

**REQUEST FOR PROPOSAL [RFP]**  
**FOR**  
**“SUPPLY, INSTALLATION, CONFIGURATION, IMPLEMENTATION,**  
**COMMISSIONING, MAINTENANCE & MANAGEMENT OF**  
**SERVER & APPLICATION MONITORING SOLUTION (SAMS)**  
**IN**  
**CANARA BANK”**

Issued by: Canara Bank,  
Procurement Group, 1<sup>st</sup> Floor,  
DIT Wing, Naveen Complex,  
14, MG Road, Bengaluru -560 001  
Phone No - 080- 25590070,25584873  
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**A. BID SCHEDULE & ABBREVIATIONS**

**1. BID SCHEDULE**

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 27/2020-21 dated 04/01/2021
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)
4.	Bank's Address for Communication	Deputy General Manager Canara Bank, Procurement Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001
		Senior Manager, Procurement Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: <a href="mailto:dittenders@canarabank.com">dittenders@canarabank.com</a>
5.	Date of Issue of RFP	04/01/2021, Monday
6.	Tender Fee (Non-refundable)	Waived (Bidder has to submit Declaration as per Appendix-N)
7.	Earnest Money Deposit (Refundable)	Waived (Bidder has to submit Declaration as per Appendix-N)
8.	Performance Guarantee/Bid Security Bank	3% of Total Order Value
9.	Purchase Preference Policies	Applicable
10.	Last Date and Time for Submission of Bids	27/01/2021, Wednesday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
11.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	27/01/2021, Wednesday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
12.	Date and time for opening of Technical Bid Part-B / Commercial Bid Part-C	Will be intimated at a later date.

13.	Pre-bid Meeting Date & Time	<p>i. Pre-bid meeting will be held on 18/01/2021, Monday at 3.30 PM. <u>Venue:</u> Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.</p> <p>ii. Pre bid queries should be submitted as per Appendix-D.</p> <p>iii. Pre-bid Queries to E-mail <a href="mailto:dittenders@canarabank.com">dittenders@canarabank.com</a> must reach us on or before 15/01/2021, Friday at 3.00PM. Subject of the email should be given as "Pre Bid Queries for RFP 27/2020-21 dated 04/01/2021". <u>Queries reaching afterwards will not be entertained.</u></p>
14.	Other Details	<p>i. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.</p> <p>ii. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website <a href="https://www.canarabank.com/tenders.aspx">https://www.canarabank.com/tenders.aspx</a></p> <p>iii. No suggestions or queries shall be entertained after pre-bid meeting.</p>
<p>This document can be downloaded from following website <a href="https://www.canarabank.com/tenders.aspx">https://www.canarabank.com/tenders.aspx</a> and <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a>. In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Canara Bank, payable at Bengaluru and submit the same as mentioned above.</p> <p>Any amendments, modifications, Pre Bid replies &amp; any communication etc. will be uploaded in the Bank's website only(i.e. <a href="https://www.canarabank.com/tenders.aspx">https://www.canarabank.com/tenders.aspx</a>). No individual communication will be sent to the individual bidders.</p>		



**DISCLAIMER**

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank’s Website (<https://www.canarabank.com/tenders.aspx>) and it will become part and parcel of RFP.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Canara Bank reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.



**2. Abbreviations:**

1.	AIOPS	Artificial Intelligence for IT Operations
2.	AMC	Annual Maintenance Contract
3.	ATS	Annual Technical Support
4.	APM	Application Performance Monitoring
5.	NMS	Network Monitoring Solution
6.	BG	Bank Guarantee
7.	BOM	Bill of Material
8.	DD	Demand Draft
9.	DEM	Digital Experience Monitoring
10.	DIT	Department of Information Technology
11.	EMD	Earnest Money Deposit
12.	GST	Goods and Service Tax
13.	HO	Head Office
14.	HTTP	Hyper Text Transfer Protocol
15.	HTTPS	Hyper Text Transfer Protocol Secure
16.	ISDN	Integrated Services Digital Network
17.	ITIM	IT Infrastructure Monitoring
18.	ITU	International Telecommunication Union
19.	LAN	Local Area Network
20.	LD	Liquidated Damage
21.	MAF	Manufacturer Authorisation Form
22.	MSE	Micro and Small Enterprises
23.	MSME	Micro Small & Medium Enterprises
24.	MTBF	Mean Time Between Failure
25.	MTTR	Mean Time To Restore
26.	NEFT	National Electronic Funds Transfer
27.	NI Act	Negotiable Instruments Act
28.	NPMD	Network Performance Monitoring and Diagnostics
29.	OEM	Original Equipment Manufacturer
30.	OS	Operating System
31.	PERT	Project Execution and Review Technique
32.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
33.	RTGS	Real Time Gross Settlement
34.	UAT	Users Acceptance Test
35.	VAPT	Vulnerability Assessment and Penetration Test
36.	SAMS	Server & Application Monitoring Solution



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## B. INTRODUCTION

### 1. About Canara Bank

- 1.1. CANARA BANK is a fourth largest public sector bank owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. Ammembal Subba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Head office is located at 112, J C Road Bengaluru-560002 and Department of Information Technology wing located at Naveen Complex, No.14, M G Road, Bengaluru-560001.
- 1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.
- 1.3. The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

### 2. Definitions

- 2.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Clause 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for "Supply, Installation, Configuration, Implementation and Maintenance of Servers and Other related items in Canara Bank".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means "Supply, Installation, Configuration, Implementation and Maintenance of Servers and Other related items in Canara Bank" as per the Technical Specifications mentioned in this RFP.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder' / 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the Reverse Auction process, subject to compliance to all the Terms and Conditions of the RFP, etc.

### 3. About RFP

The Bank intends to procure Server & Application Monitoring Solution (SAMS). In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.





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.

- 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.

**6. Requirement Details**

- 6.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for procurement of Server & Application Monitoring Solution (SAMS) in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. This tender consists of following requirements:

Item details	Location
Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) as per Annexure-7 (Technical/ Functional Requirements) and Annexure-8 (Scope of Work)	DC-Bengaluru & DRC-Mumbai

- 6.2. The term of contract will be for a period of Three (3) years Warranty and Two (2) Years AMC (if contracted). The renewal will be at the sole discretion of the bank and based on the performance of the bidder during the contract period.
- 6.3. The Contract with the selected vendor will be valid from the date of acceptance of Purchase Order to Five (5) years from the date of implementation signoff given by the bank. The contract will be deemed completed only when all the contracted services by the Bank are provided and accepted by the Bank as per the requirements of the contract executed between Bank and the vendor.
- 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.

**7. Participation Methodology**

- 7.1. In a tender either the authorized Bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 7.2. If a Bidder bids on behalf of the Principal/OEM/OSD, the same Bidder shall not submit a bid on behalf of another Principal/OEM/OSD in the same tender for the same item/product/service.
- 7.3. If any product of Principal/OEM/OSD is being quoted in the tender, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product in the same tender.



1.2.2

- 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.

## 8. Eligibility Criteria

- 8.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and RFP for "Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank" in the Bank shall hereinafter be referred as "Solution".
- 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.
- 8.3. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" and not accompanied by relevant proof documents will not be considered for evaluation.

## 9. Scope of Work

- 9.1. The Broad Scope of work shall include but not be limited as mentioned in Annexure-8. 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.

### 9.2. Project Completion and Management

- 9.2.1. For smooth completion of project, the Bidder should identify one or two of its representatives as project manager/SPOC at Bengaluru as a single point of contact for the Bank. The project manager will be responsible to conduct meetings with bank & OEM and rollout the implementation successfully. The Project Manager should be sound in the proposed solution and should have required experience. The project manager should not be onsite support resources.

- 9.2.2. Bank in its own discretion to conduct screening process for project manager.

- 9.2.3. Project implementation team should be conversant with all rules and conditions to resolve the issues, if any.

## 10. Technical / Functional Requirements

The Bidder shall comply with the Technical & Functional Specifications narrated in Annexure-7. The bidder should also maintain confidentiality of information shared with them during the tenure of the project.

## 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. The working of the implemented solution should be demonstrated to the Bank after completion of the implementation and the review and feedback should be implemented. Bidder has to arrange training in Bank Premises at Bengaluru or can provide online training. Bidder should provide the training material and hands-on during the training.
- 11.2. OEM Training to the Bank's team on configuring, administering, monitoring, supervising, report generation and usage of the proposed Monitoring solution.
- 11.3. Training hours should be 10 AM to 05 PM but not limited to.
- 11.4. The details of the training are to be provided by the Bidder and shall be subject to evaluation by the Bank to ensure that all the components of the system are covered in the training by the Bidder.
- 11.5. The selected bidder shall provide training to the Bank/participants.
- 11.6. The selected bidder shall provide certification from OEM to the Bank/participants.
- 11.7. The selected bidder should also make provision for downloadable lessons/User manuals/procedure documents.
- 11.8. The selected bidder shall provide OEM Training to bank officials as under:

Sl. No.	Details	No of Days	Batch Size	No. of Batches
1.	Pre implementation	3 days	5	2
2.	Post Implementation	3 days	5	2



**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.
- 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.
- 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.
- 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.
- 1.5. Bank reserves the right to change/modify locations for supply of the solution. 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.
- 1.6. The Installation will be deemed as incomplete if any component of the hardware or software is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.
- 1.7. Commissioning of the hardware and software will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.

- 1.8. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.

## 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.
- 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.
- 2.3. The selected bidder has to work with different teams of Bank & application OEMs to understand the policies requirement and configurations of respective applications for the offered solution.
- 2.4. Bank in its own discretion to exempt any delay in such engagement with bank existing vendors which effects project timelines.

## 3. Security

- 3.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.
- 3.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support that may leads to the vulnerability of the system. The access will be available within Bank Network only i.e. DC/DRC/Head Office for providing extended support by OEM apart from onsite support if required.
- 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.
- 3.4. The Bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backed up copies.
- 3.5. The Bidder has to follow the industry best practices in Configuration of Operating System and other Software.
- 3.6. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.
- 3.7. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.
- 3.8. Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.



- 3.9. The selected bidder will have to establish all the necessary procedures/infrastructure/technology /personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.

#### 4. Acceptance

- 4.1. Bank will evaluate the offered Solution implemented by the bidder. If the Solution experiences no failures and functions according to the requirements of the RFP as determined by the Bank during the implementation period, then the solution will be accepted by the Bank and the project will be considered as deemed signed-off.
- 4.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.
- 4.3. The warranty will cover all supplied components includes software. The Selected bidder need to ensure the following:
- 4.3.1. The warranty start date of hardware will be considered after successful delivery signoff (Proof of Delivery) issued by Bank officials at respective site (i.e. DC, Bengaluru and DRC, Mumbai) on completion of certain activities like delivery, unpacking of shipped boxes, mounting, power-on and Bill of material verification by Bank officials.
- 4.3.2. The warranty start date of Operating System License/Subscription, middleware licenses, database licenses etc. should be postdate of warranty start date of hardware.
- 4.3.3. The warranty start date of the OEM Software for Server and Application monitoring will be applicable after Project acceptance & Signoff.

