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1	2	A. BID SCHEDULE & ABBREVIATIONS	Last Date and Time for submission of bids	19/03/ 2021, Friday up to 3:00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annexe), Naveen Complex, 14 M G Road, Bengaluru - 560001	Request Bank to extended the bid submission date from 19/03/2021 to 2/04/2021 as it would require minimum 3 weeks for successful submission of the bid from the date of pre-bid clarifications.	Bidder to comply RFP terms.
2	12	B. INTRODUCTION	7. Participation Methodology	7.4. In the event of the Bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the Bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-13.	We being APM authorized partner for Implementation and support activities for multiple OEM's. We understand from this clause that we can submit our proposal along with authorized implementation certificates - Kindly confirm 1. Participation with multiple bidder/SIs for the implementation & support services of their selected OEM's.	Bidder to comply RFP terms
3	12	B. INTRODUCTION	8. Eligibility Criteria	8.2. interested Bidders, who can Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) and meet the Eligibility Criteria as per Annexure-2 may respond.	We request bank to include criteria for OEM authorized partner for implementation services and support proposed for this RFP by SI/Bidder.	Bidder to comply RFP terms
4	16 & 22	C. Deliverables & Service Level Agreements (SLAs)	5. Uptime & 8. Onsite Resources & Support	5.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Annexure-7 and Annexure-8, during the period of the Contract and also during AMC/ATS, if contracted, which shall be calculated on monthly basis. & 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.	Request bank to clarify	Bidder has to comply with RFP Terms.
5	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 TCY (under all the penalties & Liquidated damages clause).	Bidder to comply RFP terms
6	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 10% of invoice value (plus GST) during warranty period and 50% of AMC /ATC amount payable for one year ( plus GST) during AMC /ATS Period.	Request Amendment as below The Maximum penalty levied shall not be more than 5% of invoice value (plus GST) during warranty period and 5% of AMC /ATC amount payable for one year ( plus GST) during AMC /ATS Period	Bidder to comply RFP terms



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7	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 10% of invoice value (plus GST) during warranty period and 50% of AMC /ATC 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 to comply RFP terms
8	19	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	For H/w: 1. Deliver and power on of the H/w: 70% of total cost of H/w 2. Installation: 10% of total cost of H/w 3. Project Acceptance: 10% of total cost of H/w 4. 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. For Software License: 5. Deliver of the S/w: 70% of total cost of S/w 6. Installation: 20% of total cost of S/w 7. 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. For Server & Application Monitoring Solution: 8. 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: 20% of total cost of OEM Software for Server & Application Monitoring. 9. Production Signoff of 100 Servers Host and 10 Applications: 30% of total cost of OEM Software for Server & Application Monitoring. 10. 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. : 20% of total cost of OEM Software for Server & Application Monitoring. 11. Completion of Code Audit & VAPT Observation Demonstration of deployed solution to Top Management and Project Acceptance: 10% of total cost of OEM Software for Server & Application Monitoring. 12. Delivery of Software Licenses/Subscription (OS & Middleware): 10% of total cost of OEM Software for Server & Application Monitoring 13. Warranty: 10% 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. Other: 14. Implementation: 100% of the Implementation charges will be paid on the Completion of implementation and Project Acceptance Signoff issued by the Bank Team. 15. Training: 100% Payment will be released within 30 days after completion of Training.	Request Bank to amend the payment terms as: For H/w: 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. For Software License: 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. For Server & Application Monitoring Solution: 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. Other: 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.	Please refer Amendment.



