicated Dev and test Environment to deploy the proposed SAMS solution along with production and DRC environment?	The referred clause pertaining to workload like uat/test/production
269	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 40	40. The Proposed Solution must have capability to collect Application-wise system and application logs and centralize the storage of log data for analysis and transformation. The approximately log size generation across system would be 1TB on daily basis.	Please clarify on this requirements? Is the log management tool required as part of this requirement?	The referred clause pertaining to analysis and transformation. Means Analytics
270	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 40	34. The Proposed Solution must have capability to capture and provide a session replay of the complete digital experience for user session monitored user across browsers, interfaces and devices.	Does the current business application support replaying an older recorded session to be processes? Typically the business application's database has to be restored back to earlier time to replay these transactions. Is the bank looking for this?	<u>RFP Technical Requirement is amended as under:</u> "34. The Proposed Solution must have capability to capture and provide a feature/option replay timeline/transactions of the complete digital experience for user session monitored user across browsers, interfaces and devices. "
271	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 32	32. The Proposed Solution must have capability to capable of self-learning to ensure there is near zero false (nuisance) alarm rate within 2 months of go live. There should be near zero missed alerts or false positives after 2 months of going live.	This is OEM specific point. requesting Bank to reword that this would be a part of service implementation than a part of the tool	Bidder has to comply with RFP Terms.



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272	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 34	34. The Proposed Solution must have capability to capture and provide a session replay of the complete digital experience for user session monitored user across browsers, interfaces and devices.	"Session Replay" is OEM specific terminology and hence requesting Bank to remove or reword the clause as below :- The proposed solution must be able to track web and mobile user sessions to analyze any user's behavior based on user's unique ID. There must be a provision to query for a segment of users with similar behavior, such as from a specific geo location or visiting a specific page or using a particular device etc. The solution should also support a seamless ingestion of raw session data to an analytics engine to perform slicing and dicing on the data.	<u>RFP Technical Requirement is amended as under:</u> "34. The Proposed Solution must have capability to capture and provide a feature/option replay timeline/transactions of the complete digital experience for user session monitored user across browsers, interfaces and devices."
273	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 39	39. The Proposed Solution must have capability to collaborate information between Dev/Test environment and Production environment. All relevant information from Production system monitoring problems with their root causes wherever possible should be available to development/test teams so that they don't have to reproduce the problem but are able to quickly arrive at RCA and probable fix.	Are we intending to implement the solution in DR and DC only or DEV and Test environment along with DC and DR? Please confirm.	The referred clause pertaining to workload like uat/test/production
274	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 40	40. The Proposed Solution must have capability to collect Application-wise system and application logs and centralize the storage of log data for analysis and transformation. The approximately log size generation across system would be 1TB on daily basis.	Is the requirement of centralized storage of raw log data or a capability for log data ingestion and analysis needed? Requesting Bank to confirm.	The referred clause pertaining to analysis and transformation. Means Analytics
275	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 42	42. The Proposed Solution must have capability to configure actions based rules for set of pre-defined alarms/alerts enabling automation of set tasks e.g initiating a script.	Please help us to provide service desk portal used in banks along with a use case for integrating with internal corporate portfolios . Will solution be accessed over internet to integrate with knowledge keyword search	Bidder has to comply with RFP Terms.



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276	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 44	44. The Proposed Solution must have capability to configure instant SMS and e-mail alerts, along with the solutions custom-configurable performance dashboards to analyses trends and timely and effective decisions.	Our understanding is SMS provider and Email SMTP services will be provided by bank to implementation team. Please confirm.	Yes, Details will be shared to selected Bidder.
277	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 44	44. The Proposed Solution must have capability to configure instant SMS and e-mail alerts, along with the solutions custom-configurable performance dashboards to analyses trends and timely and effective decisions.	Please confirm if the Bank's SMS gateway can be utilized to send the SMS?	Yes.
278	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 35	35. The Proposed Solution must have capability to 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 3rd parties e.g. payment gateways, aggregator or merchants etc.)	Are you looking for an Application trace that shows which method or call finally happened? If that is the case, we can show a response like get payment details in trace. Once the request leaves the Application server and hits payment gateway we cannot track it. Request the bank to provide more information on that they are expecting here.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
279	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 40	40. The Proposed Solution must have capability to collect Application-wise system and application logs and centralize the storage of log data for analysis and transformation. The approximately log size generation across system would be 1TB on daily basis.	Log collection and storage can be done by log analytics solutions. Are you looking for SIEM solution?	The referred clause pertaining to analysis and transformation. Means Analytics
280	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 41	41. The Proposed Solution must have capability to collect, ingest, correlate and analyze the real-time data, logs etc	Are you looking for SIEM solution?	The referred clause pertaining to analysis and transformation. Means Analytics



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281	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 34	34. The Proposed Solution must have capability to capture and provide a session replay of the complete digital experience for user session monitored user across browsers, interfaces and devices.	OEM specific point and needs to be removed or can be rephrased as below :- The Proposed Solution must have capability to capture and provide a session data for users around which all transactions have been done in that particular session.	<u>RFP Technical Requirement is amended as under:</u> "34. The Proposed Solution must have capability to capture and provide a feature/option replay timeline/transactions of the complete digital experience for user session monitored user across browsers, interfaces and devices."
282	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 34	43.The Proposed Solution must have capability to Configure Business Transactions as per Banks Requirement	This points needs further clarity on how the automation will be done. Please confirm that this requirement should be rephrased as :- "The proposed solution should also have in-built workflow and orchestration engine to trigger remediation workflows either directly on target system or via API calls to other resource management or automation platforms. The same agent should be able to run scripts / tasks / workflows for remediation or further diagnostics data collection as required."	Bidder has to comply with RFP Terms.
283	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 47	47.The Proposed Solution must have capability to detect to the extent possible, which of the Bank's services and processes suffer from network connection problems. This will enable the operations team to improve the connections between vital infrastructure components. It should be able to provide a clear picture of all inbound and outbound process connections over network interfaces (both physical and virtual).	In addition to internal network, external network i.e. Internet also plays a vital role in ensuring availability of bank services exposed to end users and those network and internet paths can be a potential cause of failures or performance issues. To include that visibility would recommend to rephrase as "The Proposed Solution must have capability to detect to the extent possible, which of the Bank's services and processes suffer from network connection problems. For applications and APIs exposed over Internet, solution should also help in identifying provider, ISP and any hosting issues over internet. This will enable the operations team to improve the connections between vital infrastructure components and other service providers. It should be able to provide a clear picture of all inbound and outbound process connections over network interfaces (both physical and virtual)."	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



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284	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 56	56. The Proposed Solution must have capability to export critical dashboard data and end user experience KPI's by way of syslog integration to an external solution like RSA Net witness, etc for the purpose of collecting and correlating the application uptime requirement.	Kindly remove this clause from the technical requirement	The referred clause pertaining to SIEM Integration.
285	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 56	56. The Proposed Solution must have capability to export critical dashboard data and end user experience KPI's by way of syslog integration to an external solution like RSA Net witness, etc for the purpose of collecting and correlating the application uptime requirement.	Request Bank to remove this clause from the technical requirement	The referred clause pertaining to SIEM Integration.
286	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 47	47. The Proposed Solution must have capability to detect to the extent possible, which of the Bank's services and processes suffer from network connection problems. This will enable the operations team to improve the connections between vital infrastructure components. It should be able to provide a clear picture of all inbound and outbound process connections over network interfaces (both physical and virtual).	In addition to internal network, external network i.e. internet also plays a vital role in ensuring availability of bank services exposed to end users and those network and internet paths can be a potential cause of failures or performance issues. To include that visibility would recommend to rephrase as "The Proposed Solution must have capability to detect to the extent possible, which of the Bank's services and processes suffer from network connection problems. For applications and APIs exposed over internet, solution should also help in identifying provider, ISP and any hosting issues over internet. This will enable the operations team to improve the connections between vital infrastructure components and other service providers. It should be able to provide a clear picture of all inbound and outbound process connections over network interfaces (both physical and virtual)."	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



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287	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 54	54.The Proposed Solution must have capability to enables system administrators to automatically discover, group, and monitor devices in their environment. It should enable the default monitoring for these automatically grouped devices using the solutions portlet and the monitoring settings templates	Please specify the criteria for grouping, post discovery. Will it be application based, technology based or geography based or any other?	All.
288	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 48	48.The Proposed Solution must have capability to discover and monitor the newly added middleware services without any manual intervention or need of configuration. (for already monitored application).	Please clarify whether bank is using any CMDB tool ? If yes please let us know the details, if no please let us know the process / methodology of deploying the new services / infra in the environment?	Details will be shared to selected Bidder only.
289	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 46	46. The Proposed Solution must have capability to detect the relevant entry points on the Bank's website and help understand the conversions when optimizing performance, such as new campaign pages, product release, help pages etc.	Please clarify - page optimization is a performance engineering activity and can be done based on tool insights. Please rephrase this to mention The Proposed Solution must have capability to detect the relevant entry points on the Bank's website and help understand the conversions when providing business insights such as, such as new campaign pages, product release, help pages etc.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
290	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 48	48. The Proposed Solution must have capability to discover and monitor the newly added middleware services without any manual intervention or need of configuration. (for already monitored application).	We understand adding new services will be an exact replica of the current services in order to scale current applications . Please clarify.	Yes.



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291	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 49	49. The Proposed Solution must have capability to do correlation between complaint and Digital Channels /Infrastructures /Application/ Service/database faults.	This would require data across different tools which are beyond the scope of an APM tool, and can be done with the help of a customized solution for the same. Please let know in case this can be approved.	Bidder has to comply with RFP Terms.
292	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 50	50. The Proposed Solution must have capability to do Performance monitoring like capture of database Engine related performance counters (defined in the scope of work) as well as threshold alerting etc.	Please confirm whether Database Instance being referred here as DB Engine ?	Yes.
293	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 51	51. The Proposed Solution must have capability to do tracking and recording of application uptime/downtime as part of business transaction monitoring.	This is an OEM specific point about synthetic monitoring being done as a part of the APM tool itself. We request Bank to rephrase the point to Availability / uptime reports to be generated as a part of the service provided by the bidder, not necessarily a part of the tool	Bidder has to comply with RFP Terms.
294	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 53	53. The Proposed Solution must have capability to enable true AIOPS i.e. the solution should have an AI Engine which can ingest metrics and events from external sources for correlation.	We request Bank to rephrase the point to <i>Must have capability to enable true AIOPS solution should have an AI Engine which can ingest metrics and events from external sources for correlation, not necessarily a part of the tool</i>	external source like Plugins for third-party integrations for additional root-cause information.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
295	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 54	54. The Proposed Solution must have capability to enables system administrators to automatically discover, group, and monitor devices in their environment. It should enable the default monitoring for these automatically grouped devices using the solutions portlet and the monitoring settings templates.	Please specify the criteria for grouping, post discovery. Will it be application based, technology based or geography based or any other?	All.
296	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 56	56. The Proposed Solution must have capability to export critical dashboard data and end user experience KPI's by way of syslog integration to an external solution like RSA Net witness, etc for the purpose of collecting and correlating the application uptime requirement.	Please provide the use-case of this integration with RSA Net witness? Is the requirement around exposing APM data/KPI's over Rest API ? Also, please acknowledge that for exporting data into 3rd party applications, we need to understand surrounding application like RSA net witness and need to understand what APIs available for integration	The referred clause pertaining to SIEM Integration.
297	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 47	47. The Proposed Solution must have capability to detect to the extent possible, which of the Bank's services and processes suffer from network connection problems. This will enable the operations team to improve the connections between vital infrastructure components. It should be able to provide a clear picture of all inbound and outbound process connections over network interfaces (both physical and virtual).	Bank is also looking for the network monitoring solution? Please confirm	No.
298	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 54	54. The Proposed Solution must have capability to enables system administrators to automatically discover, group, and monitor devices in their environment. It should enable the default monitoring for these automatically grouped devices using the solutions portlet and the monitoring settings templates	Please provide more information on the requirement.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



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299	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 55	55. The Proposed Solution must have capability to establish baseline for minimum 8 baseline metrics.	Please provide more information on the requirement.	Bidder has to comply with RFP Terms.
300	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 56	56. The Proposed Solution must have capability to export critical dashboard data and end user experience KPI's by way of syslog integration to an external solution like RSA Net witness, etc for the purpose of collecting and correlating the application uptime requirement.	Please provide more information on the requirement.	The referred clause pertaining to SIEM Integration.
301	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 45	45. The Proposed Solution must have capability to capture storage response time, IOPS, CPU utilization, Free Capacity in order to capture entire user journey of a monitored user session. The integration capability can be SNMP, SSH, HTTPS etc.	Is Bank looking for Memory used and CPU time for a transaction? What is storage response time?	Its has to be measured and then baseline need to create accordingly
302	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 47	47. The Proposed Solution must have capability to detect to the extent possible, which of the Bank's services and processes suffer from network connection problems. This will enable the operations team to improve the connections between vital infrastructure components. It should be able to provide a clear picture of all inbound and outbound process connections over network interfaces (both physical and virtual).	What are those inbound and outbound process? Are you looking for a map that shows inteface level connectity from one server to another?	Yes.



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303	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 53	53. The Proposed Solution must have capability to enable true AIOPS i.e. the solution should have an AI Engine which can ingest metrics and events from external sources for correlation	What are those external sources? We have AI level alerting in product. However can you share an example on this point?	external source like Plugins for third-party integrations for additional root-cause information.
304	46	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 56	56. The Proposed Solution must have capability to export critical dashboard data and end user experience KPI's by way of syslog integration to an external solution like RSA Net witness, etc for the purpose of collecting and correlating the application uptime requirement.	We have Iframe dashboards which can be published and APIs for Pushing data to external source. Can you please explain how SYSlog integration helps here?	The referred clause pertaining to SIEM integration.
305	47	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 58	58. The Proposed Solution must have capability to give One Dashboard for alerts from Infrastructure servers, VM, database, app web servers, applications performance events, network monitoring and Business Service Impact Management to provide combined view of application performance and infrastructure.	Is Network devices monitoring is in scope of this RFP? If yes, provide the details of network devices present in the bank infrastructure to enable to monitoring of the same. 1. Total number of network devices to be monitored 2. Total number of IP based Cameras and IP Phones	No.
306	47	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 58	58. The Proposed Solution must have capability to give One Dashboard for alerts from Infrastructure servers, VM, database, app web servers, applications performance events, network monitoring and Business Service Impact Management to provide combined view of application performance and infrastructure.	Request Bank to Clarify: Is Network devices monitoring is In scope of this RFP? If yes, provide the details of network devices present in the bank infrastructure to enable to monitoring of the same. 1. Total number of network devices to be monitored 2. Total number of IP based Cameras and IP Phones	No.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
307	47	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 58	58. The Proposed Solution must have capability to give One Dashboard for alerts from Infrastructure servers, VM, database, app web servers, applications performance events, network monitoring and Business Service Impact Management to provide combined view of application performance and infrastructure.	Is Network devices monitoring is in scope of this RFP? If yes, provide the details of network devices present in the bank infrastructure to enable to monitoring of the same. 1. Total number of network devices to be monitored 2. Total number of IP based Cameras and IP Phones	No.
308	47	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 58	58. The Proposed Solution must have capability to give One Dashboard for alerts from Infrastructure servers, VM, database, app web servers, applications performance events, network monitoring and Business Service Impact Management to provide combined view of application performance and infrastructure	We Propose to please rephrase the point as: <i>As a part of the implementation, the service provider must have capability to give One Dashboard for alerts from Infrastructure servers, VM, database, app web servers, applications performance events, network monitoring and Business Service Impact Management to provide combined view of application performance and infrastructure</i>	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
309	47	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 60	60. The Proposed Solution must have capability to have agent binary/Plugin (in case of agent-based monitoring) for the monitoring of host, process, transactions, code, logs, network communication.	As this is an OEM specific point and we requesting Bank to remove the point or rephrase it as below :- The agent should be modular to be deployed as bundle for full stack monitoring or as individual components for OS, App or Network monitoring as required providing flexibility and control to bank.	Bidder has to comply with RFP Terms.
310	47	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 62	62. The Proposed Solution must have capability to 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.	This is an OEM specific point about AI-ML / predictive being done as a part of the APM tool itself. Can the service provider provide solution for an AI Engine which can ingest metrics and events from external sources for correlation, not necessarily a part of the tool; and do predictive analytics as required by this point. requesting Bank to confirm.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
311	47	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 64	64. The Proposed Solution must have capability to have automated and comprehensive monitoring at all levels to monitor End-to-End Transaction in synthetic Monitoring as well as end-user experience monitoring. This should also include the Journey involving 3rd party integrations and merchants. It should also provide reports and Dashboards for analysis.	This is an OEM specific point about synthetic monitoring / predictive being done as a part of the APM tool itself. We request Bank to rephrase the point to mention synthetic monitoring as a part of the service provided by the bidder, not necessarily a feature of the tool	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
312	47	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 65	65. The Proposed Solution must have capability to have built-in log analytics based on the industry standard algorithm, which shall automatically discover majority of log files on the monitored hosts and processes. The team should then be able to pick and choose the Auto-detected logs and immediately analyze log files of important processes. It should allow to filter relevant log files by keywords and time range in a single or multiple log files at once.	This is an OEM specific point about log monitoring and using search / filter We requesting Bank to modify this point to: Please confirm that "automatically discovered" means "with minimum configuration" since some initial set-up and configuration will be required for file types, file sources and patterns etc. This allows a flexibility to monitor only relevant application and system logs on monitored hosts and processes.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
313	47	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 65	65. The Proposed Solution must have capability to have built-in log analytics based on the industry standard algorithm, which shall automatically discover majority of log files on the monitored hosts and processes. The team should then be able to pick and choose the Auto-detected logs and immediately analyze log files of important processes. It should allow to filter relevant log files by keywords and time range in a single or multiple log files at once.	Please confirm bank is looking for separate log analytics solution? Also please share number of log files per servers?	No.
314	47	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 65	65. The Proposed Solution must have capability to have built-in log analytics based on the industry standard algorithm, which shall automatically discover majority of log files on the monitored hosts and processes. The team should then be able to pick and choose the Auto-detected logs and immediately analyze log files of important processes. It should allow to filter relevant log files by keywords and time range in a single or multiple log files at once.	Are you looking for SIEM solution?	Only Integration with Bank SIEM