#### 5. Uptime

- 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.
- 5.2. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.
- 5.3. If the Bidder is not able to attend the troubleshooting calls on solution working due to closure of the office/non-availability of access to the solution, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide the Monthly uptime reports during the warranty period and ATS period, if contracted.
- 5.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.



5.5. The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total contracted minutes in a month} - \text{Downtime minutes within contracted minutes})}{\text{Total contracted minutes in a month}} \times 100$$

5.6. Contracted minutes of a month = No. of days in that month X 24 X 60.

## 6. Penalties/Liquidated Damages

6.1. Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under:

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.

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.

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).

6.2. 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:

Level of availability calculated on monthly basis	Penalty Amount
99.90% to 100%	No penalty
99.00% to 99.89%	0.10% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.
98.00% to 98.99%	0.20% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.
97.00% to 97.99%	0.30% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.
96.00% to 96.99%	0.40% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.



95.00% to 95.99%	0.50% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.
Less than 95.00%	1.00% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.

\*Invoice value of hardware, software and solution excluding AMC/ATS as per Table-A of Bill of Material.

- 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.
- 6.2.3. 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).
- 6.2.4. 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.
- 6.3. **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 charges (Exclusive of GST) payable for Resident Resource charges for that quarter.
- 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.
- 6.5. The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 6.6. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- 6.7. If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- 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.

- 6.9. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.
- 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.
- 6.11. All the above LDs are independent of each other and are applicable separately and concurrently.
- 6.12. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

## 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:

Sl. No.	Payment Milestone	Percentage of Payment	Condition/Remarks
<b>For Hardware (Server/Switches/Storage/etc.)</b>			
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.
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.
3.	Project Acceptance	10% of total cost of Hardware	After Project acceptance signoff issued from Bank Team along with Invoices
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.

<b>Software Licenses/Subsription (OS &amp; Middleware)</b>			
5.	Delivery of Software Licenses/Subsription (OS & Middleware)	70 % of total cost of Software Licenses/Subsription (OS & Middleware)	After complete delivery of Software Licenses/Subsription (OS & Middleware) and production of License/Subsription 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.
6.	Successful Installation & Configuration of Software Licenses/Subsription (OS & Middleware)	20 % of total cost of Software Licenses/Subsription (OS & Middleware)	After successful installation & Configuration of Software Licenses/Subsription (OS & Middleware) and production of License/Subsription 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.
7.	Warranty	10% of total cost of Software Licenses/Subsription (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.
<b>OEM Software Licenses for Server &amp; Application Monitoring Solution</b>			
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	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.
9.	Production Signoff of 100 Servers Host and 10 Applications.	30% of total cost of OEM Software for Server & Application Monitoring	After Successful Installation as per Scope of Work and Technical requirements and on production of Production signoff from Bank Team along with Invoices
10.	Complete rollout of proposed solution with required number of Metrics, workflow 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	After Successful Installation as per Scope of Work and Technical requirements and on production of complete rollout signoff from Bank Team along with Invoices

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	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
12.	Delivery of Software Licenses/Subscription (OS & Middleware)	10% of total cost of OEM Software for Server & Application Monitoring	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.
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.
<b>Other</b>			
14.	Implementation	100%	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.
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.

- 7.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus one copy) reflecting GST, GSTIN, HSN Code, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's/ Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.
- 7.3. The vendor has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
- 7.4. Bank will not pay any amount in advance.
- 7.5. Payment shall be released within 30 days from submission of relevant documents as per RFP terms.



- 7.6. The bank shall finalize the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
- 7.7. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

## 8. Onsite Resources & Support

- 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:
  - 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.
  - 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.
  - 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.
- 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.
- 8.3. The L0 support resources will be provided by Bank for monitoring the alert and incident reporting, however bidder need to provide training for covering monitoring and troubleshooting of proposed solution. The resource count will be inform to selected bidder.
- 8.4. The onsite support will be commenced after successful project sign-off/acceptance. However, Bidder need to onboard L1 and L2 resources based on the project schedule to that complete hand over should take place in advance by implementation team.
- 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

- 8.5.5. Passport - Duly attested photocopy by candidate and Bidder HR
- 8.5.6. Background Police Verification report - Duly attested photocopy by candidate and Bidder HR
- 8.6. The resources without having above documents will not be consider for screening.
- 8.7. Bank will be conducting the screening/technical interviews for onsite resources before onboarding, the bidder is required to submit KYC documents before one week prior of screening. The bidder is required to onboard the onsite resources after successful screening.
- 8.8. Bidder will be responsible for attending complaints during all hours 8x7x365 basis of contract period.
- 8.9. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.
- 8.10. Support has to cover to solve day-to-day issue while using the proposed solution in our environment like resolving the issues related to incident, security threat, signature updates, daily updates, product related issues and any other issues to the Bank as per SOW/SLA at no extra cost.
- 8.11. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires OEMs technical person's/ product developer etc. intervention, Bidder has to take up suitability with the appropriate level at OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, Bidder will submit the same for further analysis in consultation with the Bank.
- 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.
- 8.13. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.
- 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.
- 8.15. However, penalty shall be applicable as per uptime clause.
- 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.



**9. Escrow arrangement during Contract period:**

- 9.1. The Bidder shall inform the Bank about the software if any developed by the Bidder/anyone supplying through the bidder, and customized to the requirements of the Bank.
- 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.
- 9.5. The application software should mitigate Application Security Risks; at a minimum, those discussed in OWASP top 10 (Open Web Application Security Project).
- 9.6. The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.
- 9.7. The Bidder should provide Application Security Certificate along with report of the proposed solution to Bank, However, Bank in its discretion to conduct Code audit to check the vulnerability associated with proposed software/solution, if in case observations are found then bidder has to take up with OEM immediately to attend the same for closure before project acceptance/signoff.

**10. Software, Drivers and Manuals**

All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

**11. Warranty**

- 11.1. The Bidder warrants that the Hardware/Software/Solution will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Software ("Warranty Period").
- 11.2. The Bidder has to provide comprehensive On-site replacement warranty for three (3) years for Proposed Solution (including all Hardware items, software items, operating system and licenses) and subsequent ATS/AMC of two years till project tenure of Five Years.

- 11.3. The warranty will cover all supplied components includes software. The Selected bidder need to ensure the following:
- 11.3.1. The warranty start date of hardware will be considered after successful delivery signoff (Proof of Delivery) issued by Bank officials at respective site (i.e. DC, Bengaluru and DRC, Mumbai) on completion of certain activities like delivery, unpacking of shipped boxes, mounting, power-on and Bill of material verification by Bank officials.
- 11.3.2. The warranty start date of Operating System License/Subscription, middleware licenses, database licenses etc. should be postdate of warranty start date of hardware.
- 11.3.3. The warranty start date of the OEM Software for Server and Application monitoring will be applicable after Project acceptance & Signoff.
- 11.4. The software/hardware deployed for this project shall be under Comprehensive Onsite Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of three (3) years.
- 11.5. The Bidder has to ensure the proposed solution must have a road map of next five (05) years.
- 11.6. If the Software/Solution does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Hardware/Software/Solution. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labor, freight and insurance to and from the Department's site.
- 11.7. Warranty service may be provided by a third party, provided such third party is authorized to perform warranty service by the Bidder or, if the Bidder is not the Manufacturer, by the Manufacturer prior to the RFP closing date and time.
- 11.8. If any defect in the Hardware/Software/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the Software/Solution functions in accordance with the Contract for a reasonable period of time.
- 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.
- 11.10. The Bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Bank during Business Days for assistance with the operation of the Software/Solution.
- 11.11. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.

**12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period**

- 12.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for Hardware (including OS), software, License Items for Two (2) years after completion of Three (3) years warranty period, in the commercial Bid separately for comprehensive maintenance contract.
- 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.
- 12.3. Support for maintenance of solution (including Hardware, Software, OS and software license) supplied should be available for a minimum period of Two (2) years, covering all parts, maintenance and support, after expiry 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 4<sup>th</sup> and 5<sup>th</sup> years.
- 12.5. During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include:
  - 12.5.1. Rectification of Bugs/defects if any.
  - 12.5.2. Ensuring uptime of 99.90%
  - 12.5.3. Preventive Maintenance.
  - 12.5.4. Maintenance of Hardware/Software/License supplied.
- 12.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per Appendix-G) to the tune of 10% of the value of the Purchase Order, if AMC/ATS charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware, software and License). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC/ATS obligations of the bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (Annexure-14). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 8 of Section-F. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.

**13. Scope Involved During Warranty and ATS Period (if Contracted)**

- 13.1. During the contract period the bidder should inform Bank about all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OSD.
- 13.2. During the contract period the bidder should apply and upgrade all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OSD
- 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].
- 13.4. Any corruption in the software/License/Hardware shall be rectified during the full period of the contract including Warranty and AMC/ATS, if contracted, at no extra cost to the Bank.
- 13.5. The vendor shall make availability of spare parts/services, components etc. as and when required, and complete maintenance of the software and hardware during warranty period and AMC/ATS (if contracted).
- 13.6. The support shall be given in person only.
- 13.7. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.
- 13.8. The bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 13.9. Escalation matrix should be provided for support, technical, project etc.

**14. Mean Time Between Failures (MTBF)**

If during the warranty period and AMC period [If contracted], any hardware and/or software items fails on three or more occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank

**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.

**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.

**17. Access to Audit:**

- 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.
- 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.

**D. BID PROCESS**

1.	Clarification to RFP & Pre-Bid queries	9.	Software Version
2.	Pre-Bid Meeting	10.	Documentation
3.	Amendment to Bidding Document	11.	Cost & Currency
4.	Bid System Offer	12.	Erasures or Alterations
5.	Preparation of Bids	13.	Assumptions/Presumptions/Modification
6.	Tender Fee	14.	Submission of Bids
7.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	15.	Bid opening
8.	Make & Models		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses [https://www.canarabank.com/User\\_page.aspx?othlink=5](https://www.canarabank.com/User_page.aspx?othlink=5).



## **E. SELECTION OF BIDDER**

### **1. Preliminary Scrutiny**

- 1.1. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- 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.

### **2. Clarification of Offers**

- 2.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.
- 2.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

### **3. Evaluation of Bids**

- 3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.

#### **3.2. Part A-Conformity to Eligibility Criteria:**

The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Eligibility Criteria and on the documents submitted as per Appendix-A of RFP. The proof of documents should be submitted as per Appendix-A and it will be evaluated by the Bank and Bank will seek clarification, if required.

#### **3.3. Part B-Technical Proposal:**

3.3.1. The Part B-Technical Proposal of only those bidders who qualified in Part A- Conformity to Eligibility Criteria, will be opened with due communication by the Bank. The Part B- Technical Proposal submitted by the bidder will be evaluated based on documents submitted as per Appendix-B. The proof of documents should be submitted as per Appendix-B and it will be evaluated by the Bank and Bank will seek clarification, if required.

