

Amendment-1 to "RFP 25/2017-18 dated 29/11/2017 for Supply, Installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)"

It is decided to amend the following in respect of the above RFP:

Sl. No.	Page No.	Clause No.	Existing	Amended
1.	14	16. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:	16.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.1,00,00,000/- (Rupees One Crore Only) by way of Demand Draft drawn on any Scheduled Commercial Bank In India in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A - Conformity to Eligibility Criteria.	16.1 The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.50,00,000/- (Rupees Fifty Lakhs) by way of Demand Draft drawn on any Scheduled Commercial Bank In India in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A - Conformity to Eligibility Criteria.
2.	24	<u>43. Delivery, Installation, Configuration and Integration:</u>	43.1. Bank shall provide the address and contact details for delivery of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) while placing the order. Delivery of all hardware, Software and Other Items should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	43.1. Bank shall provide the address and contact details for delivery of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) while placing the order. Delivery of all hardware, Software and Other Items should be within 8 weeks from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post."
3.	33	<u>59. Subcontracting</u>	The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.	The successful Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required for this project under the contract without the prior written consent of the Bank.
4.	43	<u>Annexure-3</u> <u>Eligibility Criteria</u>	<u>Eligibility Criteria:</u> The Bidder should have positive	<u>Eligibility Criteria:</u> The Bidder should have positive Net Worth as on 31/03/2017 or



		Declaration: Criteria no. d	Net Worth as on 31/03/2017. Documents to be submitted: The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	as on 30/09/2017. Documents to be submitted: The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.
5.	43	Annexure 3 - Eligibility Criteria Point No. e	Eligibility Criteria: The bidder and OEM should have support office in Bengaluru and Mumbai. Documents to be submitted with Part A-Confirmity to Eligibility Criteria The Bidders to furnish their existing service centre infrastructure details like contact details with postal address, no. of engineers, jurisdiction of the engineer etc besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc.	Eligibility Criteria: The Bidder/OEM should have support office in Bengaluru and Mumbai. Documents to be submitted with Part A-Confirmity to Eligibility Criteria The Bidders to furnish their existing service centre infrastructure details like contact details with postal address, no. of engineers, jurisdiction of the engineer etc. besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc.
6.	44	Annexure-3 Eligibility Criteria Declaration:Criteria no. k	Eligibility Criteria: The Bidder should have three year experience in supply Installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in at least one Bank / Government Department/ PSU/Financial Institutions in India. Documents to be submitted: Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions.	Eligibility Criteria: The Bidder should have minimum of three years experience on the date of publishing of RFP in supply execution and deployment of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in at least one Bank / Government Department/ PSU/Financial Institutions/private/Big Corporates/ Multinational Organization in India. Documents to be submitted: Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions/private/Big Corporates/ Multinational Organization .
7.	52	Annexure-10 Technical	A. General Requirements 29. In the Proposed solution the	This RFP Clause stands deleted.



		<p><u>Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p><u>1. IT Service Management</u></p>	<p>release management should be an ITIL process as under latest Pink Verified Certification and to be addressed by the ITSM tool.</p>	
8.	52	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p><u>1. IT Service Management</u></p>	<p><u>A. General Requirements</u></p> <p>4. The proposed solution shall provide an identity management system that allows user/role management and integration with authentication systems such as LDAP/AD.</p>	<p><u>A. General Requirements</u></p> <p>4. The successful bidder to ensure that proposed solution shall be integrated with Bank PIM Solution and also allows user/role management and integration with authentication systems such as LDAP/AD.</p>
9.	57	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p><u>1. IT Service Management</u></p>	<p><u>J. IT ASSET INVENTORY / REPOSITORY</u></p> <p>1. The Proposed solution should Generate a complete inventory of hardware, software, network components including communication lines, ATMs etc.</p>	<p><u>J. IT ASSET INVENTORY / REPOSITORY</u></p> <p>1. The Proposed solution should Generate a complete inventory of hardware, software, network components, etc.</p>
10.	57	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service</u></p>	<p><u>J. IT ASSET INVENTORY / REPOSITORY</u></p> <p>2. The Proposed solution should support XML tagging.</p>	<p><u>J. IT ASSET INVENTORY / REPOSITORY</u></p> <p>2. The Proposed Solution should support XML or Excel format.</p>