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				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.		
9	19	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment terms for Hardware (Server/Switches/Storage/etc.)	Request for Change: On Supply of Hardware :- 80% . On Installation :- 10% . On Project Acceptance :- 5% Warranty :- 5% .	Please refer Amendment.
10	19	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	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.	Listed activities given in the implementation are enterprise level and takes definite duration. We request to release the payment on milestone basis of completing of one or more applications . Ex: 10% for each every application implementation.	Please refer Amendment.
11	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Terms For Software Licenses /Subscription(OS & Middleware)	Request Change: 80% of total cost of software licenses /subscription (OS & Middleware to be made ) upon delivery of software licenses/subscription( OS & Middleware )	Please refer Amendment.
12	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Terms For Software Licenses /Subscription(OS & Middleware)	Request Change: 10% of total cost of software licenses /subscription (OS & Middleware to be made ) upon successful Installation of & configuration of software licenses/subscription( OS & Middleware )	Please refer Amendment.
13	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Terms For Software Licenses /Subscription(OS & Middleware)	Request Change: 10% of total cost of software licenses /subscription (OS & Middleware to be made ) after completion of warranty period as per the registered warranty period issued by the OEM or on submission of bank guarantee for equivalent to 10% of the remaining payment.	Please refer Amendment.



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14	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Terms For OEM Software Licenses for server & application monitoring solution	Request for change 70% of total cost of OEM Software for server & application monitoring on supply/delivery to the bank . 10% on 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	Please refer Amendment.
15	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Terms For OEM Software Licenses for server & application monitoring solution	Request Change 10% on production signoff of 100 servers host and 10 applications	Please refer Amendment.
16	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Terms For OEM Software Licenses for server & application monitoring solution	Request Change 5% on complete rollout of proposed solution with required number of metrics , workflow and business and admin dashboard configured , submission of project documents covering installation and configurational details.	Please refer Amendment.
17	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Terms For OEM Software Licenses for server & application monitoring solution	Request bank to reconsider the payment schedules with minimum of 70% of the software licenses prices to be made in advance	Please refer Amendment.
18	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Terms For Software Licenses /Subscription(OS & Middleware)	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"	Please refer Amendment.
19	20	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	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 &amp; 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. on <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.	We request to amend this clause as below " 70% on complete delivery of software licenses 20% on Successful installation & configuration 10% After successful installation as per scope of work and Technical requirements and production of complete rollout sign off from bank team	Please refer Amendment.



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20	21	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Terms For OEM Software Licenses for server & application monitoring solution	5% on completion of code audit & VAPT observation. Demonstration of deployed solution to top management and project acceptance	Please refer Amendment.
21	21	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Terms C) Onsite Resources	Request for Change: Payment will be Monthly in arrears and within 7 days from the date of submission of invoice	Bidder to comply RFP terms
22	23	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support	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.	Bidder to comply RFP terms
23	23	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support	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)	Bidder to comply RFP terms
24	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.	Will 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	Bidder to comply RFP terms
25	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.	We request the payment to be released on monthly basis similar to other RFP's in canara bank for post production/L1 support activities	Bidder to comply RFP terms
26	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.	Bidder to comply RFP terms



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27	25	C. Deliverables & Service Level Agreements (SLAs)	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 to comply RFP terms
28	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.	We request bank to arrange necessary infrastructure for 2 applications mentioned in amendment to be executed in Bank premises. Whether bank will allow to use cloud infra during that POC and access of bank application will be provided	Bidder has to arrange required infrastructure for POC at on-prem.
29	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.	We request bank to evaluate authorized partner for implementation services and support in the POC stage itself so that the objective of POC of evaluation product and services will be addressed.	POC is to evaluate the proposed solution.
30	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.	We have multiple in-house solutions which can be integrated with the APM tool used. This will not only help bank in real time monitoring, but also gives a unified approach to monitoring.	Bidder to comply RFP terms