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315	47	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 64	64. The Proposed Solution must have capability to have automated and comprehensive monitoring at all levels to monitor End-to-End Transaction in synthetic Monitoring as well as end-user experience monitoring. This should also include the Journey involving 3rd party integrations and merchants. It should also provide reports and Dashboards for analysis.	This feature is available in our Road map Q1 2021 tentatively. Requesting Bank to accept this.	Bidder has to comply with RFP Terms.
316	48	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 68	68. The Proposed Solution must have capability to have scalable feature to meet future needs for monitoring application performance, a platform which provides analytics for issue tracking, auto ticketing and predicting issues and integrate with various platforms / application systems in the Bank.	Provide clarity on this requirement? Is the proposed SAMS tools should be capable of integrating with the existing Bank's ticketing tool for Auto ticketing?	Yes.
317	48	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 74	74. The Proposed Solution must have capability to identify problematic methods and their resource contention, such as CPU thread deadlocks and or network bottlenecks. The solution dashboard should allow Bank team to see a breakdown of service execution times at the method level to analyze the failure rates. For eg. In case the issue is related to garbage collection the console should provide relevant metric, based on which the team can tweak the application's heap memory settings.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
318	48	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 74	74. The Proposed Solution must have capability to identify problematic methods and their resource contention, such as CPU thread deadlocks and or network bottlenecks. The solution dashboard should allow Bank team to see a breakdown of service execution times at the method level to analyze the failure rates. For eg. In case the issue is related to garbage collection the console should provide relevant metric, based on which the team can tweak the application's heap memory settings.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.



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319	48	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 68	68. The Proposed Solution must have capability to have scalable feature to meet future needs for monitoring application performance, a platform which provides analytics for issue tracking, auto ticketing and predicting issues and integrate with various platforms / application systems in the Bank.	Provide clarity on this requirement? Is the proposed SAMS tools should be capable of integrating with the existing Bank's ticketing tool for Auto ticketing?	Yes.
320	48	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 74	74. The Proposed Solution must have capability to identify problematic methods and their resource contention, such as CPU thread deadlocks and or network bottlenecks. The solution dashboard should allow Bank team to see a breakdown of service execution times at the method level to analyze the failure rates. For eg. In case the issue is related to garbage collection the console should provide relevant metric, based on which the team can tweak the application's heap memory settings.	The current requirement is confusing, since the requirement started with identifying faulty methods with analysis and the example provided doesnt talk about any methods. Is the bank looking for cases similar to the example provided where the proposed solution should be able to proactively identify degradation choke points so that bank's team can take appropriate actionables?	Bidder has to comply with RFP Terms.
321	48	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 69	69. The Proposed Solution must have capability to have synthetic monitoring capabilities and be able to run synthetic (active) / robotic transactions from within the Bank premises and also from vendor cloud to check availability and performance of multi-step transactions over browser (both desktop and mobile) and also 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)	Please share the number of URLs (HTTP and HTTPS) under scope and also please share the critical pages details in each URL.	Details will be shared to selected Bidder only.
322	48	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 67	67. The Proposed Solution must have capability to have interactive dashboards to compare behavior and conversions across all channels such as web browsers, mobile devices, operating systems and geographic regions.	This feature is available in our Road map Q1 2021 tentatively. Requesting Bank to accept this.	Bidder has to comply with RFP Terms.



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323	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 78	78. The Proposed Solution must have capability to integrate the proposed monitoring solution with Load testing tools like jmeter etc to ensure better performance tested code are released to production.	Please provide details on the load testing tool that's present in the Bank environment to check the integration feasibility.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
324	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 78	78. The Proposed Solution must have capability to integrate the proposed monitoring solution with Load testing tools like jmeter etc to ensure better performance tested code are released to production.	Please provide details on the load testing tool that's present in the Bank environment to check the integration feasibility.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
325	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 77	77. The Proposed Solution must have capability to integrate and collect health logs from VMware vSphere, vRelease Log Insight & Automation.	Please confirm whether the requirement to integrate with VMware Management solution is to get alerts and metrics from VMWare.	Yes.
326	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 78	78. The Proposed Solution must have capability to integrate the proposed monitoring solution with Load testing tools like jmeter etc to ensure better performance tested code are released to production.	Please clarify why Bank requires to link the performance testing in pre-production to agents in production environment. We request you to kindly consider in case this point is required for production monitoring	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



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327	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 82	82. The Proposed Solution must have capability to manage sensitive end-user data. The system should not allow changes to the configuration without privileged access.	Please guide us on any security measures / compliance needed to be followed as per bank to manage sensitive data	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
328	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 86	86. The Proposed Solution must have capability 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	Requesting Bank to relaxed this point in such a way that during the implementation/Installation phase , root privileges are shared and then revoked ? Monitoring will happen from non - root privilege only	Root privileges can be shared and then revoked during the implementation/installation phase. Monitoring will happen from non - root privilege only
329	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 87	87. The Proposed Solution must have capability to monitor applications deployed on-prem/private cloud/public cloud (PAAS/IAAS), Hybrid Cloud from day one.	Please provide technologies for the application supported in Cloud ?	Details will be shared to selected Bidder only.
330	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 89	89. The Proposed Solution must have capability to monitor at which applications are actually accessing the database.	Please elaborate / re-phrase the question to include more specifics	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
331	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 76	76. The Proposed Solution must have capability to monitor resources utilization of standard Operating Systems platforms including Windows, Solaris, Oracle Linux, SUSE, Cent-OS, RHEL, AIX, HP-UX and any other industry leading platforms used in any enterprise/industry.	As per RFP OS overview of existing infrastructure has Windows, Solaris, Oracle Linux, SUSE, Cent-OS, RHEL, AIX, HP-UX and any other industry leading platforms . Please share the version of these OS for compatibility check.	All Supported Version of respective OEM
332	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 78	78. The Proposed Solution must have capability to integrate the proposed monitoring solution with Load testing tools like Jmeter etc to ensure better performance tested code are released to production.	Please share the load testing tool details which are currently deployed in Bank environment.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
333	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 79	79. The Proposed Solution must have capability to integrate with ITSM tools like service now, In house developed Service desk.	Please share the In house Service desk details. Also please confirm, whether it supports the API integration or not?	Details will be shared to selected Bidder only.
334	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 87	87. The Proposed Solution must have capability to monitor applications deployed on-prem/private cloud/public cloud (PAAS/IAAS), Hybrid Cloud from day one.	As per the RFP , some applications are on cloud . Please confirm if cloud monitoring is also in scope(eg , AWS metrics , Azure metrics are required under monitoring)	Yes



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
335	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 83	83. The Proposed Solution must have capability to measure count and response time for each step of the transaction flow and classify in buckets of response time. (e.g. Transaction step (CBS, UPI, HRMS, MB, IMPS, Internet Banking) in <2 sec and >10 sec etc.)	Is this related to transaction grouping and assign thresholds for that group?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
336	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 85	85. The Proposed Solution must have capability 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.	SOAP APIS can be monitored. However APM will Hit that API to check if that is Failure or success, will that be fine?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
337	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 90	90. The Proposed Solution must have capability to monitor critical health parameters, with little intervention from the individual software and hardware, thereby greatly improving diagnostics, issue detection and resolution. The solution must assist in root cause analysis of issues, establishes health parameter correlations and monitors error log files and configuration changes.	Please explain the point mention in intervention from software and Hardware	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
338	49	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 77	77. The Proposed Solution must have capability to integrate and collect health logs from VMware vSphere, vReliase Log insight & Automation.	Are you looking for SIEM solution?	Only Integration with Bank SIEM



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339	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 104	104. The Proposed Solution must have capability to monitor the SAN/NAS storage boxes and SAN switches/SAN Fabric.	Provide details on the SAN storage devices. 1. Type/model of SAN storage device 2. Total number of SAN storage devices that needs to be integrated with proposed SAMS tool.	Details will be shared to selected Bidder only.
340	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 104	104. The Proposed Solution must have capability to monitor the SAN/NAS storage boxes and SAN switches/SAN Fabric.	Request Bank to Provide details on the SAN storage devices. 1. Type/model of SAN storage device 2. Total number of SAN storage devices that needs to be integrated with proposed SAMS tool.	Details will be shared to selected Bidder only.
341	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 102	102. The Proposed Solution must have capability to monitor the mobile native apps and understand how and why apps crash. For users accessing the mobile app, the solution must be able to show the platforms and other criteria under which app crashes most frequently. Bank team in real time should be able to filter the crash results based on multiple dimensions such as app version, OS type, OS version, device-type, jail-broken status and more downloadable & DE-obfuscated traces with detailed user device information, including steps that led to crash.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
342	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 102	102. The Proposed Solution must have capability to monitor the mobile native apps and understand how and why apps crash. For users accessing the mobile app, the solution must be able to show the platforms and other criteria under which app crashes most frequently. Bank team in real time should be able to filter the crash results based on multiple dimensions such as app version, OS type, OS version, device-type, jail-broken status and more downloadable & DE-obfuscated traces with detailed user device information, including steps that led to crash.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
343	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 95	95. The Proposed Solution must have capability to monitor OS, web server, application servers, queries to databases, middleware and user transactions with a single agent at OS level. If new JVMs or new Webservers processes are introduced due to load considerations, the agent must be able to auto-detect these and auto instrument with no manual intervention for applications deployed on any OS.	This point contradicts an earlier requirements mentioned in Point # 60 where it doesn't refers requirements of a single agent at OS level. Hence, please confirm this requirement can be removed. Ideally it should be a modular agent architecture which can be deployed as bundle for full stack monitoring or as individual modules/components for OS, App, DB or Network monitoring as required providing flexibility and control to bank. Also there will be some initial configuration required to automate agent install for new deployed JVMs or webserver processes.	<u>RFP Technical Requirement is amended Clause:</u> "95. The Proposed Solution must have capability to monitor OS, web server, application servers, queries to databases, middleware and user transactions with a agent binary/Plugin at OS level. If new JVMs or new Webservers processes are introduced due to load considerations, the agent must be able to auto-detect these and auto instrument with no manual intervention for applications deployed on any OS."
344	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 104	104. The Proposed Solution must have capability to monitor the SAN/NAS storage boxes and SAN switches/SAN Fabric.	Provide details on the SAN storage devices. 1. Type/model of SAN storage device 2. Total number of SAN storage devices that needs to be integrated with proposed SAMS tool.	Details will be shared to selected Bidder only.
345	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 93	93. The Proposed Solution must have capability to monitor Infrastructure, Log, queues, request, response in Cobol / C++ (CBS), SOA, etc.	Please provide the details of Applications which are using Cobol or C++ with their architecture. Also Clarify if logs are enabled at various level? If no , then please confirm If data is encrypted ? If Yes, then will bank help getting the decryption Key and methodology of decryption from respective OEM's?	Details will be shared to selected Bidder only.
346	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 36	36. The Proposed Solution must have capability to capture digital experience for specific user categories like HNI's or VIP or any other such business parameters available in session attributes.	Please clarify if the application has a functionality to identify the user as part of a group at the time of their transaction origination (like login (non mobile users). Does the application also support session attributes that can be read?	Yes



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347	50	Annexure-7 <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 102	102.The Proposed Solution must have capability to 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.	Please provide mobile application platform and framework that is being used? Most of the details asked as part of the requirements get generated on the target device, hence can the current mobile application server store these details for integrations?	Details will be shared to selected Bidder only.
348	50	Annexure-7 <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 100	100.Solution should have capability to monitor the following infrastructure components on the VM images. -The hosts (CPU, memory, NIC, and storage) -Guest OS -Network health -Resource utilization 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.	Please clarify why duplication of data is required. This data can be pulled from VM native monitoring tools used by Bank, if any. Hence, integration with existing monitoring tool should be the ask to avoid duplication wherever applicable. Please clarify if this the expectation.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
349	50	Annexure-7 <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 95	95.The Proposed Solution must have capability to monitor OS, web server, application servers, queries to databases, middleware and user transactions with a single agent at OS level. If new JVMs or new Webservers processes are introduced due to load considerations, the agent must be able to auto-detect these and auto instrument with no manual intervention for applications deployed on any OS.	This is specific to one OEM , Request you to remove this particular line item.	RFP Technical Requirement is amended Clause: "95. The Proposed Solution must have capability to monitor OS, web server, application servers, queries to databases, middleware and user transactions with a agent binary/Plugin at OS level. If new JVMs or new Webservers processes are introduced due to load considerations, the agent must be able to auto-detect these and auto instrument with no manual intervention for applications deployed on any OS."
350	50	Annexure-7 <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 93	93. The Proposed Solution must have capability to monitor Infrastructure like Log, queues, request, response of application designed or hosted in Cobol & C++ etc.	1. Please confirm, whether the Cobol calls are triggered via CBS application ? 2. Please provide the details of Applications which are using Cobol or C++ with their architecture. Also please clarify if logs are enabled at various level? If no , then please confirm if data is encrypted; if encrypted, then will bank help getting the decryption details like key and methodology of decryption from respective partners?	No. It is through People Soft HRMS