		<u>Management, IT Infrastructure Management and Configuration Management Solution)1. IT Service Management</u>		
11.	57	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> <u>1. IT Service Management</u>	<u>K. IT ASSET MANAGEMENT</u> 1. Identification of types of licenses in use / purchased.	This RFP Clause stands deleted.
12.	57	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> <u>1. IT Service Management</u>	<u>I. IT Asset and Management:</u> 3. The Proposed solution should be Agent base Discovery.	<u>I. IT Asset and Management:</u> 3. The Proposed solution should be Agent base or Agentless Discovery.
13.	57	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u>	<u>I. IT Asset and Management:</u> 4. The Proposed solution should be Agent-less discovery.	This RFP Clause stands deleted.



		I. IT Service Management		
14.	58	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> <u>1. IT Service Management</u>	<u>K. IT ASSET MANAGEMENT</u> 9. Comparison of owned and deployed assets	<u>K. IT ASSET MANAGEMENT</u> 9. Comparison of owned and discovered assets.
15.	58	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> <u>1. IT Service Management</u>	<u>K. IT ASSET MANAGEMENT</u> 25. The functionalities provided by the solution should support discovery/management across multiple operating systems like Windows, Mac, UNIX, Linux, Mainframe OS, Virtualized environments etc, multiple databases like Oracle, DB2, SQL, MySQL, Hypervisors etc.	<u>K. IT ASSET MANAGEMENT :</u> 25. The functionalities provided by the solution should support discovery/management across multiple operating systems like Windows, Mac, UNIX, Linux, Virtualized environments etc, multiple databases like Oracle, DB2, SQL, MySQL, Hypervisors etc.
16.	58	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> <u>1. IT Service Management</u>	<u>K. IT ASSET MANAGEMENT</u> 26. The Proposed solution should support all popular Browsers like Internet Explorer, Firefox, Chrome, Safari, Opera etc.	<u>K. IT ASSET MANAGEMENT:</u> 26. The Proposed solution should support all popular Browsers like Internet Explorer, Chrome etc.



17.	59	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p><u>1. IT Service Management</u></p>	<p><u>P. TRACKING VIRTUALIZATION & SAAS USAGE REPORTING</u></p> <p>3. SaaS Usage Reporting</p>	This RFP Clause stands deleted.
18.	60	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p><u>1. IT Service Management</u></p>	<p><u>U. MIS & REPORT GENERATION</u></p> <p>7. Analyze trends & performance levels</p>	<p><u>U. MIS & REPORT GENERATION</u></p> <p>7. Analyze trends & performance levels by proposed ITIM Solution.</p>
19.	60	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p><u>1. IT Service Management</u></p>	<p><u>P. TRACKING VIRTUALIZATION & SAAS USAGE REPORTING</u></p> <p>2. Location identification and comparison with entitlement information.</p>	This RFP Clause stands deleted.
20.	61	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT</u></p>	<p><u>W. FINANCIAL MANAGEMENT:7.</u></p> <p>Track asset costs by cost centre</p>	<p><u>"W. FINANCIAL MANAGEMENT:</u></p> <p>7. Track asset costs by cost</p>

		<u>operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)1. IT Service Management</u>	and chargeback	centre.
21.	61	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> <u>1. IT Service Management</u>	<u>W. FINANCIAL MANAGEMENT:</u> 9. Availability of accounting module which is able to interface with existing CBS functionality of the bank and should be able to post accounting entries.	This RFP Clause stands deleted.
22.	61	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> <u>II. Application Performance Management</u>	<u>A. End User Experience</u> <u>a. Comprehensive monitoring</u> 8. The solution must be able to report mobile, wearable, or web app retention after initial app usage.	<u>A. End User Experience:</u> <u>a. Comprehensive monitoring:</u> 8. The solution must be able to report mobile, or web app retention after initial app usage. (Explanation: The RFP Clause is to ensure the end user experience and also track the usage of Canara Bank Core Banking App, etc)"
23.	61	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure</u>	<u>A. End User Experience:</u> <u>a. Comprehensive monitoring:</u> 9. The solution must provide insight into mobile, wearable, or web app performance on various networks and geographies and correlate to the performance of	<u>A. End User Experience:</u> <u>a. Comprehensive monitoring:</u> 9. The solution must provide insight into mobile, or web app performance on various networks and geographies and correlate to the performance of the apps"