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31	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.	<u>Query / Clarification Reraised:</u> This particular specification is of specific OEM and would restrict/restraint Class I / Class II (Make In India) from participating in the RFP. Hence requesting bank to delete this clause. <u>Reason to Reraise:</u> This is clear specs of a specific OEM where in replay is the requirement. Action Replay is never part of APM and AIOPS/ITOPS but part of DevOps, This type of requirement is not recommended in Production monitoring system. No OEM can provide different functionality for UAT and different for Production. Request you to please have clear vision on these requirement. The same specs word by word can be linked in OEM site.	Bidder has to comply with RFP Terms.
32	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 respond, this is critical to understand How we will comply to specs.	Yes, it is required to capture digital experience for specific user categories like HNI. Etc
33	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.	All.
34	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).	<u>Query / Clarification Reraised:</u> Based on this clarification we will be able to decide on connector or approach we have to comply with Specs. Please provide details. <u>Reason to Reraise:</u> This will help OEM / SI to conclude on how they will demonstrate and Execute POC. Need clarity before selection.	Middleware: IBM WAS ND, Oracle WebLogic, Redhat JBOSS EAP, Apache Tomact, Spring boot etc.



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35	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 requires consolidated web interface / tool or solution which can be integrated with the APM tool used. This will not only help bank in real time monitoring, but also gives a unified approach to monitoring.	Bidder to comply RFP terms
36	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.	<b>Query / Clarification Reraised:</b> All the variants will be available, but the grouping can be based on any one that the bank wants. The query is to check the bank's preference. Is the bank looking for all the groupings as separate dashboards to be available? <b>Reason to Reraise:</b> These are rule based logics for grouping hence only one of the type will be possible at one deployment. This will help in understanding banks preference and expectaions, so as if there is any specific requirement by bank which needs to be delivered, so in case if it needs some level of customizations, we can start from now to avoid any delivery delays.	The Grouping is required to be done based on the application based, technology based or geography based.
37	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.	<b>Query / Clarification Reraised :</b> What do you mean by "All ", Request you to provide a clear vision on what is banks expectations ?? <b>Reason to Reraise:</b> These are rule based logics for grouping hence only one of the type will be possible at one deployment. This will help in understanding banks preference and expectations, so as if there is any specific requirement by bank which needs to be delivered, so in case if it needs some level of customizations, we can start from now to avoid any delivery delays.	The Grouping is required to be done based on the application based, technology based or geography based.
38	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.	<b>Query / Clarification Reraised :</b> What do you mean by "All ", because our query clearly mentions "any other" also and grouping can be done only in one of the ways there can not be multiple ways to decide otherwise it becomes manual grouping if end user has to decide on multiple choice and than pick an option based on individuals understanding which causes serious problems. Request you to provide a clear vision on what is banks expectations ?? <b>Reason to Reraise:</b> This clarity is required for clearly defining the compliance and decide on Roadmap Item.	800 TPS for the business transactions. However, CBS being the primary business applications out of 100 business application, is having users concurrency of 60K Users and approximately 60K Netstat session at HTTP Layer, 40K at App layer and 20K DB Sessions at present.



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39	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.	<u>Query / Clarification Reraised:</u> This particular specification is of specific OEM and would restrict/restraint Class I / Class II (Make In India) from participating in the RFP. Hence requesting bank to delete this clause. <u>Reason to Reraise:</u> The rephrase will not help as this specs still looks proprietary, request you to remove this specs.	The referred clause was already ammended:  "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."
40	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.	<u>Query / Clarification Reraised:</u> This type of requirement is not recommended in Production monitoring system. No OEM can provide different functionality for UAT and different for Production. Request you to please have clear vision on these requirement. The same specs word by word can be linked in OEM site. <u>Reason to Reraise:</u> This particular specification is of specific OEM and would restrict/restraint Class I / Class II (Make In India) to participate in the RFP. Hence requesting bank to delete this clause.	Bidder has to comply with RFP Terms.
41	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.	This type of requirement is not recommended in Production monitoring system. No OEM can provide different functionality for UAT and different for Production. Request you to please have clear vision on these requirement. The same specs word by word can be linked in OEM site.	Bidder has to comply with RFP Terms.