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.

#### **3.4. Part C-Commercial Bid:**

The Part C- Commercial Proposals of only those bidders who qualified in Part B-Technical Proposal will be opened with due communication by the Bank. The Part C- Commercial Bid submitted by the bidder will be evaluated based on the documents submitted as per Appendix-C. However, for arriving at L1, Bank will conduct Reverse Auction as mentioned elsewhere in the RFP document.

3.5. **Reverse Auction:** Bank will conduct Reverse Auctions for arriving at L1/L2/L3 ....etc..

**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.
- 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.
- 4.3. The Bank at its discretion call for providing Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank.
- 4.4. Results of the Proof of Concept (PoC) will be shared with all the members of evaluation committee for considering the same during evaluation process.
- 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
- 4.6. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through for installations/principals/ R&D labs of OEM duly meeting the specific requirements/issues raised by the Bank
- 4.7. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- 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.

**5. Normalization of Bids**

- 5.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;



5.1.1. Incremental bid submission in part of the requested clarification by the Bank

OR

5.1.2. Revised submissions of the entire bid in the whole

- 5.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 5.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

#### 6. Intimation to Qualified/Successful Bidders

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website (i.e. www.canarabank.com). Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (L1, L2, L3....etc) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

#### 7. Correction of Error in Commercial Bid:

Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid. If any such errors are noticed, it will be rectified on the following basis:

- 7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 7.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- 7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 7.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material.
- 7.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.
- 7.6. If the bidder does not accept the correction of errors, the bid will be rejected.

#### 8. Determination of L1 Price

- 8.1. L1 Price will be determined after giving effect to arithmetical correction, if any.
- 8.2. The L1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction.
- 8.3. Online Reverse Auction:
- 8.3.1. Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.
- 8.3.2. Reverse Auction event will be carried out among the technically qualified Bidders, based on evaluation of Part B-Technical Proposal, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated and also to get the most competitive price.

8.3.3. For finalization of the most competitive offer, the Bank will conduct "Reverse auction"  
The detailed procedure and Business rules for the Reverse auction is given as per Appendix-J.

8.3.4. Bank will call the technically qualified bidders whose Commercial Bids (Indicative) have been opened by the Bank for participating in the Reverse auction process which will be conducted by an Auction company authorized by the Bank. Bank will share the contact details of the concerned person of the Auction Company. Specific rules for this particular event viz. date and time, CAP price, bid decrement value, duration of event etc. shall be informed by the Auction Company to the participating bidders before the event. The bidders should furnish indicative prices for the project in their Indicative Commercial Bid to facilitate finalizing the start bid for "Reverse auction". However, the CAP price for Reverse auction will be fixed by the Bank.

Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.

8.3.5. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.

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.

#### 8.4. Re-auction/s Rules:

8.4.1. Bank may consider the option of a Re-Auction/s in following circumstances:

8.4.1.1. At the end of the Reverse Auction, L1 price is not acceptable to the Bank.

8.4.1.2. During the process of reverse auction, if there is no bids from logged in bidders, Bank may decide a re-auction by increasing the CAP price for Re-auction.

8.4.1.3. At the end of the Reverse Auction If only one bidder puts up bid/s, Bank at its discretion may decide a re-auction.

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.

8.4.3. Canara Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bidder in the final short-list.

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.

8.6. The bidder who is L1 will be referred to as the selected bidder.



**F. Ownership & Awarding of Contract**

1.	Bid Validity Period	7.	Project Execution
2.	Proposal ownership	8.	Security Deposit / Performance Bank
3.	Project ownership	9.	Execution of Agreement
4.	Acceptance of offer	10.	Pricing
5.	Award of Contract	11.	Order Cancellation/Termination of Contract
6.	Effective Date		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses [https://www.canarabank.com/User\\_page.aspx?othlink=5](https://www.canarabank.com/User_page.aspx?othlink=5).

**G. GENERAL CONDITIONS**

1.	General Order Terms	13.	Confidentiality and Non-Disclosure
2.	Roles & Responsibility during project Implementation	14.	Indemnity
3.	Responsibilities of the Selected Bidder	15.	Force majeure
4.	Human Resource Requirement	16.	Responsibilities of the Bidder
5.	Responsibility for completeness	17.	Corrupt and Fraudulent Practices
6.	Inspection of Records	18.	Adoption of Integrity Pact
7.	Negligence	19.	Amendments to the Purchase Order
8.	Assignment	20.	Amendments to the Agreement
9.	Publicity	21.	Modification/Cancellation of RFP
10.	Insurance	22.	Social Media Policy
11.	Guarantees	23.	Resolution of disputes
12.	Intellectual Property Rights	24.	Legal Disputes and Jurisdiction of the court


The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses [https://www.canarabank.com/User\\_page.aspx?othlink=5](https://www.canarabank.com/User_page.aspx?othlink=5).



**H. PURCHASE PREFERENCE**

1.	Micro & Small Enterprises	3.	Procurement through Local Suppliers (Make in India)
2.	Startup		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses [https://www.canarabank.com/User\\_page.aspx?othlink=5](https://www.canarabank.com/User_page.aspx?othlink=5).

  
Deputy General Manager  
B



**Note:** The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: [https://www.canarabank.com/User\\_page.aspx?othlink=5](https://www.canarabank.com/User_page.aspx?othlink=5) .Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

<b>Sections</b>	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
<b>Annexures</b>	
Annexure-1	Bid Covering Letter
Annexure-3	Bidder's Profile
Annexure-4	Service Support Details
Annexure-5	Track Record of Past Implementation of Projects
Annexure-6	Non-Disclosure Agreement
Annexure-9	Undertaking of Authenticity
Annexure-10	Compliance Statement
Annexure-11	Undertaking Letter
Annexure-12	Escalation Matrix
<b>Forms (Purchase Preference)</b>	
Form PP-A	Undertaking for Applicability of Purchase Preference Policy
Form PP-B	Self-Declaration of MSEs and Startups
Form PP-C	Undertaking by Bidder towards Mandatory Minimum LC
Form PP-D	Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC
MeitY Form - 1	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
DoT Form - 1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works
<b>Bid Formats</b>	
Appendix D	Format for Sending Prebid Queries.
Appendix E	Authorization Letter Format.
<b>Bank Guarantee Formats</b>	
Appendix-F	Bank Guarantee Format for Earnest Money Deposit.
Appendix G	Proforma of Bank Guarantee for Contract Performance.
Appendix H	Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable)
<b>Pre Contract Integrity Pact</b>	
Appendix I	Pre Contract Integrity Pact.
<b>Reverse Auction Formats</b>	
Appendix J	Business Rules and Terms and Conditions of Reverse Auction.



Appendix J (1) & Appendix J(3)	Format to be submitted before commencement of Reverse Auction.
Appendix J(2)	Format to be submitted after Reverse Auction by L1 vendor.
<b>Other Format</b>	
Appendix-K	Location Details.
Draft Contract Agreement	



**Annexure-2**  
**Eligibility Criteria Declaration**

The Deputy General Manager  
Canara Bank  
Procurement Group - DIT Wing  
HO: BENGALURU

**SUB: RFP for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank.**

**Ref: Your RFP 27/2020-21 dated 04/01/2021**

**We have carefully gone through the contents of the above referred RFP and Replies to Prebid Queries and Amendments and furnish the following information relating to Eligibility Criteria.**

	Sl. No.	Eligibility Criteria	Documents to be submitted for Eligibility Criteria Compliance	Bidder's Response and Documents Submitted
<b>CONSTITUTION</b>	<b>a)</b>	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and must have in existence for 3 years as on RFP date.	<p>Bidder has to submit Copy of Certificate of LLP registration.</p> <p>(OR)</p> <p>Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company.</p> <p>(OR)</p> <p>Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.</p>	
<b>OEM/OSD/OSO</b>	<b>b)</b>	<p>Bidder shall be the Original Equipment Manufacturer (OEM)/Original Software Developers (OSD)/ Original Software Owner (OSO) of the Solution.</p> <p>(OR)</p> <p>An authorized dealer.</p>	<p>If the applicant is a OEM/OSD/OSO, an Undertaking Letter has to submitted in this effect.</p> <p>If the bidder is an Authorized Dealer, an Authorization letter from their OEM &amp; 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>	



<b>FINANCIALS</b>	c)	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>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 style="text-align: center;">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>
	d)	The Bidder should have Positive Net Worth as on 31/03/2020.	<p>The 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>
<b>BIDDER EXPERIENCE</b>	e)	<p>The Bidder/OEM should have supplied proposed or similar server &amp; 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 &amp; application monitoring solution should have been successfully implemented on minimum 200 production servers/hosts/VM/LPAR etc. &amp; 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>	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.



	f)	The Bidder and OEM shall have support office in Bengaluru and in any metro cities for 24x7 support.	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.	
	g)	<p>The bidder/OEM should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means:</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. a natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>i. A declaration in letter head of the firm/company stating "We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; We certify that we are not from such a country or; if from such a country, have been registered with the Competent Authority (copy attached). We hereby certify that we fulfill all requirements in this regard and are eligible to be considered." has to be submitted.</p> <p>ii. Bidder and OEM both have to submit an undertaking as per the format attached in Appendix-O</p>	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date

Signature with seal

Name :

Designation :



**Annexure-7**

**Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)**

**SUB: RFP for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank.**

**Ref: Your RFP 27/2020-21 dated 04/01/2021**

**Note:**

- a) If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications / superior features suggested/offered.
- b) The Bidder shall provide all other required equipment and/or services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
- c) The selected bidder shall own the responsibility to demonstrate that the services offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

**A. TECHNICAL REQUIREMENTS:**

Sl. No.	Requirement	Compliance (Yes/No)	Remarks
1.	The Proposed Solution must be capable of performing prediction-based anomaly detection to identify unusual or unexpected events and measurements within the monitored environment.		
2.	The Proposed Solution must be complied with all the data privacy norms as per laws applicable in India. The solution should comply with the future Indian Laws as and when made applicable with-in the stated time-frame. PII data should be encrypted, if part of log.		
3.	The Proposed Solution must consider relevant log messages that are associated with problems and then automatically factor it into root-cause analysis.		
4.	The Proposed Solution must be highly granular role-based access control, and a super admin should be able to control access of users at a granular level. The bank requires strict role base access control based on business units and tenants to prevent security breaches.		
5.	The Proposed Solution must have capability for Configuration and management through a single, web-based user interface.		
6.	The Proposed Solution must have capability for Data Encryption at rest and transit as well and to be ensured by using suitable solutions		
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.		