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351	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 95	95. The Proposed Solution must have capability to monitor OS, web server, application servers, queries to databases, middleware and user transactions with a single agent at OS level. If new JVM's or new Webservers processes are introduced due to load considerations, the agent must be able to auto-detect these and auto instrument with no manual intervention for applications deployed on any OS.	1. There will be some initial set-up and configurations needed to filter and monitor the required services and not every other services running on system. requesting Bank to acknowledge the same. 2. This is specific to one OEM. Request you to remove this particular requirement to make it generic.	<u>RFP Technical Requirement is amended Clause:</u> "95. The Proposed Solution must have capability to monitor OS, web server, application servers, queries to databases, middleware and user transactions with a agent binary/Plugin at OS level. If new JVM's or new Webservers processes are introduced due to load considerations, the agent must be able to auto-detect these and auto instrument with no manual intervention for applications deployed on any OS."
352	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 100	100. The Proposed Solution must have capability to monitor the following infrastructure components on the VM images. - The hosts (CPU, memory, NIC, and storage) - Guest OS - Network health - Resource utilization 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.	This point would not be covered by any specific APM tool, hence requesting Bank to kindly rephrase this to mention about application and their requisite server infra monitoring	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
353	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 104	104. The Proposed Solution must have capability to monitor the SAN/NAS storage boxes and SAN switches/SAN Fabric. The Integration capability can be SNMP, SSH, HTTPS etc.	Requesting Bank to confirm the following queries on this point: What is the storage monitoring and management solution in use and is the requirement to integrate the same with APM solution? Can we have more clarity of the level of monitoring of SAN and NAS? Does bank have MIB and SNMP enabled on this particular device. Does the bank have any storage monitoring OEM console which can be integrated with Incident management tool console?	Details will be shared to selected Bidder only.
354	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 100	100. The Proposed Solution must have capability to monitor the following infrastructure components on the VM images. - The hosts (CPU, memory, NIC, and storage) - Guest OS - Network health - Resource utilization 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.	Please share the VMware OEM and version details along with number of VMWare or ESXI.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
355	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 102	102. The Proposed Solution must have capability to monitor the mobile native apps and understand how and why apps crash. For users accessing the mobile app, the solution must be able to show the platforms and other criteria under which app crashes most frequently. Bank team in real time should be able to filter the crash results based on multiple dimensions such as app version, OS type, OS version, device-type, jail-broken status and more downloadable & DE-obfuscated traces with detailed user device information, including steps that led to crash.	Please share the total number of IOS and Android app details (mobile application monitoring is in scope).	Details will be shared to selected Bidder only.
356	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 103	103. The Proposed Solution must have capability to monitor the Process-level network capacity on both the host and process level. It should allow to see which process consume the most network bandwidth and have connection problems.	Please confirm, whether Network monitoring is part of scope.? Please share the Make model count and location of Network devices which needs to be considered as part of scope?	The referred clause pertaining to OS Process.
357	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 104	104. The Proposed Solution must have capability to monitor the SAN/NAS storage boxes and SAN switches/SAN Fabric. The Integration capability can be SNMP, SSH, HTTPS etc.	Please confirm whether Storage monitoring needs to be part of scope? Please share SAN/Nas Storage boxes and switches/fabric count, make and model	Details will be shared to selected Bidder only.
358	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 103	103. The Proposed Solution must have capability to monitor the Process-level network capacity on both the host and process level. It should allow to see which process consume the most network bandwidth and have connection problems.	Does Bank need the Network bandwidth monitoring solutions as well ?	The referred clause pertaining to OS Process.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
359	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 104	104. The Proposed Solution must have capability to monitor the SAN/NAS storage boxes and SAN switches/SAN Fabric.	Are you looking for storage monitoring solution ? If so, how many disk to be monitored ?	Details will be shared to selected Bidder only.
360	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 93	93. The Proposed Solution must have capability to monitor Infrastructure like Log, queues, request, response of application designed or hosted in Cobol & C++ etc.	We can provide APP insights for Java, .net, ruby on rail, or php based apps. But not for C++	Ok.
361	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 102	102. The Proposed Solution must have capability to monitor the mobile native apps and understand how and why apps crash. For users accessing the mobile app, the solution must be able to show the platforms and other criteria under which app crashes most frequently. Bank team in real time should be able to filter the crash results based on multiple dimensions such as app version, OS type, OS version, device-type, jail-broken status and more downloadable & DE-obfuscated traces with detailed user device information, including steps that led to crash.	Not Available. Request the bank to share number of app users, in order to get this data, MDM solutions has to be in place. Is the bank looking for MDM ?	No, it is not pertaining to MDM.
362	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 95	95. The Proposed Solution must have capability to monitor OS, web server, application servers, queries to databases, middleware and user transactions with a single agent at OS level. If new JVMs or new Webservers processes are introduced due to load considerations, the agent must be able to auto-detect these and auto instrument with no manual intervention for applications deployed on any OS.	This point contradicts an earlier requirements mentioned in Point # 60 where it doesn't refers requirements of a single agent at OS level. Hence, please confirm this requirement can be removed. Ideally it should be a modular agent architecture which can be deployed as bundle for full stack monitoring or as individual modules/components for OS, App, DB or Network monitoring as required providing flexibility and control to bank. Also there will be some initial configuration required to automate agent install for new deployed JVMs or webserver processes.	RFP Technical Requirement is amended Clause: "95. The Proposed Solution must have capability to monitor OS, web server, application servers, queries to databases, middleware and user transactions with a agent binary/Plugin at OS level. If new JVMs or new Webservers processes are introduced due to load considerations, the agent must be able to auto-detect these and auto instrument with no manual intervention for applications deployed on any OS."



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
363	51	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 107	107. The Proposed Solution must have capability to monitor user journey within a visit/session and tracing it back to backend systems.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
364	51	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 107	107. The Proposed Solution must have capability to monitor user journey within a visit/session and tracing it back to backend systems.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
365	51	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 105	105. The Proposed Solution must have capability to monitor the Session Handling capacity of Web servers and Application servers and should recommend the optimal values to set in Webserver and Application server session handling Configuration files.	Recommendation for the optimal settings will come from Application Server and webserver admin so it should be re-phrased as :- "The Proposed Solution must have capability to monitor the Session Handling capacity of Web servers and Application servers."	Bidder has to comply with RFP Terms.
366	51	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 106	106. The Proposed Solution must have capability to monitor the unmanaged growth of data of all the three layers (App, web and database) like disk space and data volumes utilization at all layers.	Is the requirement to monitor and alert on disk space and data volumes utilization at all layers? Requesting Bank to confirm.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
367	51	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 115	115. The Proposed Solution must have capability to provide RCA identification with business affected alarms correlation (inter-domain and cross-domain correlation) to give end to end visibility of the request flow in the proposed solution.	Requesting Bank to provide more clarity on this point. In case of technical alerts, correlation to inter domain, cross domain and business alarms need more details. Possibly a use case Would it be ok in case this is taken care by configuration of a specific utility for the same?	Bidder has to comply with RFP Terms.
368	51	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 106	106. The Proposed Solution must have capability to monitor the unmanaged growth of data of all the three layers (App, web and database) like disk space and data volumes utilization at all layers.	What is unmanaged growth? We can set threshold considering the baseline values in three layers, is this enough ?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
369	51	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 119	119. The Proposed Solution must have capability to provide analytical reports for helping identify and resolve concurrency related issues for the services monitored.	Can you explain concurrency based issue?	Bidder has to comply with RFP Terms.
370	51	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 105	105. The Proposed Solution must have capability to monitor the Session Handling capacity of Web servers and Application servers and should recommend the optimal values to set in Webserver and Application server session handling Configuration files.	Requesting Bank to consider only session handling capacity for web servers alone as We only show no request hitting the	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
371	51	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 109	109. The Proposed Solution must have capability to offer comprehensive analytics platform across all modes of end-user transactions such as web/browser, mobile.	Requesting Bank to remove this point as we do not comply	Bidder has to comply with RFP Terms.
372	51	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 107	107. The Proposed Solution must have capability to monitor user journey within a visit/session and tracing it back to backend systems.	This feature is available in our Road map Q1 2021 tentatively. Requesting Bank to accept this.	Bidder has to comply with RFP Terms.
373	51	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 105	105. The Proposed Solution must have capability to monitor the Session Handling capacity of Web servers and Application servers and should recommend the optimal values to set in Webserver and Application server session handling Configuration files.	Recommendation for the optimal settings will come from Application Server and webserver admin so it should be re-phrased as :- "The Proposed Solution must have capability to monitor the Session Handling capacity of Web servers and Application servers."	Bidder has to comply with RFP Terms.
374	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 127	127. The Proposed Solution must have capability to provide custom applications metrics	Provide more clarity on the custom application metrics. What kind of metrics you are referring to? Please provide few examples.	Custom Application Metrics Examples: Latency: Response times per webpage Traffic: Number of requests made per webpage Errors: HTTP errors thrown by per webpage etc



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
375	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 121	121. The Proposed Solution must have capability to provide application memory leak analysis, lock contentions, process crash analysis.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
376	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 123	123. The Proposed Solution must have capability to provide code level performance profiling.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
377	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 125	125. The Proposed Solution must have capability to provide component back trace to know which component directly call a particular back-end and also the sequence of preceding component calls leading up to each request all the way back to the browser click or user action that triggered the sequence. It should be able to backtrace any component or service request type including database statements, 3rd-party services, and HTTP referrers.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
378	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 121	121. The Proposed Solution must have capability to provide application memory leak analysis, lock contentions, process crash analysis.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.



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379	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 123	123. The Proposed Solution must have capability to provide code level performance profiling.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
380	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 125	125. The Proposed Solution must have capability to provide component back trace to know which component directly call a particular back-end and also the sequence of preceding component calls leading up to each request all the way back to the browser click or user action that triggered the sequence. It should be able to backtrace any component or service request type including database statements, 3rd-party services, and HTTP referrers.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
381	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 127	127. The Proposed Solution must have capability to provide custom applications metrics	Provide more clarity on the custom application metrics. What kind of metrics you are referring to? Please provide few examples.	Custom Application Metrics Examples: Latency: Response times per webpage Traffic: Number of requests made per webpage Errors: HTTP errors thrown by per webpage etc
382	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 121	121. The Proposed Solution must have capability to provide application memory leak analysis, lock contentions, process crash analysis.	Is the bank looking for an early warning solution where any memory leak, lock contentions or similar wait states getting created in application is notified even before an application crash happens? Application level crash analysis is best known by OEM, does the OEM provide support to analysis crash reports?	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
383	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 123	123. The Proposed Solution must have capability to provide code level performance profiling	Code level performance profiling is not to be done on production landscapes, these would increase chances of performance degradations. Is the bank looking for a performance profiling tool on the non prod environments? Is this an APM / ITOPS related requirement or a code profiling related requirement, please clarify?	It can be done at UAT also
384	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 129	129. The Proposed Solution must have capability to provide dashboards to all level of stakeholders including business and IT.	Request you to please clarify, if bank is expecting to sniff in to financial values of transactions to provide the business dashboard? Would the bank be comfortable to allow sniffing the customer critical data of the transactions?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
385	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 120	120. The Proposed Solution must have capability to provide Application log data and errors	Is Bank referring the OEM's application log data ? Or the bank's application data ?	Bidder has to comply with RFP Terms.
386	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 121	121. The Proposed Solution must have capability to provide application memory leak analysts, lock contentions, process crash analysis.	Requesting Bank to remove this point as we do not comply	Bidder has to comply with RFP Terms.



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387	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 126	126. The Proposed Solution must have capability to provide connectivity Percentage of properly established TCP connections compared to TCP connection that is refused or timed-out at OS level.	Requesting Bank to remove this point as we do not comply	Bidder has to comply with RFP Terms.
388	52	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 128	128. The Proposed Solution must have capability to provide customizable dashboards to track revenue, conversion rates, availability, user experience, drop-off rates and other relevant metrics. The dashboards should be able to show response time of web pages and an indication where users spent most of the time, point at which users dropped out and funnel view with page wise bounce rate. Data should be captured from true end user actions performed either on mobile/desktop browsers	This feature is available in our Road map Q1 2021 tentatively. Requesting Bank to accept this.	Bidder has to comply with RFP Terms.
389	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 137	137. The Proposed Solution must have capability to provide end-users the flexibility of logging, viewing, updating and closing service requests and incidents using a web-based interface like ITSM tools.	The logging, viewing, updating and closing service requests and incidents are part of the ITSM help desk tool? Are you looking for integration capability of proposed SAMS tools with Bank's ITSM tool?	<u>RFP Technical Requirement is amended as under:</u> "137. The Proposed Solution must have capability to create incident and deliver through SMTP & SMS Gateway integration and also by Industry Based ITSM Tool to provide end-users the flexibility of logging, viewing, updating and closing service requests."
390	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 132	132. The Proposed Solution must have capability to provide detailed stack trace view of abnormal transaction 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.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.



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391	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 133	133. The Proposed Solution must have capability to provide detailed transaction traces down to specific lines of code.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
392	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 134	134. The Proposed Solution must have capability to provide detailed user journey (All user actions performed within a session) and drill down to the backend systems problematic requests. (The Bank can track and provide better user experience and help in sentiment analysis).	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
393	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 135	135. The Proposed Solution must have capability to provide diagnostics capabilities like - gain insights into process hotspots which provides break down and filtering data by code execution, network I/O, Disk I/O, Lock time and wait times over times and also provide forward and reverse stack traces.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
394	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 139	139. The Proposed Solution must have capability to provide for each individual SQL statement with required performance metrics (like execution plan etc.) fired in a transaction, the count of average rows returned and fetches.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.



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395	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 142	142. The Proposed Solution must have capability to provide information at the blockages in requests processing	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
396	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 132	132. The Proposed Solution must have capability to provide detailed stack trace view of abnormal transaction 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.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
397	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 133	133. The Proposed Solution must have capability to provide detailed transaction traces down to specific lines of code.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
398	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 134	134. The Proposed Solution must have capability to provide detailed user journey (All user actions performed within a session) and drill down to the backend systems problematic requests. (The Bank can track and provide better user experience and help in sentiment analysis).	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.



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399	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 135	135. The Proposed Solution must have capability to provide diagnostics capabilities like - gain insights into process hotspots which provides break down and filtering data by code execution, network I/O, Disk I/O, Lock time and wait times over times and also provide forward and reverse stack traces.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
400	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 139	139. The Proposed Solution must have capability to provide for each individual SQL statement with required performance metrics (like execution plant etc.) fired in a transaction, the count of average rows returned and fetches.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
401	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 142	142. The Proposed Solution must have capability to provide information at the blockages in requests processing	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
402	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 137	137. The Proposed Solution must have capability to provide end-users the flexibility of logging, viewing, updating and closing service requests and incidents using a web-based interface like ITSM tools.	This should be removed as this is a service desk and ITSM solution requirement. Please rephrase this requirement as :- The proposed solution must integrate with existing ITSM solution.	<u>RFP Technical Requirement is amended as under:</u> "137. The Proposed Solution must have capability to create Incident and deliver through SMTP & SMS Gateway Integration and also by Industry Based ITSM Tool to provide end-users the flexibility of logging, viewing, updating and closing service requests."



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403	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 139	139. The Proposed Solution must have capability to provide for each individual SQL statement with required performance metrics (like execution plant etc.) fired in a transaction, the count of average rows returned and fetches.	In addition to rows fetches and returns, query execution plan, indexes in use, cost of queries are more important hence suggest to rephrase as :- The proposed solution should provide the execution plan, indexes used and cost of queries executed for all SQL statements executed.	Bidder has to comply with RFP Terms.
404	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 137	137. The Proposed Solution must have capability to provide end-users the flexibility of logging, viewing, updating and closing service requests and incidents using a web-based interface like ITSM tools.	The logging, viewing, updating and closing service requests and incidents are part of the ITSM help desk tool? Are you looking for integration capability of proposed SAMS tools with Bank's ITSM tool?	RFP Technical Requirement is amended as under: "137. The Proposed Solution must have capability to create incident and deliver through SMTP & SMS Gateway Integration and also by Industry Based ITSM Tool to provide end-users the flexibility of logging, viewing, updating and closing service requests."
405	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 135	135. The Proposed Solution must have capability to provide diagnostics capabilities like - gain insights into process hotspots which provides break down and filtering data by code execution, network I/O, Disk I/O, Lock time and wait times over times and also provide forward and reverse stack traces	The code execution and other details to be fetched frequently causes the extra load on to production system which can cause further performance issues, Is bank looking for exposing such type of load on to the production system? Also this looks to be code profiling requirement for which variety of tools are available and surely it cannot be part of an APM/ITOps, request you to remove this point.	Bidder has to comply with RFP Terms.
406	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 137	137. The Proposed Solution must have capability to provide end-users the flexibility of logging, viewing, updating and closing service requests and incidents using a web-based interface like ITSM tools.	Please consider in discarding this point as this point is a service desk and ITSM solution requirement.	RFP Technical Requirement is amended as under: "137. The Proposed Solution must have capability to create incident and deliver through SMTP & SMS Gateway Integration and also by Industry Based ITSM Tool to provide end-users the flexibility of logging, viewing, updating and closing service requests."