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42	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.	<u>Query / Clarification Reraised:</u> This particular specification is of specific OEM and would restrict/restraint from Class I / Class II (Make In India) to participate in the RFP. Hence requesting bank to delete this clause. <u>Reason to Reraise:</u> This is clear specs of a specific OEM where in code profiling is the requirement. Code profiling in never part of APM and AIOPS/ITOPS but part of DevOps , This type of requirement is not recommended in Production monitoring system. No OEM can provide different functionality for UAT and different for Production. Request you to please have clear vision on these requirement. The same specs word by word can be linked in OEM site.	The Clause donot refers for code profiling. Bidder has to comply with RFP Terms.
43	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.	<u>Query / Clarification Reraised :</u> This particular specification is of specific OEM and would restrict/restraint Class I / Class II (Make In India) to participate in the RFP. Hence requesting bank to delete this clause. <u>Reason to Reraise:</u> This is clear specs of a specific OEM where in code profiling is the requirement. Code profiling in never part of APM and AIOPS/ITOPS but part of DevOps , This type of requirement is not recommended in Production monitoring system. No OEM can provide different functionality for UAT and different for Production. Request you to please have clear vision on these requirement. The same specs word by word can be linked in OEM site.	Bidder to comply RFP terms
44	57	Annexure-7 Technical & Functional Requirement of Server and Application Monitoring Solution (SAMS) - Section 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, EDM kinds of operations have to be observed to capture Realtime production trends. Hence a time period of at least 4-5 weeks is requested.	It will be Part B of Technical evaluation and POC will be performed with 60-70% coverage of Server Monitoring and Application Monitoring specs. The bidder has to showcase certain mandatory technical specification during POC on Bank discretion.



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45	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS:	<u>Note:</u> The above requirements are mandatory and will be verified by way of POC covering Scope of work	<u>Query / Clarification Reraised:</u> Out of the feature list provided, we are requesting the bank to finalize the feature set that fall under 60% - 70% coverage. This will help the bidder to plan sizing for demo / poc. <u>Reason to Reraise:</u> Need this clarity before even OEM / SI bid. As this would be deciding factor for any OEM / SI, if they really need to bid or not based on there Roadmap items.	It will be Part B of Technical evaluation and POC will be performed with 60-70% coverage of Server Monitoring and Application Monitoring specs. The bidder has to showcase certain mandatory technical specification during POC on Bank discretion.
46	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS:	<u>Note:</u> 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	It will be Part B of Technical evaluation and POC will be performed with 60-70% coverage of Server Monitoring and Application Monitoring specs. The bidder has to showcase certain mandatory technical specification during POC on Bank discretion.
47	57	Annexure-7 Technical & Functional Requirement of Server and Application Monitoring Solution (SAMS) - Section A. TECHNICAL REQUIREMENTS	Note:	The above requirements are mandatory and will be verified by way of POC covering Scope of work	<u>Query / Clarification Reraised :</u> There is nothing called 60% -70% of specs, we request you to either define the specific specs for POC (subset of original specs- 40-50 specs ) or else allow OEM / SI to decide which all major functionalities they want to showcase <u>Reason to Reraise:</u> Need this clarity before even OEM / SI bid . As this would be deciding factor for any OEM / SI, if they really need to bid or not based on there Roadmap items.	It will be Part B of Technical evaluation and POC will be performed with 60-70% coverage of Server Monitoring and Application Monitoring specs. The bidder has to showcase certain mandatory technical specification during POC on Bank discretion.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
48	58	<u>Annexure-7</u> <u>Technical &amp; Functional Requirement of Server &amp; Application Monitoring Solution (SAMS)</u>	<b>B. HARDWARE &amp; SOFTWARE REQUIREMENTS:</b>  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, 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?	In Annexure 14, 2000 Node is not mentioned. Our Clause stated as 2000 Quantity of OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware etc.
49	58	<u>Annexure-7</u> <u>Technical &amp; Functional Requirement of Server &amp; Application Monitoring Solution (SAMS)</u>	<b>B. HARDWARE &amp; SOFTWARE REQUIREMENTS:</b>  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.	<u>Query / Clarification Reraised :</u> Please clarify what is the expectation of Bank when you mentioned "Node monitoring " will it be limited to Host level KPI monitoring like CPU utilization , Mem Utilization, Disk I/O Reads, Disk I/O Writes, Load Avg, availability KPI's etc. or this will also include any specific application level services running on top of the servers, Requesting you to provide a proper clarification. <u>Reason to Reraise:</u> This Query has been raised by multiple SFs and OEM's, as without clarity on this part it would be difficult to provide right sizing and also licensing will be a serious issue.	In Annexure 14, 2000 Node is not mentioned. Our Clause stated as 2000 Quantity of OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware etc