8.	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.		
9.	The Proposed Solution must have capability to provide the information regarding the top trending applications in the bank based on the no of user requests and application resources utilization.		
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.		
11.	The Proposed Solution must have capability to allow defining roles or groups for user management. Roles should be customizable and pre-defined in system.		
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.)		
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.		
14.	The Proposed Solution must have role based access control to define privileges for the users to raise a request to add, modify and delete nodes/devices etc. in their web dashboard/console and the request should be effected only after the approval of the super administrator.		
15.	The Proposed Solution must have capability to analyse multiple log files simultaneously (Even stored across multiple hosts.)		
16.	The Proposed Solution must have capability to apply data-driven analytics and ML technology to enhance the effectiveness of monitoring.		
17.	The Proposed Solution must have capability to monitor log files on the monitored servers/VM hosts /containers and processes, and automatically correlate those messages with performance problems/bottlenecks. (Even when log data is available on multiple machines.). The log which is required to monitor like Application, Middleware, IIS etc. should be detect from a pre-defined location. This discovery of logs can be automatic or manually configurable.		
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.		
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).		
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.		
21.	The Proposed Solution must have capability to auto-detect when key business transactions aren't working as expected and should be able to provide reports for the same.		
22.	The Proposed Solution must have capability to automate all reports generation and distribution through mails.		
23.	The Proposed Solution must have capability to automatically detect and alert on unexpected low or high resource surge problem like high/web request pile up.		
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.		
25.	The Proposed Solution must have capability to automatically detect application flow and topology along with components involved without any manual configuration. The solution also must be able to automatically detect any changes in the topology such as addition or removal of any component.		
26.	The Proposed Solution must have capability to automatically detect the database performance and its impact on transaction performance. It should be able to showcase the slow performing SQL Queries or Procedures, deadlocks, errors, slow wait events. It should allow to trace from a selected SQL all the way back to the transaction(s) which called it.		
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.		
28.	The Proposed Solution must have capability to balance our workload and optimize hardware provisioning with predictive insights that help forecast server capacity.		
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.		
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 properly.		

31.	The Proposed Solution must have capability to capable of looking into the details of individual user sessions to understand the difficulties such as slow performance, errors, or application crashes.		
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.		
33.	The Proposed Solution must have capability to capture and monitor details about how fast web pages and its components were rendered.		
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.		
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.)		
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.		
37.	The Proposed Solution must have capability to capture entire user journey of a monitored user session, trace it end to end, any performance issues in real time, across multiple digital channels such website, mobile app (IOS/Android) including respective LB/Web/App/DB Server.		
38.	The Proposed Solution must have capability to clearly project the problem cause by the JavaScript was due to incompatibility of browser or JavaScript code error.		
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.		
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.		
41.	The Proposed Solution must have capability to collect, ingest, correlate and analyze the real-time data, logs etc		
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.		
43.	The Proposed Solution must have capability to Configure Business Transactions as per Banks Requirement		
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.		

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.		
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.		
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).		
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).		
49.	The Proposed Solution must have capability to do correlation between complaint and Digital Channels /Infrastructures /Application/ Service/database faults.		
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.		
51.	The Proposed Solution must have capability to do tracking and recording of application uptime/downtime as part of business transaction monitoring.		
52.	The Proposed Solution must have capability to enable and configure a dynamic threshold setting for metrics being monitored with reference to absolute value, percentage or deviation from baseline apart from auto baseline.		
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		
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		
55.	The Proposed Solution must have capability to establish baseline for minimum 8 baseline metrics.		
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.		
57.	The Proposed Solution must have capability to give full visibility of customer experience across the digital transactions from the frontend to the backend including various interfaces for the transactions. (Bank should be able to quickly isolate the area of problem with minimal impact to users).		



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		
59.	The Proposed Solution must have capability to have a performance metric to measure the computational resources used by the application for the load, indicating whether there is adequate capacity to support the load, as well as possible points/locations of a performance bottleneck.		
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.		
61.	The Proposed Solution must have capability to have an Analytical capability for assisting in identifying the root cause through multitude of dashboards and reports. (The proposed solution should simplify the operations monitoring process significantly by narrowing down to the correct team to address the problem e.g. network, application, server, middleware and database. The objective is to reduce Mean Time to Identify (MTTI) and Mean Time to Resolve (MTTR)).		
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.		
63.	The Proposed Solution must have capability to have an extensible API framework or direct integration to pull and push metric data from 3rd party systems and data sources like infrastructure components hosts, process, networking, virtualization or any custom device related metrics.		
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.		
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.		
66.	The Proposed Solution must have capability to have Extensible Framework, Agent and Agent-less Monitoring Options, Performance Analysis and Reporting, Automated Diagnosis, End-to-End Service Views, Error Log Monitoring, Configuration Monitoring, and Alerts. Moreover, it should have the following business benefits: Improved Productivity, Increased up time and Improved Customer Service		



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.		
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.		
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)		
70.	The Proposed Solution must have capability to have transaction analytics along with actionable reports based on business transactions and should allow to dig deeper into any method or SQL statement at database which may be affecting the performance		
71.	The Proposed Solution must have capability to help in monitoring database query executions, it should be able to track and inspects all the SQL statements that the application sends out. The databases should be auto-detected and analyzed without any manual configuration.		
72.	The Proposed Solution must have capability to help the Bank monitor all the components at all layers for an optimal, application delivery and helps to improve the end user experience at the last mile. The solution strives to detect and diagnose complex application performance problems to maintain an expected level of service.		
73.	The Proposed Solution must have capability to highlight Performance problems for carry adequate actionable information, such as the suspect KPI or problem layer (Web, App or Database) to enable faster MTTR (Mean Time To Restore) as well as faster MTTI (Mean Time To Isolate).		
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.		
75.	The Proposed Solution must have capability to identify the root cause of problems, the solution shouldn't only depend on time correlation but mainly on the correlation and causation of events across time, processes, hosts, services, applications, and both vertical and horizontal topological aspects of monitored systems		
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.		
77.	The Proposed Solution must have capability to integrate and collect health logs from VMware vSphere, vReliase Log insight & Automation.		
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.		
79.	The Proposed Solution must have capability to integrate with ITSM tools like service now, In house developed Service desk.		
80.	The Proposed Solution must have capability to integrate with Single Sign-on like Active Directory and LDAP.		
81.	The Proposed Solution must have capability to learn application performance patterns based on different load conditions during weekdays / weekends/ month ends and baseline its performance at different times. The solution should be able to baseline the metrics based on percentile like response time and CPU health etc, and auto-adjust the anomaly thresholds.		
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.		
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.)		
84.	The Proposed Solution must have capability to measure Performance metrics for computational resources used by the application for the load, indicating whether there is adequate capacity to support the load, as well as possible points/locations of a performance bottleneck.		
85.	The Proposed Solution must have capability to monitor all outbound calls made by the application such as calls to payment gateway, SMS and email gateways and track response times and failures from these calls		
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.		
87.	The Proposed Solution must have capability to monitor applications deployed on-prem/private cloud/public cloud (PAAS/IAAS), Hybrid Cloud from day one.		
88.	The Proposed Solution must have capability to monitor applications running on following platforms: Operating Systems - Linux , Windows Server, Solaris, , AIX; Web Servers - Oracle HTTP Server, IBM HTTP Server, Apache, Nginx; Application Servers - Oracle Weblogic, IBM WebSphere, JBoss, .NET, IIS, Tomcat, Tuxedo, Spring		
89.	The Proposed Solution must have capability to monitor at which applications are actually accessing the database.		
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.		
91.	The Proposed Solution must have capability to monitor disk space to ensure the Servers won't run out of disk space. For best performance, all disks should have 15% or more of free space as KPI.		
92.	The Proposed Solution must have capability to monitor for Blocking (exceeding duration) and Deadlocks in database.		
93.	The Proposed Solution must have capability to monitor Infrastructure like Log, queues, request, response of application designed or hosted in Cobol & C++ etc.		
94.	The Proposed Solution must have capability to monitor itself by enabling self auto-healing and auto-healing should be completely configurable.		
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.		
96.	The Proposed Solution must have capability to monitor Overall Application Health Dashboards		
97.	The Proposed Solution must have capability to monitor slow Web request to troubleshoot.		
98.	The Proposed Solution must have capability to monitor standard RDBMS like Oracle DB, MySQL, MSSQL, DB2, Sybase etc		
99.	The Proposed Solution must have capability to monitor the Application Load-balancers and WAF.		
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.		
101.	The Proposed Solution must have capability to monitor the Message Queue Processing, Show the MQ creating, processing and closing count, Show pool Percentage used and Show number of Threads in waiting stage, and other KPIs on Message Queues		
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.		
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.		
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.		
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.		
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.		
107.	The Proposed Solution must have capability to monitor user journey within a visit/session and tracing it back to backend systems.		
108.	The Proposed Solution must have capability to monitor, in real-time, everything coming to and from the application. In addition to uptime and the solution must use response times, usage patterns, and failed transactions as key metrics. These will help to identify communication issues between modern applications and core banking systems and isolate the source of any transaction slowdowns or failed consumer interactions		
109.	The Proposed Solution must have capability to offer comprehensive analytics platform across all modes of end-user transactions such as web/browser, mobile.		
110.	The Proposed Solution must have capability to offer multi-tenancy support. The architecture should support creation of different and logically isolated tenants per application/department, on the same cluster. (Application/department admins should be able to monitor their respective environments independently or bank may decide to have a central team to monitor multiple applications together.)		
111.	The Proposed Solution must have capability to perform analysis for Event handler of application monitoring shall be provided access to restart automatically of any failed applications.		
112.	The Proposed Solution must have capability to perform Database Space Monitoring for both file group and transaction log (Warning threshold, Critical threshold as well as file group/log full)		
113.	The Proposed Solution must have capability to perform end-to-end application performance monitoring which will include monitoring of underlying OS, physical server hardware, web servers, application servers, databases, application code execution. The solution must be able to provide in-depth analysis of application performance problems and determine the root cause of the problem		
114.	The Proposed Solution must have capability to perform post deployment auto discovery of most of the Bank's technology stack/ components and their dependencies without manual intervention. (i.e. It should be able to auto-instrument the applications and middleware (web and app servers, IIB and Messaging Queues etc.))		
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.		
116.	The Proposed Solution must have capability to provide a comprehensive list of top exceptions associated with exception class and show the affected services which were impacted. Bank must be able to see all exception messages with the aggregated stack traces and affected requests		