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
407	53	<u>Annexure-7</u> <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 139	139. The Proposed Solution must have capability to provide for each individual SQL statement with required performance metrics (like execution plant etc.) fired in a transaction, the count of average rows returned and fetches.	In addition to rows fetches and returns, query execution plan, indexes in use, cost of queries are more important hence suggest bank to re-phrase the point as - The proposed solution should provide the execution plan, indexes used and cost of queries executed for all SQL statements executed.	Bidder has to comply with RFP Terms.
408	53	<u>Annexure-7</u> <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 144	144. The Proposed Solution must have capability to provide interactive and user-friendly UI to understand auto detected application environment, it's dependencies between components like websites, applications, services, processes, hosts, networks, and infrastructure.	Since there is a separate questionnaire for network tools, could it be confirmed that a separate unification utility / framework can be used for the same? Requesting Bank to confirm.	Bidder has to comply with RFP Terms.
409	53	<u>Annexure-7</u> <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 137	137. The Proposed Solution must have capability to provide end-users the flexibility of logging, viewing, updating and closing service requests and incidents using a web-based interface like ITSM tools.	Is Bank looking for ITSM solution ? Or the APM should have the capability to integrate with ITSM ?	<u>RFP Technical Requirement is amended as under:</u> "137. The Proposed Solution must have capability to create incident and deliver through SMTP & SMS Gateway Integration and also by Industry Based ITSM Tool to provide end-users the flexibility of logging, viewing, updating and closing service requests."
410	53	<u>Annexure-7</u> <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 140	140. The Proposed Solution must have capability 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).	This feature is available in our Road map Q1 2021 tentatively. Requesting Bank to accept this.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
411	53	Annexure-7 <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 137	137. The Proposed Solution must have capability to provide end-users the flexibility of logging, viewing, updating and closing service requests and incidents using a web-based interface like ITSM tools.	This should be removed as this is a service desk and ITSM solution requirement. Please rephrase this requirement as :- The proposed solution must integrate with existing ITSM solution.	<u>RFP Technical Requirement is amended as under:</u> "137. The Proposed Solution must have capability to create Incident and deliver through SMTP & SMS Gateway Integration and also by Industry Based ITSM Tool to provide end-users the flexibility of logging, viewing, updating and closing service requests."
412	53	Annexure-7 <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 139	139. The Proposed Solution must have capability to provide for each individual SQL statement with required performance metrics (like execution plan etc.) fired in a transaction, the count of average rows returned and fetches.	In addition to rows fetches and returns, query execution plan, indexes in use, cost of queries are more important hence suggest to rephrase as :- The proposed solution should provide the execution plan, indexes used and cost of queries executed for all SQL statements executed.	Bidder has to comply with RFP Terms.
413	54	Annexure-7 <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 147	147. The Proposed Solution must have capability to provide process crash details (java, .Net, etc..) which should include the signal that killed the process (for e.g., Segmentation fault or Abort), the execution stack frame that crashed and other artifacts like hs_err_pid files, test files that provide analysis of Linux core dumps and other operating systems.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
414	54	Annexure-7 <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 147	147. The Proposed Solution must have capability to provide process crash details (java, .Net, etc..) which should include the signal that killed the process (for e.g., Segmentation fault or Abort), the execution stack frame that crashed and other artifacts like hs_err_pid files, test files that provide analysis of Linux core dumps and other operating systems.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
415	54	<u>Annexure-7</u> <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 154	154. The Proposed Solution must have capability to provide the business impact - number of users impacted, number of applications affected, and service calls impacted due to a problem which is created by the AI engine after reviewing all related events/alerts	Is the bank looking for a proactive way of identifying the business impact on the users, business services, infra entities etc even before and outage happens, so that the bank can avoid outages?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
416	54	<u>Annexure-7</u> <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 151	151. The Proposed Solution must have capability to provide to script business critical transactions and run it on demand or schedule from various locations as required. It should be possible to leverage existing scripts or use standard scripting language for synthetic browser test scripts (for e.g. Selenium) and should not require any proprietary or 3rd party tool.	Solution should allow existing scripts as well as ability to leverage scripts from commonly used open source and 3rd party recorders like Selenium. Hence the clause should be rephrased to :- The proposed solution should provide ability to script business critical transactions and run it OnDemand or schedule from various locations as required. It should be possible to leverage existing scripts or use standard scripting language for synthetic browser test scripts (for e.g. Selenium) and should not require any proprietary or 3rd party tool. requesting Bank to re-phrased this point to mention Solution provider must have capability to provide recorder to capture and record the business-critical transactions and play back these scripted transactions, including all the screen, keyboard, and mouse interactions that a real user would perform.	Bidder has to comply with RFP Terms.
417	54	<u>Annexure-7</u> <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS: Point no. 152	152. The Proposed Solution must have capability to monitor and provide resource consumption pattern within the resources of Guest OS (VM) at Para virtualization Hypervisor (Type 2). should not require any proprietary or 3rd party tool.	Is the requirement to integrate with VMWare or other Management solution to get alerts and metrics as required from VMWare for hypervisor and virtualization platform? Requesting Bank to confirm.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
418	54	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 159	159. The Proposed Solution must have capability to provide transaction-based monitoring and use analytics to track the performance of internal service providers.	Requesting Bank to provide clarity on what exactly are the internal service providers which are mentioned here. IS this point also related to integrating information / data from the same	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
419	54	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 148	148. The Proposed Solution must have capability to provide Real Time user journeys monitoring that cuts across multiple internal Applications.	Please share number of user hits per application per day for each applications in scope.	Bidder has to comply with RFP Terms.
420	54	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 151	151. The Proposed Solution must have capability to provide to script business critical transactions and run it on demand or schedule from various locations as required. It should be possible to leverage existing scripts or use standard scripting language for synthetic browser test scripts (for e.g. Selenium) and should not require any proprietary or 3rd party tool.	Please share number of locations which needs to be considered as baseline for solution.	Details will be shared to selected Bidder only.
421	54	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 147	147. The Proposed Solution must have capability to provide process crash details (java, .Net, etc..) which should include the signal that killed the process (for e.g., Segmentation fault or Abort), the execution stack frame that crashed and other artifacts like hs_err_pid files, test files that provide analysis of Linux core dumps and other operating systems	Requesting Bank to remove this point as we do not comply	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
422	54	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 154	154. The Proposed Solution must have capability to provide the business impact - number of users impacted, number of applications affected, and service calls impacted due to a problem which is created by the AI engine after reviewing all related events/alerts	Requesting Bank to remove this point as we do not comply	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
423	54	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 148	148. The Proposed Solution must have capability to provide Real Time user journeys monitoring that cuts across multiple internal Applications	This feature is available in our Road map Q1 2021 tentatively. Requesting Bank to accept this.	Bidder has to comply with RFP Terms.
424	54	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 149	149. The Proposed Solution must have capability to provide Real user monitoring experience and journey.	This feature is available in our Road map Q1 2021 tentatively. Requesting Bank to accept this.	Bidder has to comply with RFP Terms.
425	55	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 168	168. The Proposed Solution must have capability to server sync time with DC and DR from NTP.	Provide more clarity on this requirement? Are you looking for the DR DR auto synchronization/replication tools to synchrinoze/replicate the data from DC to DR?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
426	55	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 174	174. The Proposed Solution must have capability to support monitoring of C, DCOM, AngularJS, Angular 2.0, NodeJS and JQuery etc. The given solution should be able to discover and monitor for a user in a single click or action.	Kindly remove this clause from the technical requirement	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
427	55	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 174	174. The Proposed Solution must have capability to support monitoring of C, DCOM, AngularJS, Angular 2.0, NodeJS and JQuery etc. The given solution should be able to discover and monitor for a user in a single click or action.	Request Bank to remove this clause from the technical requirement	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
428	55	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 168	168. The Proposed Solution must have capability to server sync time with DC and DR from NTP.	Provide more clarity on this requirement? Are you looking for the DR DR auto synchronization/replication tools to synchrinoze/replicate the data from DC to DR?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
429	55	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 164	164. The Proposed Solution must have capability to provide web based reporting interface with Top N reports and functionality to define, customize and schedule analysis reports. The following reporting dashboards must be configurable: Top N Reports to give performance KPIs of top 50/100/500 devices Situation to Watch to indicate which nodes or group of nodes are experiencing performance degradation.	This point refers Top N reports, Requesting Bank to please define what N relates to?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
430	55	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 167	167. The Proposed Solution must have capability to reduce number of false alerts by implementing auto-Baselining using percentiles on every user action, methods, DB queries on response times, failure rate and throughput and auto-adapt dynamically as Bank's environment changes.	For effective application performance management of heterogenous complex distributed applications, dynamic baselining of all the performance metrics is important to identify the bottleneck quickly. Also auto baselining of custom metrics captured from applications is important to measure business impact. For example, tracking of number of users impacted by a slow transaction over a period of time as a metric and auto baselining that metric to send alerts. Hence, requesting Bank to modify this requirement to include "auto-baselining all monitored metrics, along with custom business and performance metrics"	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
431	55	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 174	174. The Proposed Solution must have capability to support monitoring of C, DCOM, AngularJS, Angular 2.0, NodeJS and JQuery etc. The given solution should be able to discover and monitor for a user in a single click or action.	Please provide more information on the requirement.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
432	55	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 167	167. The Proposed Solution must have capability to reduce number of false alerts by implementing auto-Baselining using percentiles on every user action, methods, DB queries on response times, failure rate and throughput and auto-adapt dynamically as Bank's environment changes	Requesting Bank to remove this point as we do not comply	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
433	55	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 169	169. The Proposed Solution must have capability to should provide visibility into W3C navigation timings, for user interaction where performance is not satisfactory, 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.	Requesting Bank to remove this point as we do not comply	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
434	56	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 178	178. The Proposed Solution must have capability to support at the contents of the site like scripts, images, CSS etc. and identifies the elements that are making it run slower and the solution churns out suggestions that will help our website run faster.	Please provide more clarity on this requirement?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
435	56	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 176	176. The Proposed Solution must have capability to support AI driven Root causation. To achieve this the solution should not use sampling approach for transactions. The solution should capture high fidelity transactional data so that overall diagnostics ability is improved. This is also critical for the success rate of automated Root cause Analysis as well as its precision.	Kindly remove this clause from the technical requirement	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
436	56	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 176	176. The Proposed Solution must have capability to support AI driven Root causation. To achieve this the solution should not use sampling approach for transactions. The solution should capture high fidelity transactional data so that overall diagnostics ability is improved. This is also critical for the success rate of automated Root cause Analysis as well as its precision.	Request Bank to remove this clause from the technical requirement	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
437	56	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 176	176. The Proposed Solution must have capability to support AI driven Root causation. To achieve this the solution should not use sampling approach for transactions. The solution should capture high fidelity transactional data so that overall diagnostics ability is improved. This is also critical for the success rate of automated Root cause Analysis as well as its precision.	OEM specific point and needs to be removed or can be rephrased as below :- The Proposed Solution must have capability to support AI driven Root correlation and causation. The solution should capture data from end user, applications, transactions, services and infra so that overall diagnostics ability is improved. This is also critical for the success rate of automated Root cause Analysis as well as its precision.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
438	56	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 178	178. The Proposed Solution must have capability to support at the contents of the site like scripts, images, CSS etc. and identifies the elements that are making it run slower and the solution churns out suggestions that will help our website run faster.	Please provide more clarity on this requirement?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
439	56	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 179	179. The Proposed Solution must have capability to support auto discovery and monitoring of applications deployed in containers/dockers without any manual intervention or even changes to container images. The solution must be able to detect if a container has been terminated and automatically detect and start monitoring a replacement container which has been spawned.	Please clarify, How many applications are already on Container / dockers and name of such applications??	Details will be shared to selected Bidder only.
440	56	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 179	179. The Proposed Solution must have capability to support auto discovery and monitoring of applications deployed in containers/dockers without any manual intervention or even changes to container images. The solution must be able to detect if a container has been terminated and automatically detect and start monitoring a replacement container which has been spawned.	There will be some initial set-up and configurations needed to filter and monitor the required containers / dockers via the relevant container orchestration in use and not every other containers / dockers running. Requesting Bank to acknowledge the same.	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
441	56	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 176	176. The Proposed Solution must have capability to support AI driven Root causation. To achieve this the solution should not use sampling approach for transactions. The solution should capture high fidelity transactional data so that overall diagnostics ability is improved. This is also critical for the success rate of automated Root cause Analysis as well as its precision.	Requesting Bank to remove this point as we do not comply	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
442	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 187	187. The Proposed Solution must have capability to support programs developed in other than .Net and Java as well.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
443	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 190	190. The Proposed Solution must have capability to tag the browser side actions to the corresponding server side service calls in the Bank's application stack in order to capture end user monitoring.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
444	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 193	193. The Proposed Solution must have capability to track the performance of each revenue generating component of the web applications, and proactively know if it is affected because of high bounce rate, browser errors, server-side errors or slowness and track each request across all tiers right from web server to back-end, with no gaps or blind spots.	Kindly remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
445	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 187	187. The Proposed Solution must have capability to support programs developed in other than .Net and Java as well.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
446	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 190	190. The Proposed Solution must have capability to tag the browser side actions to the corresponding server side service calls in the Bank's application stack in order to capture end user monitoring.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
447	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 193	193. The Proposed Solution must have capability to track the performance of each revenue generating component of the web applications, and proactively know if it is affected because of high bounce rate, browser errors, server-side errors or slowness and track each request across all tiers right from web server to back-end, with no gaps or blind spots.	Request Bank to remove this clause from the technical requirement	Bidder has to comply with RFP Terms.
448	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 195	195. The Proposed Solution must have capability to use machine learning based methods to automatically detect anomalies without requiring rule-based configurations or manual thresholds-based methods.	This point contradicts an earlier requirements mentioned (Point # 27, 29) and should be removed. Solution should use machine learning based methods as well as should support thresholds, rules/policies based on baselines.	Bidder has to comply with RFP Terms.
449	57	Annexure-7 <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	A. TECHNICAL REQUIREMENTS:	Note: The above requirements are mandatory and will be verified by way of POC covering Scope of work	Also the proposed solution uses AI/ML methods to identify proactively production issues. Multiple seasonalities like EOD, BOD, EOM kinds of operations have to be observed to capture realtime production trends. Hence a time period of at least 4-5 weeks is requested.	RFP Clause is Amended as under: "Note: The above requirements are mandatory and will be verified by way of POC as part of Part B Technical Evaluation. The POC will include the live demonstration of 60-70% critical Server monitoring and Application monitoring features coverage for two business application and its under lying server infra. The details will be shared to selected bidder after Part A Evaluation."