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50	58	<u>Annexure-7</u> <u>Technical &amp; Functional Requirement of Server &amp; Application Monitoring Solution (SAMS)</u>	<b>B. HARDWARE &amp; SOFTWARE REQUIREMENTS:</b> 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.	<u>Query / Clarification Reraised:</u> To achieve at the bank's RPO & RTO requirements right sizing has to be done w.r.t the underlying infrastructure and also the expected replication bandwidth sizing has to be provided back to bank. For this right sizing to be arrived additional details like the total number of JVMs, Databases, Webservers are needed. Hence we are requesting the bank to provide a total like of Databases, Application Instances, Webservers out of the 2000 nodes for the 100 applications. <u>Reason to Reraise:</u> To arrive at the sizing estimates the bidder can oversize the replication bandwidth and provide to bank which might prove costly to bank in turn.	All Applications are three tier. And the no of services and jvm is dyanmaic is nature based on the respective application workload. The detailed details will be provided to selected bidder.
51	58	<u>Annexure-7</u> <u>Technical &amp; Functional Requirement of Server &amp; Application Monitoring Solution (SAMS)</u>	<b>B. HARDWARE &amp; SOFTWARE REQUIREMENTS:</b> 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.	<u>Query / Clarification Reraised :</u> This can not be a reply for such queries, Please let us know how Bank expects OEM to define sizing without understanding the no. of services hosted in any application, no. of JVM's , Technologies deployed etc. as the no of OOB KPI's and availability KPI's are critical input parameters for arriving to approximate sizing. Also in the RFP RA being the way to conclude and with such heavy penalties no SI/OEM can buffer the sizing blindly. Hence again request you to please clarify this on priority. <u>Reason to Reraise:</u> This Query has been raised by multiple SI's and OEM's, as without clarity on this part it would be difficult to provide right sizing and without right sizing SI's will not be able to close on commercials.	All Applications are three tier. And the no of services and jvm is dyanmaic is nature based on the respective application workload.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
52	58	<u>Annexure-7</u> <u>Technical &amp; Functional Requirement of Server &amp; 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.	<u>Query / Clarification Reraised:</u> To achieve at the bank's RPO & RTO requirements right sizing has to be done w.r.t the underlying infrastructure and also the expected replication bandwidth sizing has to be provided back to bank. For this right sizing to be arrived additional details like the total number of JVMs, Databases, WebServers are needed. Hence we are requesting the bank to provide a total like of Databases, Application Instances, WebServers out of the 2000 nodes for the 100 applications. <u>Reason to Reraise:</u> To arrive at the sizing estimates the bidder can oversize the replicaion bandwidth and provide to bank which might prove costly to bank in turn.	All Applications are three tier. And the no of services and jvm is dyanmaic is nature based on the respective application workload. The detailed details will be provided to selected bidder.
53	58	<u>Annexure-7</u> <u>Technical &amp; Functional Requirement of Server &amp; 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.	<u>Query / Clarification Reraised :</u> Please clarify what is the expectation of Bank when you mentioned "Node monitoring " will it be limited to Host level KPI monitoring like CPU utilization , Mem Utilization, Disk I/O Reads, Disk I/O Writes, Load Avg, availability KPI's etc. or this will also include any specific application level services running on top of the servers, Requesting you to provide a proper clarification. <u>Reason to Reraise:</u> This Query has been raised by multiple SIs and OEM's, as without clarity on this part it would be difficult to provide right sizing and also licensing will be a serious issue.	In Annexure 14, 2000 Node is not mentioned. Our Clause stated as 2000 Quantity of OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc.
54	58	<u>Annexure-7</u> <u>Technical &amp; Functional Requirement of Server &amp; 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.	We request bank to clarify	The Proposed hardware should capable to handle the projected load till project tenure with average 50-55% resource utilization in any point of time during production workload or able to handle load for catering projected load upto 5000 agent licenses and 250 Business Application."