117.	The Proposed Solution must have capability to provide a single centralized console along with web based interface to configure monitoring for all the devices inclusive and not restricted to servers, applications, databases, URL response, storages and virtualization platforms		
118.	The Proposed Solution must have capability to provide ability to easily collect and analyze specific information, including information on: Buffer pools, Databases, Locks and other details about lock resources, Server key events, Table space, Database State, Errors etc.		
119.	The Proposed Solution must have capability to provide analytical reports for helping identify and resolve concurrency related issues for the services monitored.		
120.	The Proposed Solution must have capability to provide Application log data and errors		
121.	The Proposed Solution must have capability to provide application memory leak analysis, lock contentions, process crash analysis.		
122.	The Proposed Solution must have capability to provide break up of response time (web, application, database layer times) of maximum possible single transaction, irrespective of whether it was successful or failed.		
123.	The Proposed Solution must have capability to provide code level performance profiling		
124.	The Proposed Solution must have capability to provide complete topology on the spread of infrastructure for an application		
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.		
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.		
127.	The Proposed Solution must have capability to provide custom applications metrics		
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		
129.	The Proposed Solution must have capability to provide dashboards to all level of stakeholders including business and IT.		
130.	The Proposed Solution must have capability to provide data warehouse to maintain historic data and also able to generate analytic report based on user requirement.		
131.	The Proposed Solution must have capability to provide deployment architecture of Holistic and complete Application Performance Management (end user experience monitoring, architecture		

	discovery modelling and display, transaction profiling, deep-dive monitoring, analytics)		
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.		
133.	The Proposed Solution must have capability to provide detailed transaction traces down to specific lines of code		
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).		
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		
136.	The Proposed Solution must have capability to provide easy to use interface to chart the usage on multiple dimensions such as app version, OS type, OS version, device-type etc.		
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.		
138.	The Proposed Solution must have capability to provide flexible, out-of-the-box dashboards that combine user experience and performance data from web & transactions.		
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.		
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).		
141.	The Proposed Solution must have capability to provide hybrid monitoring architecture through support of both agent-based monitoring and agentless monitoring approach		
142.	The Proposed Solution must have capability to provide information at the blockages in requests processing		
143.	The Proposed Solution must have capability to provide interactive and simple web UI for administration, management and monitoring and should not require switching between multiple UI screens and client applications.		
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.		
145.	The Proposed Solution must have capability to provide online auto analysis to identify which component or tier is contributing to slowness of the monitored transaction.		



146.	The Proposed Solution must have capability to provide performance of individual web requests, transactions, requests over all channels include the legacy and Digital channel.		
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		
148.	The Proposed Solution must have capability to provide Real Time user journeys monitoring that cuts across multiple internal Applications		
149.	The Proposed Solution must have capability to provide Real user monitoring experience and journey.		
150.	The Proposed Solution must have capability to provide Real-time Technical and Business Dashboards for all configured business transactions.		
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.		
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).		
153.	The Proposed Solution must have capability to provide secure and encrypted data transfer between data collectors through SSL enabled tunnel configurable from centralized management console		
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		
155.	The Proposed Solution must have capability to provide the information like server reachability, server uptime, server resources utilization (CPU, Memory, HDD & Network etc.) and critical services running status.		
156.	The Proposed Solution must have capability to provide the information regarding the top trending applications in the bank based on the no of user requests and application resources utilization.		
157.	The Proposed Solution must have capability to provide the OS resources usage of Applications hosted in server and should intimate over usage of resources like CPU, Memory, disk etc.		
158.	The Proposed Solution must have capability to provide Tier Break in all layers (Application, Middleware, Database etc.)		
159.	The Proposed Solution must have capability to provide transaction-based monitoring and use analytics to track the performance of internal service providers.		
160.	The Proposed Solution must have capability to provide usage and performance of all application dependencies like databases, middleware, web services, caching, etc.		

161.	The Proposed Solution must have capability to provide user interface, Report(s) & Dashboard(s) for i. Generating Application health alerts. ii. Online real-time User Dashboard		
162.	The Proposed Solution must have capability to provide variations in the consumption pattern of resources for each of the applications		
163.	The Proposed Solution must have capability to provide Web based feature rich GUI without need for fat client (no installation, ongoing maintenance or management for web client) i.e. Monitoring can be performed using browser and should support HTML5.		
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		
165.	The Proposed Solution must have capability to provide, in real-time, a holistic single pane of glass view of the core banking infrastructure from a business service perspective, it must enable Bank to proactively monitor and analyze health parameters, including: Service availability, Service Response Time, Core Banking Software status, Status of Critical Processes, Network status, Operating System health, Web server Performance, Application server status and usage, Database health, Application logs and configuration, Network usage and response		
166.	The Proposed Solution must have capability to recommend optimal usage of server resources if it is over-utilized or under-utilized.		
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		
168.	The Proposed Solution must have capability to server sync time with DC and DR from NTP.		
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.		
170.	The Proposed Solution must have capability to SLA tracking with dedicated Dashboard		
171.	The Proposed Solution must have capability to store at least 12 months data of performance issues, identified root causes and the events along with the various components of the application were impacted over time for knowledge base.		
172.	The Proposed Solution must have capability to store historical data around performance issues, identified root cause, the resolution or workaround done and the events along with the various components of the application were affected over time.		
173.	The Proposed Solution must have capability to store information for each team and also give role based access to each user		
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.		
175.	The Proposed Solution must have capability to support a multi- tier deployment architecture with distributed management servers for scalability and high availability purposes		
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.		
177.	The Proposed Solution must have capability to support API monitoring		
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.		
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.		
180.	The Proposed Solution must have capability to support auto-discovery of database instances		
181.	The Proposed Solution must have capability to support creation of custom dashboards using either default or custom metrics. The system must support drill down from dashboards to any individual transactions (to the extent possible) to see breakup of time spent on webserver, application server, middleware, external components and database tiers (whatever is part of the individual transaction).		
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)		
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"> <li>• Response time of critical web services &amp; API calls with the ability to drill down by individual transaction and service;</li> <li>• 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;</li> <li>• Concurrency of Web Portal and Back office users;</li> <li>• Network performance - Ability to monitor the network latency within Datacenter components like Web server, Load Balancer, Application Servers (WebSphere), Databases etc.;</li> <li>• 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.</li> </ul>		

184.	The Proposed Solution must have capability to support integration with Active Directory along with functionality to create application specific users with role based access control list		
185.	The Proposed Solution must have capability to support monitoring minimum of 5000 hosts on a single cluster configuration in HA		
186.	The Proposed Solution must have capability to support Monitoring of Micro services		
187.	The Proposed Solution must have capability to support programs developed in other than .Net and Java as well.		
188.	The Proposed Solution must have capability to support SNMP based monitoring		
189.	The Proposed Solution must have capability to support SQL monitoring like failed jobs, long running jobs etc		
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.		
191.	The Proposed Solution must have capability to to create custom reports & dashboards.		
192.	The Proposed Solution must have capability to track the performance of all web services and APIs exposed to external partners for every single call made through it and also provide detailed performance analysis and root cause for any slowness or failures		
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.		
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		
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.		
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		
197.	The Proposed Solution must have capability to monitor the Windows IIS Parameter like Application pool and also able to suggest the optimal values based on the concurrent application user request.		

Note: The above requirements are mandatory and will be verified by way of POC covering Scope of work.

**B. HARDWARE & SOFTWARE REQUIREMENTS:**

Sl. No.	Requirement	Compliance (Yes/No)	Remarks
1.	<b>Management Server in HA at DC &amp; DRC:</b>		
1.	The proposed solution should work in multi-tier architecture (Separate Web, App and DB Layer, If applicable) with high availability and DR.		
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.		
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.		
4.	The Bidder need to factor required Infra like Rack, SAN & LAN Switches, load balancer etc.		
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.		
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.		
7.	The Bidder should provide a bandwidth hungry free and optimal resource utilized solution. The web management console access		



	should neither choke the bandwidth of the respective location nor the endpoint resources.		
8.	The Solution should provide modular and should not be framework dependent so that required modules can be added in the future to meet growing/changing needs.		
9.	The solution should be a native 64-bit application and thereby able to fully utilize the available server resources and deliver good performance and also should support IPv6.		
10.	The solution should provide the ability to move between options/screen with smooth transition and ease of operation. The transition should not delay any functionalities including but not limited to generating real-time/ historical reports, graphs, topology maps, etc.,		
11.	The Bidder should size a solution to have a response time of 5 seconds for opening web based management consoles and 10 seconds for generating any reports for 100 concurrent users.		

Date:

Signature with Seal:

Name:

Designation:



**Annexure-7(B)**

**Sizing of Hardware including Software/OS for DC & DRC**

Quoted Hardware/software/OS details for both DC & DRC:

Sr. No.	Sub Components	Qty	Device Type Physical / VM / Appliance)	Cores	Processor	Storage		Software's	
						RAM GB	storage GB/TB	Operatin g System	Datab ase
a.	Server-1								
b.	Server-2								
c.	Server-3								
d.	Licenses								
e.	System Software								
f.	Middleware								
g.	Any other Software								



**Annexure-8**  
**Scope of Work**

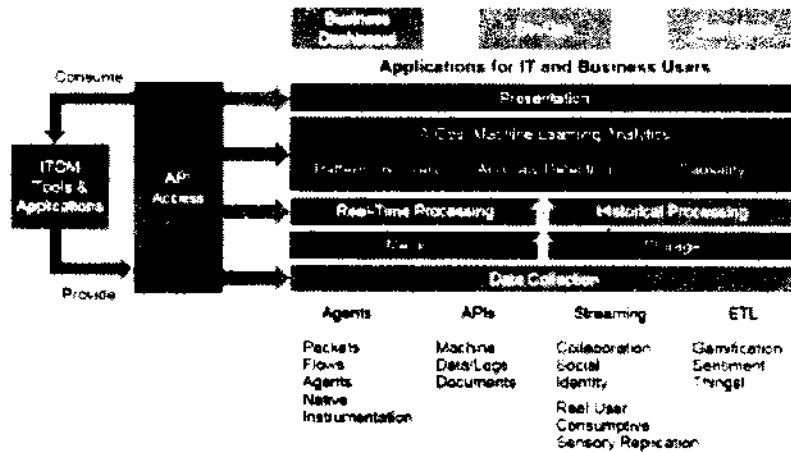
**SUB: RFP for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank.**

**Ref: Your RFP 27/2020-21 dated 04/01/2021**

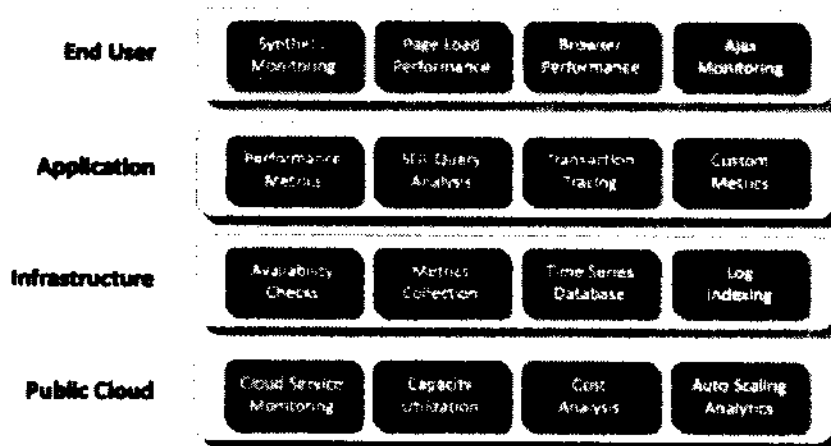
**1. Technical Scope of Work:**

- 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.
- 1.2. The vision to have a bird eye view integrated platform that provides business transaction monitoring and analytics for an enterprise application which also ingest transaction data either from logs or from DB, correlate it with performance data of other infrastructure components and provide a unified end-to-end real time visibility into performance of business transactions for an application.
- 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.
- 1.4. The Proposed Solution must be complete On-Premise Model and should not be exposed to the Internet.
- 1.5. The proposed solution also enables the analysis of the data collected through visualization and statistical techniques and submits the data collected, in both its raw and analyzed forms, to machine learning algorithms that discover patterns in the data, detect anomalies, and assess which of the patterns represent causal relationships as opposed to mere correlations.
- 1.6. The proposed solution should have ability to overcome silos ITIM approach and to provide Cohesive Performance Analysis Across Multiple IT Domains by using monitoring technologies (like applications, operating system, database, network and end user) to capture and filter their data, and then forward it up to a supervisory AIOps platform for consolidated, cross-domain analysis.
- 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.