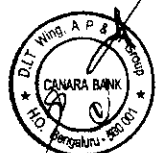
		<p><u>Management and Configuration Management Solution)</u></p> <p>II. Application Performance Management</p>	the apps.	
24.	62	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p>II. Application Performance Management</p>	<p><u>A. End User Experience</u> <u>a. Comprehensive monitoring</u></p> <p>25. The Proposed Solution should be able to instrumental in support native mobile apps.</p>	<p><u>A. End User Experience</u> <u>a. Comprehensive monitoring</u></p> <p>25. The Proposed Solution should be able to instrument in support native mobile apps. (Explanation: The RFP Clause is to measure the performance of the end user)</p>
25.	62	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p>II. Application Performance Management</p>	<p><u>A. End User Experience</u> <u>a. Comprehensive monitoring</u></p> <p>22. The Proposed solution should support for modern frame works such as java ,.net and PHP etc.</p>	<p><u>A. End User Experience</u> <u>a. Comprehensive monitoring</u></p> <p>22. The Proposed solution should support for modern frame works such as java ,.net etc.</p>
26.	64	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration</u></p>	<p><u>B. Browser Performance</u></p> <p>12. The solution should be able to capture end to end user session including identification of transactions by business transaction name, device types, OS, carrier</p>	<p><u>B. Browser Performance</u></p> <p>12. The solution should be able to capture end to end user session including identification of transactions by business transaction name, device types, OS etc.</p>



		<u>Management Solution)</u> <u>II. Application Performance Management</u>		
27.	65	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> <u>II. Application Performance Management</u>	<u>E. Analytics</u> 1. Solution must offer comprehensive analytics platform across all modes of end-user transactions such as web/browser, mobile, and wearable technologies.	<u>E. Analytics</u> 1. Solution must offer comprehensive analytics platform across all modes of end-user transactions such as web/browser, mobile etc. (Explanation: Bank needs to relate performance across all the steps of web, app, database, and also able to isolate problem in each of these domains and should use deep dive diagnostic tools. limiting or diluting this clause defeats the very purpose of APM tool.)
28.	65	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> <u>II. Application Performance Management</u>	<u>E. Analytics</u> 3. Solution should provide the ability to utilize key performance, utilization, and business metrics from all types of end-user transactions, from web/browser, to mobile, to wearable technologies.	<u>E. Analytics</u> 3. Solution should provide the ability to utilize key performance, utilization, and business metrics from all types of end-user transactions, from web/browser, to mobile etc.
29.	65	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)II.</u>	<u>E. Analytics</u> 4. Solution should provide flexible, out-of-the-box dashboards that combine user experience and performance data from web, mobile, and wearable transactions.	<u>II. Application Performance Management</u> <u>E. Analytics</u> 4. Solution should provide flexible, out-of-the-box dashboards that combine user experience and performance data from web and mobile transactions etc.

		<u>Application Performance Management</u>		
30.	66	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p><u>II. Application Performance Management</u></p>	<p><u>H. Storage Monitoring</u></p> <p>1. The proposed solution should be able to monitor storages like EMC, Netapp, Hitachi , IBM DS 3X, 4X and 5X , IBM SVC 7000 ,HP 3PAR storages etc through SMI-S enabled interfaces and CLI.</p>	<p><u>H. Storage Monitoring</u></p> <p>1. The proposed solution should be able to monitor storages like EMC, Netapp, Hitachi , HP 3PAR storages etc through SMI-S enabled interfaces and CLI.</p>
31.	66	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p><u>II. Application Performance Management</u></p>	<p><u>G. Database Monitoring</u></p> <p>1. The solution should be able to monitor standard RDBMS like Oracle, Tibero, MySQL, MSSQL, DB2, Informix, Sybase etc.</p>	<p><u>G. Database Monitoring"</u></p> <p>1. The solution should be able to monitor standard RDBMS like Oracle, MySQL, MSSQL, DB2, Sybase etc.</p>
32.	68	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p>	<p><u>A. General Requirements</u></p> <p>12. The Proposed Solution Should Integration with in-house Auto ticketing tool.</p>	<p>This RFP Clause stands deleted.</p>