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
450	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 182	182. The Proposed Solution must have capability to 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)	There will be some initial set-up and configurations needed to filter and monitor the required services and not every other services running on system. Requesting Bank to confirm the same.	Yes
451	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 183	183. The proposed solution tool must be able to capture the business KPIs from POST parameters, Method Arguments, Return Values, SQL Bind variables, etc. Following is the minimum expectation: <ul style="list-style-type: none"> • Response time of critical web services & API calls with the ability to drill down by individual transaction and service; • Region wise performance of system with ability to drill down to an every single transaction. Solution must be able to correlate the locations not only from Internet but even if the transactions are initiated from within branch offices; • Concurrency of Web Portal and Back office users; • Network performance - Ability to monitor the network latency within Datacenter components like Web server, Load Balancer, Application Servers (WebSphere), Databases etc.; • HTTP error count with error code - 404 , 500 etc. along with the URI of most errors and also ability to put dashboard to view transaction health using return values as required by Bank. 	Along with capturing business KPIs, converting them to trackable metrics and defining alerts on their abnormal behavior is key to measure business impact of an application performance issue. Hence requesting Bank to include the following in this requirement : "Capability to create custom metrics corresponding to captured business data which are trackable and alterable over a period of time"	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
452	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 196	196. The Proposed Solution shouldn't be complicated to use hence it should allow Bank to organize, filter, sort on monitored data for which the monitoring solution must support leveraging tags and metadata information for monitored entities	This point is very subjective, requesting the bank to rephrase or remove the same	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
453	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS:	Note: The above requirements are mandatory and will be verified by way of POC covering Scope of work	It would be difficult to execute all the 197 points within a span of 15 days. Requesting the Bank to restrict the number of points to critical must-have points to be showcased during POC	RFP Clause is Amended as under: "Note: The above requirements are mandatory and will be verified by way of POC as part of Part B Technical Evaluation. The POC will include the live demonstration of 60-70% critical Server monitoring and Application monitoring features coverage for two business application and its under lying server infra. The details will be shared to selected bidder after Part A Evaluation."
454	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS:	187. The Proposed Solution must have capability to support programs developed in other than .Net and Java as well.	Please provide more information on the requirement.	Like People Soft etc
455	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	NA	Note: The above requirements are mandatory and will be verified by way of POC covering Scope of work.	Please provide more information.	RFP Clause is Amended as under: "Note: The above requirements are mandatory and will be verified by way of POC as part of Part B Technical Evaluation. The POC will include the live demonstration of 60-70% critical Server monitoring and Application monitoring features coverage for two business application and its under lying server infra. The details will be shared to selected bidder after Part A Evaluation."
456	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 190	190. The Proposed Solution must have capability to tag the browser side actions to the corresponding server side service calls in the Bank's application stack in order to capture end user monitoring.	Requesting Bank to remove this point as we do not comply	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
457	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 194	194. The Proposed Solution must have capability to understand how the application is being used by Banks across the different channels offered like ATM, Internet, Mobile, UPI, IMPS etc. To enable this for every single user action needs to capture along with username for the monitored user session. This will also give the team the ability to understand why an error is happening. Also Compare bounced user sessions, converted user sessions or new versus returning users to understand the Bank base.	Requesting Bank to remove this point as we do not comply	Bidder has to comply with RFP Terms.
458	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 186	186. The Proposed Solution must have capability to support Monitoring of Micro services	This feature is available in our Road map Q1 2021 tentatively. Requesting Bank to accept this.	Bidder has to comply with RFP Terms.
459	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 195	195. The Proposed Solution must have capability to use machine learning based methods to automatically detect anomalies without requiring rule-based configurations or manual thresholds-based methods.	This point contradicts an earlier requirements mentioned (Point # 27, 29) and should be removed. Solution should use machine learning based methods as well as should support thresholds, rules/policies based on baselines.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
460	58	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 2	2. All required hardware and software used should be licensed version. Bidder can quote open source solution. However, Open source Solution quoted by the Bidder should adhere with the following points: a. The bidder to provide full support in implementation and maintenance for the open source technologies in terms of upgradation, patching etc. b. The bidder should provide the list of all open source libraries being used in the platform. None of these should consist of any malicious code/script. All such libraries/code should undergo SAST. c. Developer shall disclose all binary executables (i.e. compiled or byte code; source code is not required) of the software, including all libraries or components. d. The source code shall be available for the community / adopter / end-user to study and modify the software and to redistribute copies of either the original or the modified software. e. Code maintenance / support for application/code should be available from a Service Provider/ reputed third party/ reputed community groups.	This requirement is contradictory. Is bank looking for open source solutions to be implemented by bidders for critical production applications. We caution not to take this approach and suggest this should be rephrased as below :- "All required hardware and software used should be of licensed version supported by a reputed OEM."	Bidder has to comply with RFP Terms.
461	58	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 3	3. Bidder has to supply the required Hardware & Software so that proposed solution to be implement in active-active High Availability Configuration as active Instance at DC and similarly in active-active High Availability Configuration as Standby instance at DRC. The Proposed solution should be fully fault tolerant and HA can be perform through application level or Hardware level or network level without impacting the application continuity within a DC and between DC & DRC or vice versa within Bank prescribed RTO. The Application/database/Logs should replicate within bank prescribed RPO and integration of agents/devices with solution should be stateless and FQDN based so that switchover/switchback should be trigger and performed seamlessly without any change in agent side of end points. The Infrastructure should be open in design there should not be any oem lock in for future scalability.	While active-active configuration in High availability at both DC and DRC can be supported - this will heavily scale up the Hardware requirements and cost unnecessarily and impact the overall budget. We recommend the solution to be setup in cross DC-DRC high availability configuration architecture to optimize on hardware requirements and costs. Please confirm if this is okay?	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
462	58	Annexure-7 <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 5	5. The Proposed hardware should capable to handle the projected load till project tenure with average 35%-40% resource utilization in any point of time during production workload.	"While average 35%-40% resource utilization can be supported, this will unnecessarily lead to proposal with higher Hardware requirements and wastage of infra resources. Also this doesnt takes into account planned expansion in terms of volume. Newer modern solutions support horizontal as well as and vertical scaling and if bank is looking for scalability for future expansion without wastage of infra resources, the requirement can be better rephrased as :- "The Proposed hardware should be capable to handle projected load upto 5000 agent licenses."	Bidder has to comply with RFP Terms.
463	58	Annexure-7 <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 6	6. The Bidder should provide a solution to retain and access the enterprise wide monitoring data with no data roll-ups minimum for a period of six months in Data Center and Data Recovery center setup.	The metrics (time-series), logs, events and traces data collected for application, transactions, end user experience, code execution is huge and having no data roll-up minimum for a period of six months will substantially impact platform hardware and software sizing and is unnecessary for use cases of server and application performance management solutions. The requirement can be better rephrased as - "The Bidder should provide a solution to retain and access the enterprise wide monitoring data with at least one hour rollup for a period of 365 days in Data Center and Data recovery center setup. Granular data at minute interval should be available for period of 48 hours at least for deeper troubleshooting in real time."	Bidder has to comply with RFP Terms.
464	58	Annexure-7 <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 3	3. Bidder has to supply the required Hardware & Software so that proposed solution to be implement in active-active High Availability Configuration as active instance at DC and similarly in active-active High Availability Configuration as Standby instance at DRC. The Proposed solution should be fully fault tolerant and HA can be perform through application level or Hardware level or network level without impacting the application continuity within a DC and between DC & DRC or vice versa within Bank prescribed RTO. The Application/database/Logs should replicate within bank prescribed RPO and integration of agents/devices with solution should be stateless and FQDN based so that switchover/switchover should be trigger and performed seamlessly without any change in agent side of end points. The Infrastructure should be open in design there should not be any oem lock in for future scalability.	In Annexure 14 it has been mentioned "2000" nodes, What is the understanding of a "Node", Should node monitoring corresponds to just a Server/Host KPI monitoring or It includes the component deployed on that host. Also need visibility on how many application services are running on a node, if a node is represented as a host / server?	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
465	58	<u>Annexure-7</u> <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 6	6.The Bidder should provide a solution to retain and access the enterprise wide monitoring data with no data roll-ups minimum for a period of six months in Data Center and Data Recovery center setup.	Please clarify on Following points for us to define the storage sizing requirements 1. What is expected Overall TPS for all the 100 Applications? 2. What would be total no. of application services which would be part of this 100 applications covered under the scope?	Details will be shared to selected Bidder only.
466	58	<u>Annexure-7</u> <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 3	3.Bidder has to supply the required Hardware & Software so that proposed solution to be implement in active-active High Availability Configuration as active instance at DC and similarly in active-active High Availability Configuration as Standby instance at DRC. The Proposed solution should be fully fault tolerant and HA can be perform through application level or Hardware level or network level without impacting the application continuity within a DC and between DC & DRC or vice versa within Bank prescribed RTO. The Application/database/Logs should replicate within bank prescribed RPO and integration of agents/devices with solution should be stateless and FQDN based so that switchover/switchback should be trigger and performed seamlessly without any change in agent side of end points. The Infrastructure should be open in design there should not be any oem lock in for future scalability.	In Annexure 14 it has been mentioned "100" applications, Request Bank to provide details of Application and there high level architecture for defining the sizing the Hardware required which will be required for incorporating the commercial bid.	Bidder has to comply with RFP Terms.
467	58	<u>Annexure-7</u> <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u>	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 3	3. Bidder has to supply the required Hardware & Software so that proposed solution to be implement in active-active High Availability Configuration as active instance at DC and similarly in active-active High Availability Configuration as Standby instance at DRC. The Proposed solution should be fully fault tolerant and HA can be perform through application level or Hardware level or network level without impacting the application continuity within a DC and between DC & DRC or vice versa within Bank prescribed RTO. The Application/database/Logs should replicate within bank prescribed RPO and integration of agents/devices with solution should be stateless and FQDN based so that switchover/switchback should be trigger and performed seamlessly without any change in agent side of end points. The Infrastructure should be open in design there should not be any oem lock in for future scalability.	In Annexure 14 it has been mentioned "2000" nodes. Request to please clarify the understanding of a Node; does this correspond to a Server/Host KPI monitoring or does it also include the component deployed on that host. Also need visibility on how many application services are running on a node, if a node is represented as a host / server?	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
468	58	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 6	6. The Bidder should provide a solution to retain and access the enterprise wide monitoring data with no data roll-ups minimum for a period of six months in Data Center and Data Recovery center setup.	Please clarify on following points for us to define the storage sizing requirements 1. What is expected Overall TPS for all the 100 Applications? 2. What would be total no. of application services which would be part of this 100 applications covered under the scope?	Details will be shared to selected Bidder only.
469	58	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 2	2. All required hardware and software used should be licensed version. Bidder can quote open source solution. However, Open source Solution quoted by the Bidder should adhere with the following points: a. The bidder to provide full support in implementation and maintenance for the open source technologies in terms of upgradation, patching etc. b. The bidder should provide the list of all open source libraries being used in the platform. None of these should consist of any malicious code/script. All such libraries/code should undergo SAST. c. Developer shall disclose all binary executables (i.e. compiled or byte code; source code is not required) of the software, including all libraries or components. d. The source code shall be available for the community / adopter / end-user to study and modify the software and to redistribute copies of either the original or the modified software. e. Code maintenance / support for application/code should be available from a Service Provider/ reputed third party/ reputed community groups.	This requirement is contradictory. Is bank looking for open source solutions to be implemented by bidders for critical production applications. We caution not to take this approach and suggest this should be rephrased as below :- "All required hardware and software used should be of licensed version supported by a reputed OEM".	Bidder has to comply with RFP Terms.



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470	58	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 3	3. Bidder has to supply the required Hardware & Software so that proposed solution to be implement in active-active High Availability Configuration as active instance at DC and similarly in active-active High Availability Configuration as Standby instance at DRC. The Proposed solution should be fully fault tolerant and HA can be perform through application level or Hardware level or network level without impacting the application continuity within a DC and between DC & DRC or vice versa within Bank prescribed RTO. The Application/database/Logs should replicate within bank prescribed RPO and integration of agents/devices with solution should be stateless and FQDN based so that switchover/switchback should be trigger and performed seamlessly without any change in agent side of end points. The Infrastructure should be open in design there should not be any oem lock in for future scalability.	While active-active configuration in High availability at both DC and DRC can be supported - this will heavily scale up the Hardware requirements and cost unnecessarily and impact the overall budget. We recommend the solution to be setup in cross DC-DRC high availability configuration architecture to optimize on hardware requirements and costs. Please confirm if this is okay?	Bidder has to comply with RFP Terms.
471	58	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 5	5. The Proposed hardware should capable to handle the projected load till project tenure with average 35%-40% resource utilization in any point of time during production workload.	"While average 35%-40% resource utilization can be supported, this will unnecessarily lead to proposal with higher Hardware requirements and wastage of infra resources. Also this doesn't takes into account planned expansion in terms of volume. Newer modern solutions support horizontal as well as and vertical scaling and if bank is looking for scalability for future expansion without wastage of infra resources, the requirement can be better rephrased as :- "The Proposed hardware should be capable to handle projected load up to 5000 agent licenses."	Bidder has to comply with RFP Terms.
472	58	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	B. HARDWARE & SOFTWARE REQUIREMENTS: Management Server in HA at DC & DRC: Point no. 6	6. The Bidder should provide a solution to retain and access the enterprise wide monitoring data with no data roll-ups minimum for a period of six months in Data Center and Data Recovery center setup.	The metrics (time-series), logs, events and traces data collected for application, transactions, end user experience, code execution is huge and having no data roll-up minimum for a period of six months will substantially impact platform hardware and software sizing and is unnecessary for use cases of server and application performance management solutions. The requirement can be better rephrased as - "The Bidder should provide a solution to retain and access the enterprise wide monitoring data with at least one hour rollup for a period of 365 days in Data Center and Data recovery center setup. Granular data at minute interval should be available for period of 48 hours at least for deeper troubleshooting in real time."	Bidder has to comply with RFP Terms.



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473	60	<u>Annexure-7</u> <u>Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)</u> <u>A. TECHNICAL REQUIREMENTS:</u>	Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS) A. TECHNICAL REQUIREMENTS:	129.The Proposed Solution must have capability to provide dashboards to all level of stakeholders including business and IT.	Please clarify , Is bank expecting to sniff in to financial values of transactions to provide the business dashboard? Is it as per bank policies of privacy? What is exact expectation when "Business Dashboards"??	Bidder has to comply with RFP Terms.
474	61	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.3. The Bidder has to deploy the management server at Canara Bank DC i.e. Bangalore and DRC i.e. Mumbai. However the agent deployment is required to done in Servers & Network located at Canara Bank DC & NDR i.e. Bangalore and DRC i.e. Mumbai and Syndicate Bank DC i.e. Mumbai and DRC i.e. Bangalore.	Provide more clarity on this requirement? Is the agent based monitoring (than agent-less) needs to be enabled for all the servers present in DC,NDR and DR? Is network monitoring is in scope of this RFP?	<u>RFP clause is amended as under:</u> "1.3. The Bidder has to deploy the management server at Canara Bank DC i.e. Bangalore and DRC i.e. Mumbai. However the agent deployment is required to done in Servers located at Canara Bank DC & NDR i.e. Bangalore and DRC i.e. Mumbai and Syndicate Bank DC i.e. Mumbai and DRC i.e. Bangalore."
475	61	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.3. The Bidder has to deploy the management server at Canara Bank DC i.e. Bangalore and DRC i.e. Mumbai. However the agent deployment is required to done in Servers & Network located at Canara Bank DC & NDR i.e. Bangalore and DRC i.e. Mumbai and Syndicate Bank DC i.e. Mumbai and DRC i.e. Bangalore.	Request Bank to Provide more clarity on this requirement? Is the agent based monitoring (than agent-less) needs to be enabled for all the servers present in DC,NDR and DR? Is network monitoring is in scope of this RFP?	<u>RFP clause is amended as under:</u> "1.3. The Bidder has to deploy the management server at Canara Bank DC i.e. Bangalore and DRC i.e. Mumbai. However the agent deployment is required to done in Servers located at Canara Bank DC & NDR i.e. Bangalore and DRC i.e. Mumbai and Syndicate Bank DC i.e. Mumbai and DRC i.e. Bangalore."
476	61	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.3. The Bidder has to deploy the management server at Canara Bank DC i.e. Bangalore and DRC i.e. Mumbai. However the agent deployment is required to done in Servers & Network located at Canara Bank DC & NDR i.e. Bangalore and DRC i.e. Mumbai and Syndicate Bank DC i.e. Mumbai and DRC i.e. Bangalore.	Provide more clarity on this requirement? Is the agent based monitoring (than agent-less) needs to be enabled for all the servers present in DC,NDR and DR? Is network monitoring is in scope of this RFP?	<u>RFP clause is amended as under:</u> "1.3. The Bidder has to deploy the management server at Canara Bank DC i.e. Bangalore and DRC i.e. Mumbai. However the agent deployment is required to done in Servers located at Canara Bank DC & NDR i.e. Bangalore and DRC i.e. Mumbai and Syndicate Bank DC i.e. Mumbai and DRC i.e. Bangalore."
477	61	Annexure-8	Scope of Work	1.Technical Scope of Work: 1.1.Canara Bank aims to have a holistic view across a digital service by implementing AIOps and DEM to deliver the primary, single pane of analysis across all domains underlying the service.	As per the specification requiremnt looks like bank is inclined towards an AIOps & DEM solution, which is also reassertive under point no 1.6 (same section). But point no 1.10 is contradicting by asking APM related specifications. Please clarify exactly what is the banks requirement?	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
478	61	Annexure-8	Scope of Work	1. Technical Scope of Work: 1.7. The proposed solution should able to provide robust architecture with scalability from day one to meet future needs for monitoring application performance, a platform which provides analytics for issue tracking, auto ticketing and predicting issues and integrate with various platforms / application systems in the Bank.	Which ITSM and ITOM tool is currently used by Canara Bank?	Details will be shared to selected Bidder only.
479	61	Annexure 8	Scope of Work	1. Technical Scope of Work: 2. General Scope of Work:	Requesting Canara Bank to confirm, if there is any specific effort required for carrying out the Scope of Work	Please refer the RFP Clauses and Scope of work and comply with RFP Terms
480	61	Annexure 8	Scope of Work	1. Technical Scope of Work: 2. General Scope of Work:	Kindly confirm if there is any turnaround time decided to deliver the scope of work and please specify the SLA defined to deliver scope of work	Please refer the RFP Clauses and Scope of work and comply with RFP Terms
481	61	Annexure 8-	Scope of Work 1. Technical Scope of Work:	1.1. Canara Bank aims to have a holistic view across a digital service by implementing AIOps and DEM to deliver the primary, single pane of analysis across all domains underlying the service.	As per the specification of this requirement, we understand it is an OEM specific requirement, which is also mentioned under point no 1.6 (same section). However point no 1.10 ; can this be please clarified and elaborated to make it generic	Please refer the RFP Clauses and technical Scope of work and comply with RFP Terms
482	61	Annexure 8	Scope of Work: 1. Technical Scope of Work:	1.4. The Proposed Solution must be complete On-Premise Model and should not be exposed to the Internet.	As per RFP on prem solution is required. Will Bank allow to expose Application Performance Monitoring tool servers over Internet (via proxy) for updates and support as some components of solutions will be connecting to OEM cloud .	Bidder has to comply with RFP Terms.
483	61	Annexure 8	Scope of Work 1. Technical Scope of Work:	1.1 Canara Bank aims to have a holistic view across a digital service by implementing AIOps and DEM to deliver the primary, single pane of analysis across all domains underlying the service	As per the specification requirement looks like bank is inclined towards an AIOps & DEM solution, which is also reasservtive under point no 1.6 (same section). But point no 1.10 is contradicting by asking APM related specifications. Please clarify exactly what is the banks requirement?	Please refer the RFP Clauses and technical Scope of work and comply with RFP Terms
484	62	Annexure 8	Scope of Work 1. Technical Scope of Work:	1.8. The proposed solution should deliver a Consolidated Understanding of User Experience Across Digital Services network packet-capture, JavaScript injection and endpoint monitoring. It gathers data from multiple applications and services, across multiple channels, to observe and measure the quality of a digital agent's interactions with an enterprise's digital business offerings.	Provide more clarity on the Digital services network Packet capture? Are you looking for network packet capture tools like netflow/jflow etc.? Is Network monitoring is in-scope of this RFP?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.