- 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.
- 1.9. The objective of the proposed solution to discover and provide visibility of business applications performance from end user to data center till code/binaries and to and perform Business Transaction Monitoring & Analytics and also



- 1.10. The proposed solution should have the following required capabilities with 360-degree performance view of IT Infrastructure and applications& broadly covers the following area:
  - 1.10.1. Application Performance Monitoring (APM);
  - 1.10.2. Server availability, health & performance Monitoring;
- 1.11. The proposed solution should cover the following requirements:
  - 1.11.1. Digital experience monitoring (DEM):
    - 1.11.1.1. Availability and performance monitoring which should supports the optimization of the operational experience and behavior of a digital agent, human or machine with enterprise applications and services.
    - 1.11.1.2. Real-user monitoring (RUM) of webpages via automatic JavaScript injection performed by server-based agents and synthetic transaction monitoring for both web- and mobile-based end users which replays recorded or scripted user interactions on a schedule from one or more geographic locations.



1.11.2. Application discovery, tracing and diagnostics (ADTD):

- 1.11.2.1. Application discovery, tracing and diagnosis of processes which designed to understand the relationships between application servers, map transactions across these nodes, and enable the deep inspection of methods using bytecode instrumentation (BCI) and/or distributed tracing.
- 1.11.2.2. Automated discovery of web servers, Java and .NET application servers, as well as other application frameworks (such as middleware) and their relationships, through the observation of an application's HTTP/S transaction behavior
- 1.11.2.3. Automated tracing of unique, individual synchronous and/or asynchronous HTTP/HTTPS transaction execution paths from a web and/or application server entry point to a back-end data source exit point.
- 1.11.2.4. Automated collection of data for Java JVMs and .NET CLR 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

1.11.3. Artificial intelligence for IT operations (AIOps):

- 1.11.3.1. AIOps platforms combine big data and machine learning functionality to support IT operations. AIOps for applications enables the automated detection of performance and event patterns or clusters, the detection of anomalies in time-series event data, and the determination of the root cause of application performance.
- 1.11.3.2. Automated detection of performance and event patterns or clusters, the detection of anomalies in time-series event data, and the determination of the root cause of application performance problems for HTTP/HTTPS transactions through machine learning, statistical inference or other methods.
- 1.11.3.3. Ingesting data from multiple sources that are agnostic regarding the source or vendor
- 1.11.3.4. Enabling data analytics at two points:
  - 1.11.3.4.1. Real-time analysis at the point of ingestion
  - 1.11.3.4.2. Historical analysis of stored data
- 1.11.3.5. Providing access to the data
- 1.11.3.6. Storing the acquired data
- 1.11.3.7. Using machine learning
- 1.11.3.8. Initiating an action or next step based on the result of analysis
- 1.11.3.9. The goal of the AIOps to discover patterns:
  - 1.11.3.9.1. To predict possible incidents and emerging usage profiles
  - 1.11.3.9.2. To determine the root causes of current system behaviors

1.12. The proposed solution should provide following deliverables but not limited of the following:

- 1.12.1. Multitenancy (N Number of workflow based on the Server, OS, Applications, Middleware, Department/Group/Designation wise etc.)
- 1.12.2. Unified business dashboard with visibility and correlation of business transactions across the multi-tier application which aids faster troubleshooting, identifying performance bottlenecks and insights for improvements with:
  - 1.12.2.1. App analytics for user/transaction views
  - 1.12.2.2. User experience, Network, Server performance KPIs

- 1.12.2.3. Unified visibility map with KPI overlaid for quick troubleshooting
- 1.12.2.4. RCA dashboard for faster RCA

1.12.3. Real time Business KPI for senior management and business teams

1.12.4. An end to end monitoring across business, application and infrastructure landscape  
Includes App Server, Network metrics (like utilization, errors, drops, CPU/memory usage etc.)

1.12.5. Contextual and correlated Alerts

1.12.6. Scheduled and On-demand Reports

1.12.7. Business and Operational KPIs on Mobile

1.12.8. Customizable reports and alerts

1.12.9. Monitor and manage IT Network resources through a single application based management tool.

1.12.10. Detect problems such as service outages and response time bottlenecks before it affects end users.

1.12.11. Quick view of the load conditions and capacity utilizations to help plan optimal utilization of Network hardware and software resources.

1.12.12. Monitor the bandwidth utilization and port utilization of Servers.

1.12.13. Monitor the network path from Source to Destination

1.12.14. For all slow pages, Performance Engineering consultants to pin point the cause and give recommendations.

1.12.15. List of KPIs for each module.

1.13. The proposed solution also provide consolidation across the multiple domain but not limited to following benefits:

1.13.1. Aggregation: Ability to ingest and consolidate data from multiple sources;

1.13.2. Correlation: Ability to reduce the overhead of dealing with data from multiple sources;

1.13.3. Analysis: Ability to enable analysis of the multiple datasets

1.13.4. Dashboards: Easily modifiable dashboards to cater to different audience needs;

1.13.5. Action: Ability to act on the analyzed data either from the tool or through integrations with automation tools

1.13.6. Historical reports.

1.13.7. Proactive approach - Brings down MTTD and MTTR from 4 Hours to 15 Minutes

1.13.8. Proactive, Predictive and Contextual alerts reduce the P1 and P2 events by 30%.



- 1.13.9. Brings in Customer Journey Analytics: gives information to further optimize IT costs for e.g.: understanding which channel transactions are utilized more or less, which applications are less used and which can be discarded and also integrations with other systems like long term data repositories.
- 1.14. The proposed solution supports for analysis of:
  - 1.14.1. Real-time performance and behaviors – essential for troubleshooting in the current state of the environment.
  - 1.14.2. Historical performance and behaviors – to help understand what has occurred or what is trending.
  - 1.14.3. Predictive behaviors by leveraging analytics technologies (as defined in AIOps) – the ability to distill and create action-oriented advice from the large dataset collected across the various data sources
- 1.15. The proposed solution should cover the following features (but not limited to):
  - 1.15.1. Performance Indicator/Metrics based on operation requirement
  - 1.15.2. Infra Metrics I.e. Based on Transactions, CPU, Memory and other Infra parameters
  - 1.15.3. User Experience Metrics - User experience tracked across touch-points of transaction flow
  - 1.15.4. Anomaly Detection: Considers seasonality, past trends, user feedback and inter-metric correlation to identify the anomalous points in real time
  - 1.15.5. Prediction: Combination of linear regression and classification techniques to predict outcomes in a wide variety of scenarios
  - 1.15.6. Automated Insights: Uses automated data slicing, and user feedback based fine tuning of insights control and bubbling up of insights
  - 1.15.7. Remediation: Integration with ITSM tools to take automated action to resolve events
- 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.
- 1.17. The proposed solution should be implemented in following way (but not limited to):
  - 1.17.1. Kick-off Meeting
  - 1.17.2. Identification of Project Manager from Bidder and Bank
  - 1.17.3. Delivery & Power-on of Hardware and Delivery of Software Licenses
  - 1.17.4. Collection of inventory, Planning and execution of Successful installation, Implementation, of proposed software in DC & DRC.
  - 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.
- 1.17.6. Production Signoff of 100 Servers Host and 10 Applications.
- 1.17.7. Complete rollout of proposed solution with required number of Metrics, workflow and business and admin dashboard Configured
- 1.17.8. Submission of Project Documents, DFD, Manuals, BCP & SOP, Backup Procedures Report, Installation SOP etc.
- 1.17.9. Completion of Code Audit & VAPT Observation
- 1.17.10. Demonstration of deployed solution to Top Management
- 1.17.11. Project Acceptance
- 1.17.12. Training

## **2. General Scope of Work:**

- 2.1. The Scope of the work is for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) at DC, Bengaluru & DRC, Mumbai as per scope of work.
- 2.2. The Bidder would be responsible for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS), warranty and AMC (if contracted) of licenses, hardware, software, middleware supplied as part of this RFP for a period of Five (5) years.
- 2.3. During the warranty period and AMC period, the Bidder is bound to do all hardware spares replacement and upgrade/update of proposed solution to next or required version without extra cost to the Bank covering all parts & labour from the date of acceptance of the systems by the Bank at the respective locations i.e. on-site comprehensive warranty. The Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise or from a single centralized location.
- 2.4. The Proposed Solution should be single and also to be from single vendor (OEM).
- 2.5. The Bidder should be able to provide Competitor benchmarking for critical customer journeys with Indian schedule commercials banks / financial organization.
- 2.6. The Bidder should propose highly scalable enterprise class solution. Solutions with limited scalability would not be acceptable to Canara Bank. Solutions that are not mature for over 2 years should not be quoted.

- 2.7. The bidder should provide a detailed project plan in terms of activity and phase wise timelines (no. of days) required for executing the project with the details of deliverables and milestones including the delivery of components. The bidder shall inform the name of the Project Manager who would be the single point of contact during the complete project implementation.
- 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.
- 2.9. Before Project Acceptance, the bidder shall impart training to Canara Bank identified IT personals on the Knowledge Transfer Training of the Deployed Solution - Architecture and Design and Basic user level troubleshooting. Necessary training infrastructure would be provided by Bank. The bidder will have to ensure that training is imparted in a professional manner through Qualified Personnel and Course Materials would have to be provided for the same.
- 2.10. The proposed solution should be designed in such a way that maximum resource utilization of all agents installed for monitoring should not exceed 2-5% and monitor 24X7 transactions right from web server to back end systems without impacting application performance overhead without missing out transactions which breach normalcy.
- 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.
- 2.12. Bank wish to monitor the impact of response time and availability of third-party object or host currently being used in the website, also quantify the benefits that different ISPs provide in the key geographies.
- 2.13. The Proposed Solution should be ease 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
- 2.14. Health and Performance Monitoring Features: a. The proposed solution should be managed centrally through a single Management Console. b. The management platform should be configured to proactively detect the health issues and service degradation/interruptions and should be able to create event / alerts to the relevant administrators through Email, SMS etc.
- 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.
- 2.16. 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.