		III. CONFIGURATION MANAGEMENT		
33.	59-60	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> <u>1. IT Service Management</u>	N. INTEGRATION MANAGEMENT 1. The proposed solution should provide & support API integration with Network Management Software, integration with Active Directory and Red Hat LDAP.	1. IT Service Management N. INTEGRATION MANAGEMENT The Proposed solution should provide & support API Integration with Network Management Software for service desk. And solution should able to integrate with AD and LDAP.
34.	59-60	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> <u>1. IT Service Management</u>	N. INTEGRATION MANAGEMENT 8. The Proposed solution should support integrated login portal and single user interface for the ITAM users.	1. IT Service Management N. INTEGRATION MANAGEMENT 8.The proposed solution should support common dashboard for all ITAM users.
35.	68 - 69	<u>Annexure-10</u> <u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> III. CONFIGURATION MANAGEMENT	B. Patch Management 16. Caching proxies reduce bandwidth usage for patching.	This RFP Clause stands deleted.
36.	68 - 69	<u>Annexure-10</u> <u>Technical</u>	C. OS Deployment 9. Should support for multiple	This RFP Clause stands deleted.



		<p><u>Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p><u>III. CONFIGURATION MANAGEMENT</u></p>	<p>version of WinPE, Including latest WinPE10 and Linux PE Update. Disk-Based and partition-based imaging (Both Capture and Deployment).</p>	
37.	68 - 69	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p><u>III. CONFIGURATION MANAGEMENT</u></p>	<p><u>C. OS Deployment</u></p> <p>11. Intelligent driver-to-device mapping</p>	This RFP Clause stands deleted.
38.	68 - 69	<p><u>Annexure-10</u></p> <p><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u></p> <p><u>III. CONFIGURATION MANAGEMENT</u></p>	<p><u>C. OS Deployment</u></p> <p>21. Provides support for TFTP and multicasting over IPv6/v4 and DHCPv6/v4.</p>	<p><u>C. OS Deployment:</u></p> <p>21. Support multicasting over IPv6/v4 and DHCPv6/v4.</p>



39.	68 - 69	<u>Annexure-10- Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u> <u>III. CONFIGURATION MANAGEMENT</u>	<u>D. Process flow management</u> 9. The Proposed solution can be of any type i.e. Hard and Soft Appliance.	<u>D. Process flow management</u> 9. The Proposed solution can be of any type i.e. Hard or Soft Appliance.
40.	72	<u>Annexure-11 Scope of Work</u>	11. In the Proposed solution the release management should be an ITIL process as under latest Pink Verified Certification and to be addressed by the ITSM tool.	This RFP Clause stands deleted.
41.	74	<u>Annexure-11 Scope of Work</u>	<u>additional Scope of Work as point no. 51</u>	51. The Proposed solution must be able to meet RPO and RTO as per bank policy.
42.	74	<u>Annexure-11 Scope of Work</u>	<u>additional Scope of Work as point no. 52</u>	52. The proposed solution should be able to integrate with bank existing backup solution in order to take all configuration, database and application backup. details of existing backup solution will be shared to selected bidder.
43.	81- 87	<u>Annexure- 18</u>	<u>Bill of Material</u>	<u>Amended Annexure -18(Bill of Material)</u> is attached as Annexure.

Amended Clause No. 47 (Penalties/Liquidated Damages -Page no. 26 & 27) of the RFP:

47. Penalties/Liquidated Damages:

47.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under.

47.1.1. Non-compliance of the Supply/delivery clause (43.1) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay in delivery per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise.

47.1.2. Non-compliance of the Installation, configuration and implementation as per clause (43.2) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay on installation per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise.

47.1.3. However, the total Penalty/LD to be recovered under above clauses 47.1.1, and 47.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).



47.2. 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 Taxes) 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 Taxes) payable for Resident Resource charges for that quarter.

47.3. Penalties/Liquidated damages for not maintaining uptime :

47.3.1. If the bidder fails to maintain the guaranteed uptime, Penalty for uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty amount
99.90% and above	No Penalty would be deducted
99.50% to <99.90%	0.02% (Plus GST) on total order value for every hour or part thereof.
98.99% to < 99.50%	0.08% (Plus GST) on total order value for every hour or part thereof.
98.50% to <98.99%	0.20% (Plus GST) on total order value for every hour or part thereof.
97.99% to <98.50%	0.5% (Plus GST) on total order value for every hour or part thereof.
97.50% to <97.99%	1.00% (Plus GST) on total order value for every hour or part thereof.
95.00% to <97.50%	2.00% (Plus GST) on total order value for every hour or part thereof.