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485	62	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.8. The proposed solution should deliver a Consolidated Understanding of User Experience Across Digital Services network packet-capture, JavaScript injection and endpoint monitoring. It gathers data from multiple applications and services, across multiple channels, to observe and measure the quality of a digital agent's interactions with an enterprise's digital business offerings.	Request Bank to Provide more clarity on the Digital services network Packet capture? Are you looking for network packaet capture tools like netflow/jflow etc.? Is Network monitoring is in scope of this RFP?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
486	62	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.8. The proposed solution should deliver a Consolidated Understanding of User Experience Across Digital Services network packet-capture, JavaScript injection and endpoint monitoring. It gathers data from multiple applications and services, across multiple channels, to observe and measure the quality of a digital agent's interactions with an enterprise's digital business offerings.	User Experience from End user perspective is measured via one of means - JavaScript Injection, agents at end points or network packer capture. Hence the point needs to be re-phrased to use either of above methods and not ALL. "The proposed solution should deliver a Consolidated Understanding of User Experience Across Digital Services using network packet-capture or JavaScript injection or endpoint monitoring. It gathers data from multiple applications and services, across multiple channels, to observe and measure the quality of a digital agent's interactions with an enterprise's digital business offerings."	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
487	62	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.8. The proposed solution should deliver a Consolidated Understanding of User Experience Across Digital Services network packet-capture, JavaScript injection and endpoint monitoring. It gathers data from multiple applications and services, across multiple channels, to observe and measure the quality of a digital agent's interactions with an enterprise's digital business offerings.	User Experience from End user perspective is measured via one of means - JavaScript Injection, agents at end points or network packer capture. Hence the point needs to be re-phrased to use either of above methods and not ALL. "The proposed solution should deliver a Consolidated Understanding of User Experience Across Digital Services using network packet-capture or JavaScript injection or endpoint monitoring. It gathers data from multiple applications and services, across multiple channels, to observe and measure the quality of a digital agent's interactions with an enterprise's digital business offerings."	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
488	63	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.11.2.4. Automated collection of data for Java JVMs and .NET CLR's and a minimum of one of the following other modern application frameworks (PHP, Ruby, Python etc.) to aid in the detection of issues such as memory leaks, hot spots and thread locks.	We support Java and .NET based applications. Request to make other technologies optional if these technologies are being present in the Bank's environment.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
489	63	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.11.2.4. Automated collection of data for Java JVMs and .NET CLR's and a minimum of one of the following other modern application frameworks (PHP, Ruby, Python etc.) to aid in the detection of issues such as memory leaks, hot spots and thread locks.	We support Java and .NET based applications. Request to make other technologies optional if these technologies are being present in the Bank's environment.	Bidder has to comply with RFP Terms.
490	63	Annexure 8	<u>Scope of Work:</u> 1. Technical Scope of Work:	1.12. The proposed solution should provide following deliverables but not limited of the following:	1.12 The proposed solution should provide following deliverables.	Bidder has to comply with RFP Terms.
491	64	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.12.9. Monitor and manage IT Network resources through a single application based management tool.	Is Network devices monitoring is in scope of this RFP? If yes, provide the details of network devices present in the bank infrastructure to enable to monitoring of the same. 1. Total number of network devices to be monitored 2. Total number of IP based Cameras and IP Phones	This RFP is not for NMS.
492	64	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.12.9. Monitor and manage IT Network resources through a single application based management tool.	Is Network devices monitoring is in scope of this RFP? If yes, provide the details of network devices present in the bank infrastructure to enable to monitoring of the same. 1. Total number of network devices to be monitored 2. Total number of IP based Cameras and IP Phones	This RFP is not for NMS.
493	64	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.12. The proposed solution should provide following deliverables but not limited of the following: 1.12.8. Customizable reports and alerts 1.12.15. List of KPIs for each module.	Please provide the no of standard customized reports and KPI per applications/ Business Process	Details will be shared to selected Bidder only.
494	64	Annexure 8	<u>Scope of Work:</u> 1. Technical Scope of Work:	1.12.11. Quick view of the load conditions and capacity utilizations to help plan optimal utilization of Network hardware and software resources.	Is Bank looking for Network bandwidth monitoring solution ?	Bidder has to comply with RFP Terms.
495	64	Annexure 8	<u>Scope of Work:</u> 1. Technical Scope of Work:	1.12.13. Monitor the network path from Source to Destination	Is Bank looking for Network bandwidth monitoring solution ?	No.
496	64	Annexure 8	<u>Scope of Work:</u> 1. Technical Scope of Work:	1.13. The proposed solution also provide consolidation across the multiple domain but not limited to following benefits:	1.13 The proposed solution also provide consolidation across the multiple domain.	Bidder has to comply with RFP Terms.
497	65	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.16. The Bank also has plans to adopt a DevOps by deploying a Continuous Integration /Continuous Deployment process and including shift-right concepts like auto-healing.	Please provide clarity on whether we need to consider devops tools to be factored as part of the RFP scope OR if devops tools are present in the Bank environment?	No.
498	65	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.15.7. Remediation: Integration with ITSM tools to take automated action to resolve events	Please provide details on the ITSM tool that bank is currently using to check the integration feasibility with proposed solution.	In-house developed



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499	65	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.16. The Bank also has plans to adopt a DevOps by deploying a Continuous Integration /Continuous Deployment process and including shift-right concepts like auto-healing.	Please provide clarity on whether we need to consider devops tools to be factored as part of the RFP scope OR if devops tools are present in the Bank environment?	No.
500	65	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.15.7. Remediation: Integration with ITSM tools to take automated action to resolve events	Please provide details on the ITSM tool that bank is currently using to check the integration feasibility with proposed solution.	In-house developed
501	65	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.15. The proposed solution should cover the following features (but not limited to):	1.15 The proposed solution should cover the following features.	Bidder has to comply with RFP Terms.
502	65	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.17. The proposed solution should be implemented in following way (but not limited to):	1.17 The proposed solution should be implemented in following way.	Bidder has to comply with RFP Terms.
503	66	Annexure 8	<u>Scope of Work</u> 1. Technical Scope of Work:	1.17.5. <u>Deployment of solution for 100 Servers Host and 10 Applications as a part of UAT Signoff based on following:</u> 1.17.5.1. Based on the architecture and use cases agreed, the team identifies the necessary data sources, configure data points, data enrichment and correlation module to ingest data into proposed solution. 1.17.5.2. Review with the stakeholders. 1.17.5.3. Agent installation & configurations 1.17.5.4. Create drill down dashboards, schedule and on-demand reports, contextual and correlated alerts according to the use cases. 1.17.5.5. Iteration with the stakeholders to fine-tune the implementation. 1.17.5.6. Data analytics for selected use cases to extract business insights from data and further fine tune the implementation.	Please clarify on the UAT environment to be considered as part of this RFP scope? Do we need to consider separate UAT environment along with DC-HA and DR-HA? Please provide the details on the how many environments are required as part of this RFP scope?	The referred clause pertaining to workload like uat/test/production