- 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.
- 2.18. The solution should provide web based management consoles with secured protocols and SSL certificate for managing the infrastructure and to manage the deployed servers, hardware, appliances, services, etc., Bidder must provide Intranet SSL/Wild Card SSL/SAN Certificates whatever applicable for proposed solution without any extra cost.
- 2.19. The solution should have the ability to provide command line interface (CLI) access like telnet, SSH, etc. for the proposed solution.
- 2.20. The warranty of proposed solution will be applicable from the date of Solution acceptance given by Bank.
- 2.21. The proposed solution should support all heterogeneous OS, DB, Hypervisor platform etc.
- 2.22. The proposed solution should tightly integrate to each other in order to have control and visibility
- 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.
- 2.24. Proposed solution should work with or without an agent in the servers
- 2.25. The proposed solution should able to extend to Bank owned/leased/rented cloud
- 2.26. The Proposed Solution should follow a standard development process to ensure that proposed solution meets functional, security performance and regulatory requirements of the bank.
- 2.27. The Proposed Solution should comply as per the IT related policies of the bank
- 2.28. The Proposed solution must generate and provide a complete holistic report before handover to ensure 100% serviceability.
- 2.29. All reports should be configured to generate auto or schedule and send via SMTP on daily/monthly/yearly as per the bank requirement
- 2.30. The Bidder will be responsible for setting up single management console for the entire solution as per Technical Specification
- 2.31. Bidder must engage OEM and Professional Team / Services onsite to implement the Whole Project.
- 2.32. The details of business application and server list for proposed solution deployment will be provided to selected bidder.
- 2.33. Bidder should establish a high availability in DC and high availability in DR for business continuity. If any additional hardware and/or software are required for implementing this, Successful Bidder will provide the same without any extra commercials.
- 2.34. Bidder must provide detail architecture of the provided solution along Installation and Administration guide which must include High Level Design (HLD) and Low Level Design (LLD).



- 2.35. Bidder is responsible to inform if any new version/update/Service pack/upgrade of proposed solution are available by OEM, to the bank within seven days (7 days) of the such release and provide the upgrade solution (software) within one month of such releases without any cost to the bank during the period of contract
- 2.36. Any more additional licenses are procured by the bank through the Successful Bidder all such licenses are to be maintained by the Successful Bidder.
- 2.37. Bidder has to provide the escalation matrix to escalate any incident.
- 2.38. Bidder is responsible to provide the periodic reports of the proposed solution as per the bank requirement.
- 2.39. All installed OS software/firmware must be of stable version and all recommended patches should be installed by the bidder and the same to be submitted to the bank as and when required.
- 2.40. Bidder has to enable/configure event source so that the proposed solution can be integrated to Canara Bank Mail System.
- 2.41. Bidder shall conduct preventive maintenance as may be necessary from time to time to ensure that equipment is in efficient running condition so as to ensure trouble free functioning.
- 2.42. The URLs of management server/software of proposed solution should be accessible on https with valid certificate.
- 2.43. The proposed solution should integrate to LDAP for authentication and should have two factor authentications
- 2.44. The proposed solution should be free from any kind of vulnerabilities
- 2.45. Bidder should ensure there is no end of support on the related products/Hardware till the warranty and AMC period (if contracted).
- 2.46. OEM support should include to advice and help the bank in implementing controls for the risk advised by regulators/Govt. of India.
- 2.47. Bidder should note that Servers & Other Items being procured shall be delivered at locations as per requirements of bank
- 2.48. For delivery location, the Bidder has to provide items with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc.
- 2.49. The configuration as per the technical and other specifications offered of all equipment's & Other Items must be functional and installed from the day one
- 2.50. The Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced OEM personnel only.
- 2.51. During installation if the bank requires any new Software/OS/Utility, Bidder has to install without any cost where the licenses of the software are with the Bank



- 2.52. All necessary cables and other accessories required for successful installation of the hardware items as per the Scope of Work to be supplied by the Bidder without any extra cost
- 2.53. Deployment of servers requires co-ordination with different project application Bidders. The Bidder should co-ordinate with the software Bidders while installing and ensure installation and commissioning for running the applications for which these servers are procured.
- 2.54. All patch update and patch management to be taken care and setup with confirmation as required
- 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.
- 2.56. If during the contract period, the solution is not performing as per specifications in this RFP, bidder shall upgrade/enhance the devices or place additional devices and reconfigure the system without any extra cost to the bank till the required performance is achieved.
- 2.57. All the Hardware & Software supplied under this contract should be IPV6 Ready
- 2.58. The services / solutions offered should not have any significant adverse impact on the existing infrastructure/ business of the Bank neither during installation nor during operation. There should be no service disruption as part of implementation or any upgrades. Any such incident may attract penalties.
- 2.59. The services/ solutions in scope should be designed with adequate redundancy and fault tolerance to meet the Business Continuity requirements of the Bank.
- 2.60. The Bidder shall be responsible for patch updates of the deployed solution to make it compatible with the latest versions of Operating Systems, Browsers and other resources necessary for access within the contract period without incurring any additional cost for the Bank
- 2.61. The Bidder should provide the application audit/security audit certificate for the product. The Proposed Solution must have capability to gone through proper testing against Code Reviews, Penetration Testing, and Open Source risk management. The bidder should be able to furnish appropriate documentation as and when requested by the bank.
- 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
- 2.63. During the period of the contract, the SI may be required to carry out additional customization in existing module of their software to meet the requirement of Canara Bank which may arise out of changes for regulatory compliance without any additional cost
- 2.64. All Software / Databases deployed as part of solution at Bank under scope of this RFP should be licensed one with back-to-back support contracts from respective OEMs
- 2.65. The licenses should be in the name of Canara Bank or specifically purchased for bank with Bank's name mentioned in license & copies of these should be submitted to Bank



- 2.66. The proposed solution should host in 3-tier architecture with high availability, if applicable.
- 2.67. During installation if the bank requires any new Software/OS/Utility, Bidder has to install without any cost where the licenses of the software are with the Bank
- 2.68. Bidder shall conform the integrity of the software supplied i.e. the software is free from bugs, malware, covert channels in code etc.
- 2.69. The Proposed solution should have ability to freely changes forms, fields, workflows, escalations and authorization structures and reports according to Bank processes without affecting the future tool updates and integration with 3rd Party Solutions.
- 2.70. Proposed solution must be able to meet RPO and RTO as per bank policy. The details will be provided to selected bidder.
- 2.71. Proposed solution should be able to integrate with bank existing backup solution in order to take all configuration, database and application backup. The details will be provided to selected bidder.
- 2.72. The bill of material contains the requirement of 2000 Licenses for OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. covering the server/VMs/Host used for production, UAT, SIT at DC, DRC & NDR.
- 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.
- 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.
- 2.75. The Proposed Solution should be single OEM solution only.

**We hereby comply with the Scope of Work mentioned from Point no. 1 to 2 (up to clause no. 2.75) of Annexure-8.**

Date

Signature with seal

Name :

Designation :



**Annexure-13**  
**Manufacturer Authorization Form**

[Note: This Format Letter should be on the letterhead of the OEM/OSO/OSD concern and should be signed by an Authorised Signatory of the OEM/OSO/OSD]

No. \_\_\_\_\_ dated \_\_\_\_\_

The Deputy General Manager,  
Canara Bank,  
Procurement Group,  
DIT-Wing, Naveen Complex, 14 M G Road,  
Bengaluru-560 001  
Karnataka

Dear Sir,

**SUB: RFP for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank.**

**Ref: RFP 27/2020-21 dated 04/01/2021**

We \_\_\_\_\_ who are established and reputed manufacturers of \_\_\_\_\_ having factories/development facilities at 1) \_\_\_\_\_ and 2) \_\_\_\_\_ do hereby authorize M/s \_\_\_\_\_ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.

We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s ..... for all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s ..... fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for total Contract Period.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

Yours faithfully

**(Name)**

For and on behalf of

M/s



**Annexure- 14**  
**Bill of Material**

SUB: RFP for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank.

Ref: RFP 27/2020-21 dated 04/01/2021

**Notes**

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

**Table -A**

**Price details for proposed solution in Canara Bank**

[Amount in Indian Rs.]

Sl. No.	Requirement Details		Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	4 <sup>th</sup> year AMC/ATS Charge (Excl. of tax)	5 <sup>th</sup> year AMC/ATS Charge (Excl. of tax)	Unit Price with Three Year Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Excl. of tax)	Quantity	Total Cost with Three Year Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Excl. of tax)	Tax for Column F		Total Cost with Three Year Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Incl. of tax)
			A	B	C	D= A+B+C		E	F= D*E	G= % of tax	H= Tax Amt
1.	Hardware/Appliance including OS for DC	App Server									
		Web Server									
		Data base Server									
		Any other (add more rows of required)									
2.	Hardware/Appliance including OS for DR	App Server									
		Web Server									
		Data base Server									
		Any other (add more rows of required)									
3.	System Software/Middleware/ Database License for deploying proposed Solution at DC (Break up details to be provided)										
4.	System Software/Middleware/ Database License for deploying proposed Solution at DRC (Break up details to be provided)										



5.	OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work							2000	
6.	Business Application monitoring licenses etc. as per Technical Specifications and Scope of work							100	
7.	Any Other Software licenses at DC (Break up details to be provided)								
8.	Any Other Software licenses at DRC (Break up details to be provided)								
9.	One time Implementation cost of IT Infrastructure Monitoring Solution as per Technical specification and Scope of Work of this RFP.							1	
10.	Total Cost of Ownership for Five years contract period (Sum of column I of rows 1,2,3,4 and 5)								

Bidder has to provide the adequate quantity in column J of Table -A as mentioned in Annexure-7 (A).

**Table-B**  
**Charges for Onsite Resources**

[Amount in Indian Rupees]

Sl. No.	Description	Charges for one resource Per Month [Excl. of Tax]	No. of Months	No. of Resources	Charges for One resources for 24 Months [Excl. of Tax]	Tax %	Tax Value	Charges for One resources for 24 Months [Incl. of Tax]
		a	b	c	d=axbxc	e	f	g=d+f
1	Cost of L1 Onsite Resources.		60	2				
2	Cost of L2 Onsite Resource.		60	1				
3	Total Cost [total of column g of row 1 and 2]							

**Table-C**  
**Charges for Pre & Post Implementation Training**

[Amount in Indian Rupees]

Sl. No.	Requirement	One Time Training Charges (Excl. of Taxes)	Tax for Column A		One Time Training Charges (Incl. of Taxes)
			Tax %	Tax Value	
		a	b	c	d=a+c
1.	Pre- Implementation Training Charges				
2.	Post- Implementation Training Charges				
3.	Total Cost [total of column d of row 1]				



**Charges for additional licenses for Proposed Solution in Canara Bank**

[Amount in Indian Rupees]

Sl. No.	Requirement Details	Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	4 <sup>th</sup> year AMC/ATS Charge (Excl. of tax)	5 <sup>th</sup> year AMC/ATS Charge (Excl. of tax)	Unit Price with Three Year Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Excl. of tax)	Quantity	Total Cost with Three Year Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Excl. of tax)	Tax for Column F		Total Cost with Three Year Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Incl. of tax)
		A	B	C	D = A+B+C		E	F = D*E	G = % of tax	H = Tax Amt
1.	OS/VM/Host Based Monitoring Licenses for OS/DB/Middleware/etc. as per Technical Specifications and Scope of Work					100				
2.	Business Application monitoring licenses etc. as per Technical Specifications and Scope of work					10				
<b>Total Cost of Ownership for Five years contract period (Sum of column I of Row 1 and Row 2)</b>										

The Prices mentioned in the above Table-D is indicative only. Bank will procure the same as when required during contract period of five years.