47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 25% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year.

47.3.3. 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, 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 payments).

47.4. 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.

47.5. The liquidated damages 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.

47.6. All the above LDs are independent of each other and are applicable separately and concurrently.

47.7. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

All the other Instructions and Terms & Conditions of the above RFP remain unchanged. Please take note of the above Amendments while submitting your response to the subject RFP.

Date: 16/12/2017
Place: Bengaluru


Deputy General Manager



Annexure- 18

Bill of Material

SUB: RFP for Supply, Installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution).

Ref: Your RFP 25/2017-18 dated 29/11/2017

Notes

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorised 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 of IT Operational Tools (IT Service Management ,IT Infrastructure Management and Configuration Management Solution)

[Amount in Indian Rupees]

Sl. No.	Item Details	Cost Price			AMC/ATS Charges as per Table-F			Total Cost per unit with AMC/ATS (Incl. Of tax)	Quantity	Total Cost (Incl. of tax)		
		Unit cost with 5 years warranty and with support (Excl. of Taxes)	Tax for Column E		Unit cost with 5 years warranty and with support (Incl. of Taxes)	2 years AMC/ATS charges per unit after warranty period (Excl. of Tax)	Tax for Column E				Total AMC/ATS for 2 years incl. of tax	
			A	B % of tax			C Tax Amt					D =A+C
1.	IT Operational management Tools in HA (ITSM , ITIM, Configuration Management) as per Technical Specification and Scope of Work								1			
2.	ITSM Concurrent Technicians License as per Technical Specifications and Scope of Work								100			
3.	Configuration Management OS Instance License as per Technical Specifications and Scope of work								1000			



4.	Server Monitoring License as per Technical Specifications and Scope of Work										1000	
5.	Data Base Monitoring License as per Technical Specifications and Scope of Work										100	
6.	Storage Monitoring License as per Technical Specifications and Scope of Work										30	
7.	Application Performance Monitoring License as Technical Specifications and Scope of Work										100	
8.	Hardware for proposed solution as per Scope of Work										1	
9.	Hardware for proposed solution as per Scope of Work in HA at DC & HA at DRC										x	
10.	DB licenses for proposed solution as per Scope of Work										x	
11.	Other Software licenses for proposed solution as per Scope of Work										x	
12.	Implementation & Project Management Charges for ITSM as per Technical Specifications and Scope of Work										1	



13.	Implementation & Project Management Charges for ITIM as per Technical Specifications and Scope of Work										1
14.	Implementation & Project Management Charges for Configuration Management Solution as Per Technical Specifications and Scope of Work										1
15.	Total Cost [total of column k of Row 1 to 14]										

For Column J & row no 9, 10, 11 bidder has to mention required quantities of the licenses.

Year wise AMC/ATS charges breakup should be mentioned in Table-F.

Table-B
Charges for Onsite Resources:

[Amount in Indian Rupees]

Sl. No.	Description	Charges Per Year Excluding Tax	Tax %	Tax Value	Charges Per Year Including Tax	No. of Months	Charges for No. of Years Including Tax	
		a	b	c	d=a+c	e	f=d*e	
1	Onsite Resources at Bengaluru for ITSM Solution					6		
2	Onsite Resources at Bengaluru for ITIM Solution					6		
3	Onsite Resources at Bengaluru for Configuration Management Solution					6		
4	Total Cost [total of column f of rows 1,2 and 3]							



Table C
Charges for additional Licenses

[Amount in Indian Rupees]

Sl. No.	Item Details	Cost Price			AMS/ATS Charges as per Table G				Total Cost per unit with AMC/ATS (Incl. Of tax)	Quantity	Total Cost (Incl. of tax)	
		Cost for 5 Licenses with 5 years warranty and with support (Excl. of Taxes)	Tax for Column E		Cost for 5 Licenses with 5 years warranty and with support (Incl. of Taxes)	2 years AMC/ATS charges per unit after warranty period (Excl. of Tax)	Tax for Column E					Total AMC/ATS for 2 years incl. of tax
			A	B % of tax			C Tax Amt	D =A+C				
1.	ITSM Technicians License as per Technical Specifications and Scope of Work									20		
2.	Configuration Management OS Instance License as per Technical Specifications and Scope of work									40		
3.	Server Monitoring License as per Technical Specifications and Scope of Work									40		
4.	Data Base Monitoring License as per Technical Specifications and Scope of Work									20		
5.	Storage Monitoring License as per Technical Specifications and Scope of Work									10		
6.	Application Performance Monitoring License as Technical Specifications and Scope of Work									10		
7.	Total Cost [total of column k of Row 1 to 6]											

Year wise AMC/ATS charges breakup should be mentioned in Table-G.