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
504	66	Annexure 8	Scope of Work 1. Technical Scope of Work:	1.17.5. Deployment of solution for 100 Servers Host and 10 Applications as a part of UAT Signoff based on following: 1.17.5.1. Based on the architecture and use cases agreed, the team identifies the necessary data sources, configure data points, data enrichment and correlation module to ingest data into proposed solution. 1.17.5.2. Review with the stakeholders. 1.17.5.3. Agent installation & configurations 1.17.5.4. Create drill down dashboards, schedule and on-demand reports, contextual and correlated alerts according to the use cases. 1.17.5.5. Iteration with the stakeholders to fine-tune the implementation. 1.17.5.6. Data analytics for selected use cases to extract business insights from data and further fine tune the implementation.	Please clarify on the UAT environment to be considered as part of this RFP scope? Do we need to consider separate UAT environment along with DC-HA and DR-HA? Please provide the details on the how many environments are required as part of this RFP scope?	The RFP Clause is self explanatory and Bidder has to comply with RFP Terms.
505	66	New Clause	NA	NA	Please share the total number of application, technology details along with location of each deployed application as per the Application Requirement sheet for Canara Bank as well as Syndicate Bank	Details will be shared to selected Bidder only.
506	66	New Clause	NA	NA	Are all applications web based? Please confirm	99%
507	66	New Clause	NA	NA	Please confirm the licenses ownership with lying with bank? Bank is looking for which type of license ?	Please refer respective RFP Clauses.
508	66	New Clause	NA	NA	Please share number of hits per day for each applications including mobile apps.	Details will be shared to selected Bidder only.
509	66	New Clause	NA	NA	Any Separate UAT environment setup needs to be considered for Application Performance Monitoring tool?	No.
510	66	New Clause	NA	NA	Kindly confirm on responsibility to deploy the APM agents on each application servers . Kindly confirm on bidder's responsibility to deploy the monitoring agents on Canara Bank and Syndicate Bank Environment.(DC, DR and Branches).	Yes. Bidder Responsibility
511	66	Annexure 8	Scope of Work 2. General Scope of Work:	2.8. The bidder shall be responsible for installation / configuration of all patches / updates / upgrades required for the offered solution without any extra cost to BL during the warranty period. Easy upgrade paths across both major and minor releases, requiring minimal manual configuration edits.	Bidders understanding is that patching would be limited to monitoring tools only. Underline hardware, OS, DB etc. would be bank's responsibility. Please confirm	Yes.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
512	67	Annexure-8	Scope of Work	<p>2.General Scope of Work: 2.11.Bank aims to improve the overall quality of applications by using the APM solution so that production issues can be minimized in longer run. To achieve this, the proposed solution should capture exact data and should support minimum of 800 transactions per minute per process. This will help the bank improve the diagnostics of problems and will help detect usage patterns of those transactions too that do not breach any thresholds but are still important for monitoring.</p>	<p>Please clarify what is meant by Process in the statement 800 Transaction per process? Also please let us know what would be overall TPS of 100 Applications which will help us to define the hardware sizing and which would be part of commercial bid accomplishment.</p>	Bidder has to comply with RFP Terms.
513	67	Annexure 8-	Scope of Work 2. General Scope of Work:	<p>2.11. Bank aims to improve the overall quality of applications by using the APM solution so that production issues can be minimized in longer run. To achieve this, the proposed solution should capture exact data and should support minimum of 800 transactions per minute per process. This will help the bank improve the diagnostics of problems and will help detect usage patterns of those transactions too that do not breach any thresholds but are still important for monitoring.</p>	<p>Please clarify definition of process in the statement 800 Transaction per process? Also please let us know what would be overall TPS of 100 Applications which will help us to define the hardware sizing and which would be part of commercial bid accomplishment.</p>	Bidder has to comply with RFP Terms.
514	67	Annexure 8	Scope of Work: 2. General Scope of Work:	<p>2.15. The Proposed Solution must integrate with various systems / applications in the Bank including but not limited to SOC, PIM, BIGFIX, ITAM, Service Desk, ADS, SAS, ITSM, etc. at no extra cost.</p>	<p>Please provide more information on Integration with SOC, PIM, BIGFIX, ITAM, Service Desk, ADS, SAS, ITSM. Also provide the OEM details along with Version for each one.</p>	Details will be shared to selected Bidder only.
515	67	Annexure 8	Scope of Work: 2. General Scope of Work:	<p>2.16. The Proposed should be deployed in two geographic locations one at Bank's Data Center and the other at Disaster Recovery center. It should provide complete synchronization and replication of Proposed solution including configurations, reports and historical data between Data Center and Disaster Recovery Site.</p>	<p>Bidder understanding is that bank will provide data synchronization/replication tool to replicate data between DC & DR site</p>	Bidder has to comply with RFP Terms.
516	67	Annexure-8	Scope of Work	<p>2.General Scope of Work: 2.11.Bank aims to improve the overall quality of applications by using the APM solution so that production issues can be minimized in longer run. To achieve this, the proposed solution should capture exact data and should support minimum of 800 transactions per minute per process. This will help the bank improve the diagnostics of problems and will help detect usage patterns of those transactions too that do not breach any thresholds but are still important for monitoring.</p>	<p>Please clarify what is meant by Process in the statement 800 Transaction per process? Also please let us know what would be overall TPS of 100 Applications which will help us to define the hardware sizing and which would be part of commercial bid accomplishment.</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
517	67	Annexure 8	Scope of Work: 2. General Scope of Work:	2.15. The Proposed Solution must integrate with various systems / applications in the Bank including but not limited to SOC, PIM, BIGFIX, ITAM, Service Desk, ADS, SAS, ITSM, etc. at no extra cost.	Please share the Systems/applications details ,to check the feasibility to integrate?	Details will be shared to selected Bidder only.
518	67	Annexure 8	Scope of Work: 2. General Scope of Work:	2.15. The Proposed Solution must integrate with various systems / applications in the Bank including but not limited to SOC, PIM, BIGFIX, ITAM, Service Desk, ADS, SAS, ITSM, etc. at no extra cost.	2.15 The proposed Solution must integrate with various systems. Applications in the Bank including SOC, PIM, BIGFIX, ITAM, Service Desk, ADS, SAS, ITSM, etc. at no extra cost	Details will be shared to selected Bidder only.
519	68	Annexure 8	Scope of Work 2. General Scope of Work:	2.23. Bank will not provide any remote session like Team Viewer, WebEx etc. for any kind of installation, bug fixing, update and upgrade in entire project tenure.	While onsite resources will be factored as required in RFP - 24*7 OEM product support is not available onsite and will be provided from OEM offices with follow the sun model concept. They may need WebEx or equivalent to help with bug fixes, issues resolution. In addition for normal day to day implementation, support and sustenance considering pandemic and hybrid working model - there will be instances wherein remote session may be needed. So would recommend bank to remove this clause.	Bidder has to comply with RFP Terms.
520	68	Annexure 8	Scope of Work: 2. General Scope of Work:	2.17. The Solution should be deployed in Bank's Data Center and Disaster Recovery center in active-standby mode. i.e. If Data Center (Primary) fails It should automatically fall back to Disaster Recovery Center (Secondary) within 10 minutes.	Requesting relaxation in this clause. It should be aligned to P1(Critical) SLA.	Bidder has to comply with RFP Terms.
521	68	Annexure 8	Scope of Work: 2. General Scope of Work:	2.21. The proposed solution should support all heterogeneous OS, DB, Hypervisor platform etc.	Please share the details like make model version and location for heterogeneous OS, DB, Hypervisor platform	Details will be shared to selected Bidder only.
522	68	Annexure 8	Scope of Work: 1. Technical Scope of Work:	2.23. Bank will not provide any remote session like Team Viewer, WebEx etc. for any kind of installation, bug fixing, update and upgrade in entire project tenure.	Requestig Bank to allow any means of remote troubleshooting.	Bidder has to comply with RFP Terms.
523	68	Annexure-8	Scope of Work	2. General Scope of Work: 2.23. Bank will not provide any remote session like Team Viewer, WebEx etc. for any kind of installation, bug fixing, update and upgrade in entire project tenure.	While onsite resources will be factored as required in RFP - 24*7 OEM product support is not available onsite and will be provided from OEM offices with follow the sun model concept. They may need WebEx or equivalent to help with bug fixes, issues resolution. In addition for normal day to day implementation, support and sustenance considering pandemic and hybrid working model - there will be instances wherein remote session may be needed. So would recommend bank to remove this clause.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
524	69	Annexure 8	Scope of Work: 2. General Scope of Work:	2.43. The proposed solution should integrate to LDAP for authentication and should have two factor authentications	Please share MFA solution details	Windows AD & SMS Gateway
525	70	Annexure 8	Scope of Work: 2. General Scope of Work:	2.54. All patch update and patch management to be taken care and setup with confirmation as required	Bidder understanding is that bank will provide patch management tool to conduct patching activities	Yes.
526	70	Annexure 8	Scope of Work: 2. General Scope of Work:	2.55. During the tenure of the contract, all upgrades or requirements in hardware, software, licensing, implementation of upgrades/patches/version changes etc, due to whatsoever reason including but not limited to EOL or EOS, would be done by the bidder without any additional cost to the bank.	2.55 During the tenure of the contract, all upgrades or requirements in hardware, software, licensing, implementation of upgrades/patches/version changes, etc. due to whatsoever reason including EOL or EOS, would be done by the Bidder without any additional cost to the bank	Bidder has to comply with RFP Terms.
527	71	Annexure 8	Scope of Work 2. General Scope of Work:	2.74. Proposed solution should be able to integrate with bank existing solution like Patch Management & Configuration Management and Antivirus Solution. The details will be provided to selected bidder.	Please provide details of patch mangement, Configuration Managemnt and Antivirus tools to check the integration feasibility?	Details will be shared to selected Bidder only.
528	71	Annexure 8	Scope of Work 2. General Scope of Work:	2.75. The Proposed Solution should be single OEM solution only.	Request Bank to remove this clause and update the requirement as follows because it is very difficult to meet the comprehensive requirement of all the RFP Technical specifications through a single OEM. "The Proposed Solution can be from different OEM's. However, all the proposed tools should provide integration capability to deliver RFP requirements"	Bidder has to comply with RFP Terms.
529	71	Annexure 8	Scope of Work 2. General Scope of Work:	2.74. Proposed solution should be able to integrate with bank existing solution like Patch Management & Configuration Management and Antivirus Solution. The details will be provided to selected bidder.	Please provide details of patch mangement, Configuration Managemnt and Antivirus tools to check the integration feasibility?	Details will be shared to selected Bidder only.
530	71	Annexure 8	Scope of Work 2. General Scope of Work:	2.75. The Proposed Solution should be single OEM solution only.	Request Bank to remove this clause and update the requirement as follows because it is very difficult to meet the comprehensive requirement of all the RFP Technical specifications through a single OEM. "The Proposed Solution can be from different OEM's. However, all the proposed tools should provide integration capability to deliver RFP requirements"	Bidder has to comply with RFP Terms.
531	71	Annexure 8	Scope of Work: 2. General Scope of Work:	2.73. The bill of material contains the requirement of 100 Licenses for Business Application monitoring licenses etc. for production only. We are presuming that separate License are not required for UAT.	Please confirm the number of hosts supporting these applications. Also please confirm the number of JVMs supporting these applications	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
532	71	Annexure 8	Scope of Work: 2. General Scope of Work:	2.73. The bill of material contains the requirement of 100 Licenses for Business Application monitoring licenses etc. for production only. We are presuming that separate License are not required for UAT.	As Bank is presuming that separate licenses are not required for UAT . Please confirm if the production licenses can be delayed to UAT and then reused to Production environment.	Bidder has to comply with RFP Terms.
533	71	Annexure 8	Scope of Work: 2. General Scope of Work:	2.74. Proposed solution should be able to integrate with bank existing solution like Patch Management & Configuration Management and Antivirus Solution. The details will be provided to selected bidder.	Is this requirement for APM tool? If so ,please clarify the need for this integration . Kindly share the details of Patch Management & configuration management and Antivirus tools details	Bidder has to comply with RFP Terms.
534	71	Annexure 8	Scope of Work: 2. General Scope of Work:	2.75. The Proposed Solution should be single OEM solution only.	As bank is looking for Server Monitoring, Network Monitoring and Application Monitoring solution. So please can you confirm all should be from single OEM?	Bidder has to comply with RFP Terms.
535	71	Annexure 8	Scope of Work: 2. General Scope of Work:	2.75. The Proposed Solution should be single OEM solution only.	Please confirm, whether different OEM will be consider as part of over all solution?	Bidder has to comply with RFP Terms.
536	71	Annexure 8	Scope of Work: 2. General Scope of Work:	2.62. The Bidder shall be responsible for including any change request by the Bank in the solution offered at no additional cost to the bank during the tenure of the cost	This is generic statement, any change in requirement should be shared during project Kickoff to analyze the feasibility and efforts	Bidder has to comply with RFP Terms.
537	73	Annexure-14	Bill of Material	Whole Clause	Bidder requests that prices should be EXCLUSIVE of taxes. Taxes should be at actuals at the time of invoicing. Bidder requests that prices should be EXCLUSIVE of taxes. Taxes should be at actuals at the time of invoicing.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
538	74	Annexure 14	Table-A-Price details for proposed solution In Canara Bank	<p>Line Item no. 5 OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work</p> <p>Quantity:2000</p>	<p>Please clarify that the quantity (2000) that is present in the Bill of material is total number of servers including both Physical and Virtual servers (Total OS instances)</p> <p>Out of 2000 OS instances, please clarify on</p> <ol style="list-style-type: none"> 1. Total no. of Database OS instances to be monitored and type of databases (i.e. Oracle, MS SQL, DB2, etc.) present in the Bank environment 2. Total number of OS instances where middleware are hosted to be monitored 3. Total number of No. of Application OS Instance means an OS instance (physical or virtual machine) that runs an application component to be monitored? 4. Total number of OSI contains jvm/.net application are hosted (app Layer) 5. Approximately how many instances you are looking to monitor using agent-based and agent-less monitoring? 6. Virtualization platforms in place (HyperV/Vmware/XEN/HP/Oracle) in the Bank environment? This would help us to factor the HWSizing considering this. 	Details will be shared to selected Bidder only.
539	74	Annexure 14	Table-A-Price details for proposed solution In Canara Bank	<p>Line Item no. 6 Business Application monitoring licenses etc. as per Technical Specifications and Scope of work</p> <p>Quantity:100</p>	<p>Please clarify on the business application monitoring licenses (100) provided in the Bill of material. Is the 100 quantity is the total number of applications/websites present in the bank environment?</p> <ol style="list-style-type: none"> 1. Provide how many applications are present for which Application Performance Management is required? (No of critical applications to be monitored and type of application (J2EE/.Net based)) ? 2. Approximately how many healthy critical web transactions are important to capture and monitor against SAL from each application as part of synthetic monitoring? 3. Total number of OS instances contains jvm/.net application are hosted (app Layer) for deep dive analysis (code level) diagnostics? 4. Provide clarity on each application will be accessed by how many users and what is the frequency of accessing the application for End user monitoring management 5. Amount of data that we will be generated by applications (MBPS). Amount of application traffic (throughput) at Datacenter switch 6. How many number of locations applications are be hosted? 	Details will be shared to selected Bidder only.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
540	74	Annexure 14	Table-A-Price details for proposed solution In Canara Bank	<p><u>Line Item no. 5</u> OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work Quantity:2000</p> <p><u>Line Item no. 6</u> Business Application monitoring licenses etc. as per Technical Specifications and Scope of work Quantity:100</p>	<p>Host based licensing is not an industry standard way of licensing APM tools in the market. For establishing accurate number of licenses to be quoted and to make sure that all bidders quote for same number of licenses and to maintain parity across bids - we request the following information:-</p> <ol style="list-style-type: none"> 1.How many maximum number JVMs should we assume per host? 2.How many maximum number of containers should we assume per host? 3.How many maximum cores (vCPUs) should we assume per host? 4.How much RAM size should we assume per host? 	Bidder has to comply with RFP Terms.
541	74	Annexure 14	Table-A-Price details for proposed solution In Canara Bank	<p><u>Line Item no. 5</u> OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work Quantity:2000</p> <p><u>Line Item no. 6</u> Business Application monitoring licenses etc. as per Technical Specifications and Scope of work Quantity:100</p>	<p>Since number of business applications are mentioned as 100 and technical requirements in Annexure 7 and scope of work in Annexure 8 includes measuring digital experience, mobile app monitoring and synthetic transactions monitoring, we request the following information too to come out with required number of licenses for browser app real user monitoring, mobile app real user monitoring and synthetic transactions monitoring :-</p> <ol style="list-style-type: none"> 1. No of page views / requests in a day / month 2. No of active mobile app users / month 3. No of bank locations from where synthetic transactions needs to be executed 4. No of vendor cloud locations from where synthetic transactions needs to be executed 5. No of transactions, transactions steps to be executed and frequency of those execution (for e.g. every 15 min, every hour, etc). 	Details will be shared to selected Bidder only.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
542	74	Annexure 14	Table-A-Price details for proposed solution in Canara Bank	<u>Line Item no. 5</u> OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work Quantity:2000	<p>Please clarify that the quantity (2000) that is present in the Bill of material is total number of servers including both Physical and Virtual servers (Total OS instances)</p> <p>Out of 2000 OS Instances, please clarify on</p> <ol style="list-style-type: none"> 1. Total no. of Database OS instances to be monitored and type of databases (i.e. Oracle, MS SQL, DB2, etc.) present in the Bank environment 2. Total number of OS instances where middleware are hosted to be monitored 3. Total number of No. of Application OS Instance means an OS Instance (physical or virtual machine) that runs an application component to be monitored? 4. Total number of OS contains jvm/.net application are hosted (app Layer) 5. Approximately how many instances you are looking to monitor using agent-based and agent-less monitoring? 6. Virtualization platforms in place (HyperV/Vmware/XEN/HP/Oracle) in the Bank environment? This would help us to factor the HWSizing considering this. 	Details will be shared to selected Bidder only.
543	74	Annexure 14	Table-A-Price details for proposed solution in Canara Bank	<u>Line Item no. 6</u> Business Application monitoring licenses etc. as per Technical Specifications and Scope of work Quantity:100	<p>Please clarify on the business application monitoring licenses (100) provided in the Bill of material. Is the 100 quantity is the total number of applications/websites present in the bank environment?</p> <ol style="list-style-type: none"> 1. Provide how many applications are present for which Application Performance Management is required? (No of critical applications to be monitored and type of application (JZEE/.Net based)) ? 2. Approximately how many healthy critical web transactions are important to capture and monitor against SAL from each application as part of synthetic monitoring? 3. Total number of OS instances contains jvm/.net application are hosted (app Layer) for deep dive analysis (code level) diagnostics? 4. Provide clarity on each application will be accessed by how many users and what is the frequency of accessing the application for End user monitoring management 5. Amount of data that we will be generated by applications (MBPS). Amount of application traffic (throughput) at Datacenter switch 6. How many number of locations applications are be hosted? 	Details will be shared to selected Bidder only.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
544	74	Annexure- 14	Bill of Material	<p><u>Line Item no. 6</u> Business Application monitoring licenses etc. as per Technical Specifications and Scope of work</p> <p>Quantity:100</p> <p><u>Line Item no. 5</u> OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work</p> <p>Quantity:2000</p>	1) Kindly confirm that the APM licenses required for OS/VM/Host for OS/DB/Middleware is irrespective of no. of cores & memory per node. 2) Also confirm that the 2000 nodes will be total including Production, Pre-production, UAT, DR, Near Site, etc.	Please refer the RFP Clause 2.72 and 2.73 under General Scope of work of page 71 of RFP.
545	74	Annexure- 14	Bill of Material	<p><u>Line Item no. 6</u> Business Application monitoring licenses etc. as per Technical Specifications and Scope of work</p> <p>Quantity:100</p> <p><u>Line Item no. 5</u> OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work</p> <p>Quantity:2000</p>	Need clarity on this as this may be superseded by the Point 5 above.	Please refer the RFP Clause 2.72 and 2.73 under General Scope of work of page 71 of RFP.
546	74	Annexure- 14	Bill of Material	<p>Table -A Price details for proposed solution in Canara Bank: OS/VM/Host Based Monitoring Licenses OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work - 2000</p> <p style="text-align: center;">for</p>	Does Canara Bank require only server monitoring of 2000 servers and application monitoring of another 100 servers? If not, how many servers require only server monitoring and how many other servers require application + server monitoring?	Application Monitoring of 100 business applications. 2000 Servers required Server Monitoring and 100 Business Application required Application Monitoring
547	74	Annexure- 14	Bill of Material	<p>Table -A Price details for proposed solution in Canara Bank: Business Application monitoring licenses etc. as per Technical Specifications and Scope of work - 100</p>	Does Canara Bank require only server monitoring of 2000 servers and application monitoring of another 100 servers? If not, how many servers require only server monitoring and how many other servers require application + server monitoring?	Application Monitoring of 100 business applications. 2000 Servers required Server Monitoring and 100 Business Application required Application Monitoring