**Table-E**

**Total Cost for 5 Years Contract Period**

[Amount in Indian Rupees]

Sl. No.	Details	Total Cost of Ownership [Incl. of tax]
A	Total Cost for Implementing IT Infrastructure Monitoring Solution in Canara Bank Hardware as per Table-A [Total of Column I]	
B	Total Charges for Onsite Resources as per Table-B [ Total of Column g]	
C	Total Charges for Pre & Post Implementation Training as per Table-C [Total of Column d]	
D	Total Charges for additional licenses for IT Infrastructure Monitoring Solution in Canara Bank as per Table-D [ Total of Column I]	
E	Total Cost of Ownership [Sum of A, B, C and D of Table-E]	

**Undertaking**

- Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.



- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name :

Designation :



## Appendix -A

### Instructions to be noted while preparing/submitted Part A- Conformity to Eligibility Criteria

The Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head.

- 1) Index of all the documents submitted with page numbers.
- 2) Tender Fee and Bid Security Declaration as per Appendix-N.
- 3) Undertaking for applicability of Purchase Preference Policy as per Form PP-A. (if eligible)
- 4) Self-Declaration of MSEs/Startup as per Form PP - B. (if eligible)
- 5) Undertaking by Bidder towards Mandatory Minimum LC as per Form PP-C (In Case Bidder Seeking Benefit of PP-LC). (if eligible)
- 6) Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC as per Form PP-D (In Case Bidder Seeking Benefit of PP-LC). (if eligible)
- 7) Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents with supporting documents.
- 8) Bid Covering letter as per Annexure-1.
- 9) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 10) Bidder's Profile as per Annexure-3.
- 11) Service Support Details as per Annexure-4.
- 12) Track Record of Past Implementation of Projects as per Annexure-5.
- 13) Non-Disclosure Agreement as per Annexure-6.
- 14) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper.
- 15) Bidder should submit Vendor Risk Assessment with all supporting documents as per Appendix-L attached to this RFP.
- 16) Certificate regarding Tender for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank as per Appendix-O attached to this RFP.
- 17) Declaration under restriction of Bids from such a country which shares a Land border with India
- 18) Write up on the Work Experience / Expertise on IT Infrastructure Monitoring Solution.
- 19) Bidder should have central help Desk available on 24x7x365 basis for support and complaint booking. Details of the Help Desk phone no. & email ID has to be provided.
- 20) Bidder should provide Call Log in procedure for call logging and ticketing.



**Appendix-B**  
**Instructions to be noted while preparing/submitting Part B-Technical Proposal**

The Technical Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head. Technical Offer for this RFP shall be made as under:

- 1) Index of all the document submitted with page numbers.
- 2) Compliance to the Technical & Functional Requirement of IT Infrastructure Monitoring Solution as per Annexure-7.
- 3) Compliance to the Scope of Work as per Annexure-8.
- 4) Undertaking of Authenticity for Supply, Installation, Implementation and Maintenance of IT Infrastructure Monitoring Solution for Canara Bank as per Annexure-9.
- 5) Compliance Statement as per Annexure-10.
- 6) Undertaking Letter as per Annexure-11.
- 7) Escalation Matrix as per Annexure-12.
- 8) Manufacturer Authorization form as per Annexure-13.
- 9) Masked bill of Material as per Annexure-14.
- 10) Technical Documentation (Product Brochures, leaflets, manuals, drawings).
- 11) A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.
- 12) Bidder has to provide detailed proposed BOM each line item wise for Solution, OS, Licenses for Five (5) Years as part of Technical Bid.



### **Appendix-C**

#### **Instruction to be noted while preparing/submitting Part C-Commercial Bid**

The Commercial Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc., should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. **All the Annexures should be submitted in Bidder's Letter Head.**

The suggested format for submission of commercial Offer for this RFP is as follows:

- 1) Bill of Materials as per Annexure-14.
- 2) Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product. (MeitY Form -1) (if eligible).
- 3) Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works. (DoT Form - 1) (if eligible).



Appendix-L

VENDOR RISK ASSESSMENT

1. NAME AND ADDRESS OF THE VENDOR:

Regd Office
Correspondence address

2. Name of the Activity/Project with us:

I) COMPANY PARTICULARS:

Sl. No.	Particulars	Remarks
1.	Whether any change in constitution of firm	Yes/No
	If yes, term(yrs) from last change/initial estb	
	If yes, date of reconstitution	
2.	Main business of vendor	
	Experience in years(main business)	
	Subsidiary business (Annexe if many business)	
	Experience in years (Subsidiary business)	
3.	Whether unit is MSME/start up	Yes/No
4.	Is firm holds any quality certifications like ISO/BIS etc.,	Yes/No
	If yes, give details and how many certificates holds	
5.	Details of sister concerns dealing in same type of business like similar type of business or no similar type or no sister concern	
6.	Present Banker	
	Status of firm with present Banker(applicable if unit is sick/NPA only)	
7.	Constitution of Firm like individual or prop, partnership, LLP, ltd company, PSU etc	



## II) BUSINESS PARTICULARS OF FIRM:

1.	Major clients of vendor (in nos)	
	Details of clients (annexe if many)	
2.	No of business projects received for last 2 year(nos)	
	Value of the above projects(Rs.)	
	No of projects , participated in last 2 year	
	No of projects in execution phase of last 2 year receipts.	
3.	Major competitors in market (NO)	

## III) LEGAL ISSUES AND OBLIGATIONS:

1.	Ever blacklisted from any organization for last 5 years	Yes/No
	If yes, give details	
2.	Any notice received from any regulatory body	Yes/No
	If yes, give details	
3.	Any major litigations in police/court/DRT/Income tax/ED/CBI/ Labour court or any such regulatory body.	Yes/No
	If yes, give details	
4.	Whether all statutory dues like ESI, PF, tax, etc., are paid upto last ABS.	Yes/No
	If no, particulars of pending dues	
5.	Any major fraud/breach of policies within company noticed for last 2 years	Yes/No
	If yes, impact (amount)	

## IV) BUSINESS POSITION:

1.	Latest Audited Balance sheet submitted	Yes/No
2.	Firm business growth in upward trend (analyse last 3 yrs BS)	Yes/No
3.	Firm profit in upward trend (analyse last 3 yrs BS)	Yes/No
4.	Firm growth position to that of industry is acceptable	Yes/No
5.	Firm is credit rated	Yes/No
	If yes, rating agency & present rating	
6.	Industry position of firm (like gartner listing, etc.,) and whether firm is in better position or best position or not in better position	



**APPENDIX N**  
**TENDER FEE AND BID SECURITY DECLARATION**  
**(TO BE PROVIDED ON LETTER HEAD)**

To,  
The Deputy General Manager,  
Canara Bank,  
DIT Wing, Head Office,  
Naveen Complex, 14 M G Road

**SUB: Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank.**

**Ref: RFP 27/2020-21 dated 04/01/2021.**

Dear Sir

We declare that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, we note that we will be suspended for the period of three years from being eligible to submit Bids for contracts with Canara Bank.

Place:  
Date:

[Signature of Authorised Signatory]  
Name:  
Designation:  
Seal:



**APPENDIX-O (1)**

**Certificate regarding Tender for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank.**

**Ref: RFP 27/2020-21 dated 04/01/2021**

(to be provided on letter head by each OEM)

We M/s xxxx, OEM of xxxxx, having model No xxxx, offered in this RFP, through our authorized Service provider, M/s xxxxx Limited, hereby undertake that we fully comply, without any deviation, with the Order (Public Procurement No.1) dt:23.07.2020 issued by Ministry of Finance, Department of Expenditure regarding Restriction under Rule 144(xi) in the GFR 2017.

The following is the details of Share Holding structure of our Company and our Parent Company:

**OEM Name:**

**Registered Address of the OEM:**

<b>Shareholding structure of the OEM as on 31.03.2020</b>		
<b>%age of shares held</b>	<b>Name of holding Company/Individual</b>	<b>Registered Address of the share holding company/Individual</b>

**OEM's Parent Company &/ Owner/Beneficial Owner Name:**

**Registered Address of the OEM's Parent Company:**

<b>Shareholding structure of the OEM's Parent Company as on 31.03.2020</b>		
<b>%age of shares held</b>	<b>Name of holding Company/Individual</b>	<b>Registered Address of the share holding company/Individual</b>

If at any time our undertaking is found false or non-compliant with the above order of the Ministry of Finance, Bank may immediately terminate the contract and may take legal action in accordance with the law.

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**Signature of Authorized Signatory of OEM**

**Name of Signatory:**

**Designation:**

**Seal of Company**



**APPENDIX-O (2)**

**Certificate regarding Tender for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS) in Canara Bank.**

**Ref: RFP 27/2020-21 dated 04/01/2021**

(to be provided on letter head of Bidder)

We M/s \_\_\_\_\_, have directly participated in the captioned RFP and hereby undertake that we fully comply, without any deviation, with the Order (Public Procurement No.1) dt:23.07.2020 issued by Ministry of Finance, Department of Expenditure regarding Restriction under Rule 144(xi) in the GFR 2017.

The following is the details of Share Holding structure of our Company and our Parent Company:

**Bidder Name:**

**Registered Address of the Bidder:**

<b>Shareholding structure of the Bidder as on 31.03.2020</b>		
<b>%age of shares held</b>	<b>Name of holding Company/Individual</b>	<b>Registered Address of the share holding company/Individual</b>

**Bidder's Parent Company &/ Owner/Beneficial Owner Name:**

**Registered Address of the Bidder's Parent Company:**

<b>Shareholding structure of the Bidder's Parent Company as on 31.03.2020</b>		
<b>%age of shares held</b>	<b>Name of holding Company/Individual</b>	<b>Registered Address of the share holding company/Individual</b>

If at any time our undertaking is found false or non-compliant with the above order of the Ministry of Finance, Bank may immediately terminate the contract and may take legal action in accordance with the law.

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**Signature of Authorized Signatory of Bidder**

**Name of Signatory:**

**Designation:**

**Seal of Company**