The Prices mentioned in that above Table-C is indicative only. Bank will procure the licenses as and when required during contract period.



Table-D
Charges for One time Training

[Amount in Indian Rupees]

Sl. No.	Description	One Training Charges (Excl. of Taxes)	Tax for Column A		One Time Training Charges (Incl. of Taxes)
			Tax %	Tax Value	
			a	b	
1.	One Time Training Charges for ITSM Solution				
2.	One Time Training Charges for ITIM Solution				
3.	One Time Training Charges for Configuration Management Solution				
4.	Total Cost [total of column d of row 1to 3]				

Table-E
Total Cost for 7 Years Contract Period

[Amount in Indian Rupees]

Sl. No.	Details	Cost inclusive of tax
1.	Total Cost as per Table-A [Total of Column K]	
2.	Charges for Onsite Resource as per Table-B [Column g]	
3.	Total charges for additional Licenses as per Table-C[total of column g]	
4.	Total Charges for Training as per Table-D[Total of column d]	
5.	Total Cost of Ownership [total of 1,2,3 and 4]	

Table-F
Post Warranty AMC/ATS Charges year wise for Table-A

[Amount in Indian Rupees]

Sl. No.	Description	Year wise breakup for AMC/ATS					
		6 th Year	7 th Year	Total ATS for 2 Years (Excl. of Tax)	Tax %	Tax in Amt.	Total AMC/ATS for 2 Years (Incl. of Tax)
		AMC/ATS Charge (Excl. of tax)	AMC/ATS Charge (Excl. of tax)				
		a	b				
1.	IT Operational management Tools in HA (ITSM , ITIM, Configuration Management) as per Technical Specification and Scope of Work						
2.	ITSM Technicians License as per Technical Specifications and Scope of Work						
3.	Configuration Management OS Instance License as per Technical Specifications and Scope of work						
4.	Server Monitoring License as per Technical Specifications and Scope of Work						



5.	Data Base Monitoring License as per Technical Specifications and Scope of Work						
6.	Storage Monitoring License as per Technical Specifications and Scope of Work						
7.	Application Performance Monitoring License as Technical Specifications and Scope of Work						
8.	Hardware for proposed solution as per Scope of Work						
9.	OS licenses for proposed solution as per Scope of Work						
10.	DB licenses for proposed solution as per Scope of Work						
11.	Other Software licenses for proposed solution as per Scope of Work						

Table-G
Post Warranty AMC/ATS Charges year wise for Table-C

[Amount in Indian Rupees]

Sl. No.	Description	Year wise breakup for AMC/ATS					
		6 th Year	7 th Year	Total ATS for 2 Years (Excl. of Tax)	Tax %	Tax in Amt.	Total AMC/ATS for 2 Years (Incl. of Tax)
		AMC/ATS Charge (Excl. of tax)	AMC/ATS Charge (Excl. of tax)				
		a	b	c=(a+b)	d	e	f=(c+e)
1.	IT Operational management Tools in HA (ITSM , ITIM, Configuration Management) as per Technical Specification and Scope of Work						
2.	ITSM Technicians License as per Technical Specifications and Scope of Work						
3.	Configuration Management OS Instance License as per Technical Specifications and Scope of work						
4.	Server Monitoring License as per Technical Specifications and Scope of Work						
5.	Data Base Monitoring License as per Technical Specifications and Scope of Work						
6.	Storage Monitoring License as per Technical Specifications and Scope of Work						

Note

- i. The Charges mentioned in column "c" of Table-F should tally with the charges mentioned under Price Details in column "E" of Table -A of Bill of Material. The Charges mentioned in column "f" of Table-F should tally with the charges mentioned under Price Details in column "H" of Table -A of Bill of Material.



ii. The Charges mentioned in column "c" of Table-G should tally with the charges mentioned under Price Details in column "E" of Table -C of Bill of Material. The Charges mentioned in column "f" of Table-G should tally with the charges mentioned under Price Details in column "H" of Table -C of Bill of Material

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorised Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. 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 :