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
548	74	Annexure-14	Bill of Material	<p>Table -A Price details for proposed solution in Canara Bank</p> <p>Sl. No 5- OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work: 2000</p> <p>Sl. No 6- Business Application monitoring licenses etc. as per Technical Specifications and Scope of work: 100</p>	Pls clarify	The pre-bid queries are inadequate to respond.
549	74	Annexure-14	Bill of Material	<p>Table -A Price details for proposed solution in Canara Bank</p> <p>Note: Bidder has to provide the adequate quantity in column J of Table -A as mentioned in Annexure-7 (A).</p>	Pls clarify	The pre-bid queries are inadequate to respond.
550	74	Annexure-14	Table B	Charges of OnSite Resource. Charges for One Resource for 24 Months (excl of GST) and Charges for One Resource for 24 Months (incl of GST).	Pls clarify if it should be read as Charges for One Resource for 60 Months (excl of GST) and Charges for One Resource for 60 Months (incl of GST).	Bidder has to comply with RFP Terms.
551	74	Annexure 14	<p>Table-A-Price details for proposed solution in Canara Bank</p> <p>Table-D-Charges for additional licenses for Proposed Solution in Canara Bank</p>	<p><u>Line Item no. 6</u> Business Application monitoring licenses etc. as per Technical Specifications and Scope of work Quantity:100</p> <p><u>Line Item no. 2</u> Business Application monitoring licenses etc. as per Technical Specifications and Scope of work Quantity:10</p>	<p>To calculate the exact licenses for Business Application Monitoring, we requesting Bank to provide the below additional details :-</p> <ul style="list-style-type: none"> - No of JVMs / .NET App / other App Server Instances - No of microservices and containers - No of DB Instances - No of Monthly Active Users for mobile apps (monthly) - No of page hits across web apps (monthly) - No of workflows with average no of steps in workflows to be executed for synthetic monitoring 	Details will be shared to selected Bidder only.
552	74	Annexure 14	Table-A-Price details for proposed solution in Canara Bank	<p><u>Line Item no. 5</u> OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work Quantity:2000</p>	<p>1) Kindly confirm the sizing requirements for the BOQ (i) the APM licenses required for OS/VM/Host for OS/DB/Middleware is irrespective of no. of cores & memory per node. (ii) Also confirm that the 2000 nodes will be total including Production, Pre-production, UAT, DR, Near Site, etc.</p>	Please refer the RFP Clause 2.72 and 2.73 under General Scope of work of page 71 of RFP.
553	74	Annexure 14	Table-A-Price details for proposed solution in Canara Bank	<p><u>Line Item no. 6</u> Business Application monitoring licenses etc. as per Technical Specifications and Scope of work Quantity:100</p>	Please provide clarity on this in case this would be superseded by Clause 5 above, or this is over and above Clause 5.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
554	74	Annexure 14	Table-A-Price details for proposed solution in Canara Bank	<p><u>Line Item no. 6</u> Business Application monitoring licenses etc. as per Technical Specifications and Scope of work</p> <p>Quantity:100</p> <p><u>Line Item no. 5</u> OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work</p> <p>Quantity:2000</p>	<p>Host based licensing is not an industry standard way of licensing APM tools in the market. For establishing accurate number of licenses to be quoted and to make sure that all bidders quote for same number of licenses and to maintain parity across bids - we request the following information:-</p> <ol style="list-style-type: none"> 1.How many maximum number JVMs should we assume per host? 2.How many maximum number of containers should we assume per host? 3.How many maximum cores (vCPUs) should we assume per host? 4.How much RAM size should we assume per host? 	Bidder has to comply with RFP Terms.
555	74	Annexure 14	Table-A-Price details for proposed solution in Canara Bank	<p><u>Line Item no. 6</u> Business Application monitoring licenses etc. as per Technical Specifications and Scope of work</p> <p>Quantity:100</p> <p><u>Line Item no. 5</u> OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work</p> <p>Quantity:2000</p>	<p>Since number of business applications are mentioned as 100 and technical requirements in Annexure 7 and scope of work in Annexure 8 includes measuring digital experience, mobile app monitoring and synthetic transactions monitoring, we request the following information too to come out with required number of licenses for browser app real user monitoring, mobile app real user monitoring and synthetic transactions monitoring :-</p> <ol style="list-style-type: none"> 1. No of page views / requests in a day / month 2. No of active mobile app users / month 3. No of bank locations from where synthetic transactions needs to be executed 4. No of vendor cloud locations from where synthetic transactions needs to be executed 5. No of transactions, transactions steps to be executed and frequency of those execution (for e.g. every 15 min, every hour, etc.). 	Details will be shared to selected Bidder only.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
556	75	Annexure 14	Table-D-Charges for additional licenses for Proposed Solution in Canara Bank	<p><u>Line Item no. 1</u> OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work</p> <p>Quantity:100</p>	<p>Please clarify that the quantity (100) that is present in the Bill of material is total number of servers including both Physical and Virtual servers (Total OS Instances)</p> <p>Out of 100 OS instances, please clarify on</p> <ol style="list-style-type: none"> 1. Total no. of Database OS instances to be monitored and type of databases (i.e. Oracle, MS SQL, DB2, etc.) present in the Bank environment 2. Total number of OS instances where middleware are hosted to be monitored 3. Total number of No. of Application OS Instance means an OS instance (physical or virtual machine) that runs an application component to be monitored? 4. Total number of OS instances contains jvm/.net application are hosted (app Layer) 5. Approximately how many instances you are looking to monitor using agent-based and agent-less monitoring? 6. Virtualization platforms in place (HyperV/Vmware/XEN/HP/Oracle) in the Bank environment? This would help us to factor the HWSizing considering this. 	<p>Yes it is OS Instances. The Breakup details will be shared to selected bidder.</p>
557	75	Annexure 14	Table-D-Charges for additional licenses for Proposed Solution in Canara Bank	<p><u>Line Item no. 2</u> Business Application monitoring licenses etc. as per Technical Specifications and Scope of work</p> <p>Quantity: 10</p>	<p>Please clarify on the business application monitoring licenses (10) provided in the Bill of material. Is the 10 quantity is the total number of applications/websites present in the bank environment?</p> <ol style="list-style-type: none"> 1. Provide how many applications are present for which Application Performance Management is required? (No of critical applications to be monitored and type of application (J2EE/.Net based)) ? 2. Approximately how many healthy critical web transactions are important to capture and monitor against SAL from each application as part of synthetic monitoring? 3. Total number of OS instances contains jvm/.net application are hosted (app Layer) for deep dive analysis (code level) diagnostics? 4. Provide clarity on each application will be accessed by how many users and what is the frequency of accessing the application for End user monitoring management 5. Amount of data that we will be generated by applications (MBPS). Amount of application traffic (throughput) at Datacenter switch 6. How many number of locations applications are be hosted? 	<p>Details will be shared to selected Bidder only.</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
558	75	Annexure 14	Table-D-Charges for additional licenses for Proposed Solution in Canara Bank	<p><u>Line Item no. 1</u> OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work</p> <p>Quantity:100</p>	<p>Please clarify that the quantity (100) that is present in the Bill of material is total number of servers including both Physical and Virtual servers (Total OS instances)</p> <p>Out of 100 OS Instances, please clarify on</p> <ol style="list-style-type: none"> 1. Total no. of Database OS instances to be monitored and type of databases (i.e. Oracle, MS SQL, DB2, etc.) present in the Bank environment 2. Total number of OS instances where middleware are hosted to be monitored 3. Total number of No. of Application OS Instance means an OS instance (physical or virtual machine) that runs an application component to be monitored? 4. Total number of OSI contains jvm/.net application are hosted (app Layer) 5. Approximately how many instances you are looking to monitor using agent-based and agent-less monitoring? 6. Virtualization platforms in place (HyperV/Vmware/XEN/HP/Oracle) in the Bank environment? This would help us to factor the HWSizing considering this. 	<p>Yes it is OS Instances. The Breakup details will be shared to selected bidder.</p>
559	77	Appendix-A	Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria	Whole Clause	<p>We are not found all Annexure and Appendix in RFP which has asked in RFP. Kindly provide the same.</p>	<p>Please visit Tender webpage under announcement in our corporate website. Link for the same is: "https://canarabank.com/User_page.aspx?ot hlink=5"</p>
560	83	APPENDIX-O (1)	Certificate regarding Tender for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank.	(to be provided on letter head by each OEM)	<p>Request to remove - as OEMs may not provide the same. MAF shall be provided as per format given in RFP.</p>	<p>Bidder has to comply with RFP Terms.</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
561	84	Appendix-O(2)	Certificate regarding Tender for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank.	(to be provided on letter head of Bidder)	Request to remove this considering RailTel as Public Sector Undertaking (Ministry of Railways).	Bidder has to comply with RFP Terms.
562	157	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS:	190. The Proposed Solution must have capability to tag the browser side actions to the corresponding server side service calls in the Bank's application stack in order to capture end user monitoring.	Please provide more information on the requirement.	Bidder has to comply with RFP Terms.
563	19 to 21	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Whole Clause	Since it is big project. We are requesting to kindly provide relaxation on payment terms, otherwise project cost will be increased. Kindly amend the payment terms as below: 1) Delivery and Power on : 85% payment of the total complete project after delivery and Power-on. 2) Implementation and Project Acceptance: 12% payment of the total project after Implementation and Project Acceptance. 3) Warranty : 3% payment of the total Project after Warranty or equivalent PBG value which has asked in Bid Schedule.	Bidder has to comply with RFP Terms.
564	19 to 21	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Warranty: 10% of total cost of Software Licenses/Subscription (OS & Middleware) After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.	Kindly confirm is it additional PBG or it is same which has asked in Bid Schedule.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
565	20-21	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment terms for OEM Software Licenses for Server & Application Monitoring Solution.	considering the Present Covid-19 situation and It's impact on vendors we request you to amend the term as below to get the approval to bid from our Management 80% against supply of OEM Software for Server & Application Monitoring Solution 10% against Successful installation, Implementation & Commissioning of proposed OEM Software for server & Application Monitoring in DC & DR on supplied hardware and UAT signoff of 100 Servers Host and 10 Applications. 10% against submission of bank guarantee for equivalent to 3%	Bidder has to comply with RFP Terms.
566	22-27	C. Deliverables and Service Level Agreements	Clause no. 8 to 14	8. Onsite Resources & Support 9. Escrow arrangement during Contract period: 10. Software, Drivers and Manuals 11. Warranty 12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period 13. Scope Involved During Warranty and ATS Period (if Contracted) 14. Mean Time Between Failures (MTBF)	Bank to kindly confirm that warranty, support, AMC/ATS conditions in respect of products/software supplied will be as per the OEM/OSD warranty terms and conditions and Bidder being an authorized reseller, will pass on such warranties "as-is", to the Bank. " All implied warranties are hereby specifically excluded. All support, maintenance, upgrades, patch/bug fixes, version upgrade/customizations, preventive maintenance to be provided by the OEM.	Bidder has to comply with RFP Terms.
567	NA	New Clause	NA	Single OEM will not qualify over here completely Customer also want source code monitoring for which vendor like AppsDynamic are specialized	Requesting bank to remove the clause for Single OEM.	Bidder has to comply with RFP Terms.
568	NA	NDA	NDA	NDA	Following para to be added in NDA: The confidentiality obligations under this NDA shall survive for the period of 1 year post termination of the Agreement	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
569	NA	Integrity Pact	Integrity Pact	<p>Fall clause</p> <p>8.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/Is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.</p>	Clause to be deleted	Bidder has to comply with RFP Terms.
570	NA	NA	NA	NA	<p>Clause non Solicitation to be added as under;</p> <p>Neither party shall, directly or through a third party contractor, solicit/induce/entice away or endeavour to solicit/induce/entice away an employee of the other party who is directly involved with Agreement, for 5 years after such resource has ceased to be engaged for performance of services under this Agreement. Notwithstanding the foregoing, this restriction either party may hire (a) personnel who independently respond to indirect solicitation (such as general newspaper advertisements, employment agency referrals, and internet postings) not targeting the personnel of the other Party and (b) personnel who have separated or have been separated from the services of a party provided that the hiring Party did not solicit such separation.</p>	Bidder has to comply with RFP Terms.
571	NA	NA	NA	NA	<p>Termination right to be added for Bidder/Vendor as under;</p> <p>Bidder/Vendor may terminate this Agreement and / or any SOW upon written notice to the Bank if Bank commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the first party.</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
572	NA	NA	NA	NA	Following clause to be added in payment terms: In the event of delay in installation or commissioning of equipment supplied by the Service Provider, or delay in submission of documents required under the RFP / Agreement / PO, or delay in issuance of the acceptance certificates by the Client, due to reasons beyond the reasonable control of the Service Provider, including but not limited to site not being ready, or force majeure situations, government orders and notifications, government ordered lockdown, epidemics and pandemics etc., the Client shall make immediate payment and not withhold payment of fees for the Products supplied and / or services already rendered, on this account. In such cases the Service Provider shall raise the invoice to the extent of the value of goods delivered and/or quantum of work performed and the Client shall make payment thereof. Further, It shall be the obligation of the Service Provider to perform all the unperformed / partially performed work and submit all the necessary documents in terms of the RFP / Agreement / PO as soon as practicably possible upon normalization of the situation.	Bidder has to comply with RFP Terms.
573	NA	NA	NA	General	How many network devices are available in the overall landscape under monitoring scope? Is this count included in server count of question 6 above?	This RFP is not for NWS.
574	NA	NA	NA	General	How many databases are available in the overall landscape under monitoring scope? Is this count included in server count of question 6 above?	Details will be shared to selected Bidder only.
575	NA	NA	NA	General	How many total page views are expected per year on the web applications under monitoring scope?	Details will be shared to selected Bidder only.
576	NA	NA	NA	General	How many applications will require synthetic monitoring? How many steps are required per synthetic test?	The quantity is already specified in the bill of material clause in Annexure 14 of this RFP
577	NA	NA	NA	General	What is the duration at which synthetic tests should be configured?	Details will be shared to selected Bidder only.
578	NA	NA	NA	General	Synthetic testing is required from how many locations?	Details will be shared to selected Bidder only.
579	NA	NA	NA	General	Is there any existing Server, Applications and Network monitoring tool currently used by Canara Bank?	The details will be shared with selected bidder
580	NA	NA	NA	General	What are your pain points from the servers and applications in scope of monitoring? Highlight issues faced in the last three months.	Please refer RFP Clauses for objective of RFP



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
581	NA	NA	NA	General	What is the architecture of applications along with their technological environment	Details will be shared to selected Bidder only.
582	NA	NA	NA	General	Who are the end users of applications under scope of monitoring? Are they internal, external or both?	Both
583	NA	NA	NA	General	How many total page views are expected on the web applications under monitoring scope?	Details will be shared to selected Bidder only.
584	NA	NA	NA	General	What kind of 3rd party systems does applications interact with?	This pre-bid query is inadequate to respond.
585	NA	NA	NA	General	What IoT devices are applications interacting with? Is monitoring of any IoT device also required?	No.
586	NA	NA	NA	General	What are the main KPIs you intend to monitor using SAMS (Server and Application Monitoring System)?	Details will be shared to selected Bidder only.
587	NA	NA	NA	General	What network monitoring KPIs/ metrics you want to capture using the monitoring solution?	This RFP is not for NMS.
588	NA	NA	NA	General	Which server and application SLAs do you intend to monitor using the solution?	Details will be shared to selected Bidder only.
589	NA	NA	NA	General	What are service coverage hours required for monitoring team? - 8*5 - 24*5 - 24*7	Please refer RFP Clause 8 for Onsite Resources & Support on Page 22 of RFP
590	NA	NA	NA	General	What are other third party tools with which you intend to integrate the proposed solution?	Details will be shared to selected Bidder only.
591	NA	G. GENERAL CONDITIONS	10. Insurance	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	It is assumed that Bank will take care of the insurance at Site (Bank Sites once delivered)	Bidder has to comply with RFP Terms.
592	NA	New Clause	NA	UAT Implementation	Please clarify on overall UAT implementation timelines	The details will be shared with selected bidder
593	NA	New Clause	NA	NA	STANDARD CLAUSES TO CONTRACTS	Bidder has to comply with RFP Terms.
594	NA	New Clause	NA	NA	Application Gathering Sheet	Bidder has to comply with RFP Terms.
595	NA	New Clause	NA	NA	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Bank.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
596	NA	New Clause	NA	NA	Bidder undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Bank wants the Bidder to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Bank will support Bidder with change request for additional cost incurred by Bidder for complying to new minimum wages. Bidder will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	Bidder has to comply with RFP Terms.
597	NA	New Clause	NA	NA	Bank hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Bank agrees that Bidder shall not be in any manner be liable for any delay arising out of Bank's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to Bidder based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the Bank	Bidder has to comply with RFP Terms.
598	NA	New Clause	NA	NA	Since Bidder is acting as a reseller of completed products, Bidder shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Bank shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products.	Bidder has to comply with RFP Terms.
599	NA	New Clause	NA	NA	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
600	NA	New Clause	NA	NA	The risk, title and ownership of the products shall be transferred to the Bank upon delivery of such products to the Bank	Bidder has to comply with RFP Terms.
601	NA	New Clause	NA	NA	Bank acknowledges that personnel to be provided by Bidder represent a significant investment in recruitment and training, the loss of which would be detrimental to Bidder's business. In consideration of the foregoing, Bank agrees that for the term of this Agreement and for a period of one year thereafter, Bank will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Bidder employee, or induce any such individual to leave the employ of Bidder. For purposes of this clause, a Bidder employee means any employee or person who has who has been involved in providing services under this Agreement.	Bidder has to comply with RFP Terms.
602	NA	New Clause	NA	NA	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder performance is effected , delayed or causes non-performance due to Bank's omissions or actions whatsoever.	Bidder has to comply with RFP Terms.
603	NA	New Clause	NA	NA	Services and/or deliverables shall be deemed to be fully and finally accepted by Bank in the event when Bank has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Bank uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Bank.	Bidder has to comply with RFP Terms.
604	NA	New Clause	NA	NA	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
605	NA	New Clause	NA	NA	Successful Bidder may terminate the Agreement upon written notice to the Bank in the event that the Bank commits a material breach of the Agreement or Statement of Work, including non-payment of fees and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice. In the event of termination Bank shall pay Bidder for goods delivered and services rendered till the date of termination.	Bidder has to comply with RFP Terms.
606	NA	New Clause	NA	NA	All the payments to be made within 30 days of monthly submission of invoice	Bidder has to comply with RFP Terms.
607	NA	New Clause	NA	NA	Notwithstanding anything contained elsewhere, the Request for Proposal and/or contract signed between the Bank and the successful bidder ("Contract") shall specify the document to be issued by the Bank for procuring the deliverables ("Procuring Document"). Such Procuring Document shall - (a) Be solely governed by the terms and conditions of the Contract (b) Make an express reference to the Contract It is also clarified that no pre-printed terms and conditions mentioned in the Procuring Document shall apply to the successful bidder.	Bidder has to comply with RFP Terms.

Date: 08/03/2021
Place: Bengaluru


Deputy General Manager