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
55	58	<u>Annexure-7</u>  <u>Technical &amp; Functional Requirement of Server &amp; Application Monitoring Solution (SAMS)</u>	<b>B. HARDWARE &amp; SOFTWARE REQUIREMENTS:</b>  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.	<b>Query / Clarification Re-raised:</b> 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? The explanation is provided in the points above. The non rolled up data size is directly proportional to the transactions being posted on the application. Hence the bank is requested to provide at least a total TPS of all the 100 applications together. <b>Reason to Re-raise:</b> This query has a direct impact on concluding the commercials and if this details would be shared to selected bidder, how bank expects SI's/ OEM's to close on commercial or will bank allow selected bidder to change the commercials after selection process. The commercial impact is both for the bidder for storage sizing and the bank to procure the WAN bandwidth.	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 three months and max one hour rollup beyond three months till one year and max day wise roll up beyond one year.
56	58	<u>Annexure-7</u>  <u>Technical &amp; Functional Requirement of Server &amp; Application Monitoring Solution (SAMS)</u>	<b>B. HARDWARE &amp; SOFTWARE REQUIREMENTS:</b>  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?	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 three months and max one hour rollup beyond three months till one year and max day wise roll up beyond one year.
57	58	<u>Annexure-7</u>  <u>Technical &amp; Functional Requirement of Server &amp; Application Monitoring Solution (SAMS)</u>	<b>B. HARDWARE &amp; SOFTWARE REQUIREMENTS:</b>  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.	We request bank to clarify	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 three months and atleast one hour rollup beyond three months till one year and day wise roll up beyond one year.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
58	58	Annexure-7  <u>Technical &amp; Functional Requirement of Server &amp; 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.	<u>Query / Clarification Re-raised :</u> 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? <u>Reason to Re-rarise:</u> This query has a direct impact on concluding the commercials and if this details would be shared to selected bidder, how bank expects SI's/ OEM's to close on commercial or will bank allow selected bidder to change the commercials after selection process.	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 three months and max one hour rollup beyond three months till one year and max day wise roll up beyond one year.
59	67	Annexure-8	Scope of Work	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.	<u>Query / Clarification Re-raised :</u> This can not be a reply for such queries, Please let us know How Bank expects OEM to define sizing without understanding the Transactional Load in any application as the TPS is a critical input parameters for arriving to approximate sizing. Also in the RFP RA being the way to conclude and with such heavy penalties no SI/OEM can buffer the sizing blindly. Hence again request you to please clarify this on priority. <u>Reason to Re-rarise:</u> This Query has been raised by multiple SI's and OEM's, as without clarity on this part it would be difficult to provide right sizing and without right sizing SI's will not be able to close on commercials.	800 TPS for the business transactions. However, CBS being the primary business applications out of 100 business application, is having users concurrency of 60K Users and approximately 60K Netstat session at HTTP Layer, 40K at App layer and 20K DB Sessions at present.
60	67	Annexure-8	Scope of Work	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.	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.	800 TPS for the business transactions. However, CBS being the primary business applications out of 100 business application, is having users concurrency of 60K Users and approximately 60K Netstat session at HTTP Layer, 40K at App layer and 20K DB Sessions at present.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
61	67	Annexure-8	Scope of Work	<p><b>2.General Scope of Work:</b></p> <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><b>Query / Clarification Reraised:</b></p> <p>Please clarify the context of "process" in the statement, does it refer to a end user journey, or an application service or an instance of application? This defines the total sizing of the solution. If there are 100 applications and each application has 4 processes then the total TPS should be 3200 TPS per application and 320000 TPS in total.</p> <p><b>Reason to Reraise:</b></p> <p>This clarification will directly impact sizing of Servers and storage requirement as Bank has asked on "6 months roll up data".</p>	<p>800 TPS for the business transactions. However, CBS being the primary business application, is having users concurrency of 60K Users and approximately 60K Netstat session at HTTP Layer, 40K at App layer and 20K DB Sessions at present.</p>
62	67	Annexure-8	Scope of Work	<p>2.50. The Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced OEM personnel only.</p>	<p>Pl clarify whether the hardware and software installation and configuration has to be done by OEM only or authorised partner can also do the hardware and software installation and configuration</p>	<p>The Clause doesnot pertaining to our RFP</p>
63	74	Annexure 14	Table-A-Price details for proposed solution in Canara Bank	<p><b>Line item no. 5</b></p> <p>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>We are requesting this information to arrive at necessary infrastructure, BOQ, Implementation effort for proposing the commercials</p> <p>1) Kindly confirm the sizing requirements for the BOQ</p> <p>(i) the APM licenses required for OS/VM/Host for OS/DB/Middleware is irrespective of no. of cores &amp; memory per node.</p> <p>(ii) Also confirm that the 2000 nodes will be total including Production, Pre-production, UAT, DR, Near Site, etc.</p>	<p>Please refer RFP Clauses No. 2.72. and 2.73 on Page No. 71 under General Scope of Work and comply RFP terms</p>
64	74	Annexure 14	Table-A-Price details for proposed solution in Canara Bank	<p>1,2,3,4,7,8</p> <p>General</p>	<p>We being APM authorized partner for implementation and support activities. We request bank to remove the Hardware and system software related components from it so that we can participate directly to this RFP and provide value added services.</p> <p>In the past various Banks, Insurance and Public sector organizations has released the RFP without Hardware &amp; It's related components. We kindly request to consider the same.</p>	<p>Bidder to comply RFP terms</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
65	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</p> <p>Quantity:2000</p>	<p><u>Query / Clarification Reraised :</u> Please provide clarity on Application front. How many nodes are covered under 100 Applications also provide bifurcation on Web , App, middleware , DB instances for these 100 Applications.</p> <p><u>Reason to Reraise:</u> This query has been raised by multiple SI's and OEM's, as this is critical for defining commercials but the type of replies / responses provided against the same queries vary drastically which is causing confusion for OEM as at one place bank is stating 100 OS server instance while at another similar query bank is responding stating 100 applications.</p>	For APM, we have already specified as 100 Business Application Licenses.
66	74	Annexure 14	Table-A-Price details for proposed solution in Canara Bank	<p><u>Line Item No. 10</u> Bill of Materials ( Price details for proposed solution in Canara Bank) - Point 10 : Total Cost of Ownership for five years contract period (Sum of Column I for rows 1,2,3,4,5)</p>	We request bank to Change it to(Sum of Column I for rows 1,2,3,4,5,6,7,8,9)	Bidder has to comply with RFP Terms.
67	NA	NA	General	We request bank to allow online submission of bid, due to current pandemic(COVID-19),many companies like us are working from home and it is difficult for us to submit physical bid.	We request bank to allow online submission of bid, due to current pandemic(COVID-19),many companies like us are working from home and it is difficult for us to submit physical bid.	Bidder has to comply with RFP Terms.

Date: 19/04/2021  
Place: Bengaluru

*S. S. Sathya*  
Deputy General Manager  
*S B*

