

**Amendment-9 to "RFP 27/2020-21 dated 04/01/2021 for Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Server & Application Monitoring Solution (SAMS)."**

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

**a. Amended Clause no. 7.1 of Section C on Page no. 19,20 & 21 (Payment Terms)**

**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 Server & Application Monitoring Solution (SAMS) 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 Warranty payment.
<b>Software Licenses/Subscription (OS &amp; Middleware)</b>			
5.	Delivery of Software Licenses/ Subscription (OS & Middleware)	70 % of total cost of Software Licenses/Subsc rption (OS & Middleware)	After complete delivery of Software Licenses/Subscription (OS & Middleware) and production of License/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM Portal and delivery signoff and invoice supplied from DC and DRC.
6.	Successful Installation & Configuration of Software Licenses/ Subscription (OS & Middleware)	20 % of total cost of Software Licenses/Subsc rption (OS & Middleware)	After successful installation & Configuration of Software Licenses/Subscription (OS & Middleware) and production of License/Subscription Entitlement Certificate of OEM with clearly specified warranty start and end date and duly registered in OEM Portal and delivery signoff and invoice supplied from DC and DRC.

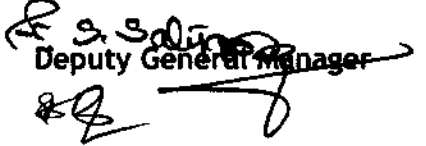


7.	Warranty	10% of total cost of Software Licenses/Subscription (OS & Middleware)	After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to Warranty payment.
<b>OEM Software Licenses for Server &amp; Application 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.	<u>40 % of total cost of OEM Software for Server &amp; Application Monitoring</u>	After Successful Installation as per Scope of Work and Technical requirements and on production of UAT signoff from Bank Team (wherever applicable) along with Invoices.
9.	Complete rollout of proposed solution with required number of Metrics, workflow and business and admin dashboard Configured Submission of Project Documents, DFD, Manuals, BCP & SOP, Backup Procedures Report, Installation SOP etc.	<u>30% of total cost of OEM Software for Server &amp; Application Monitoring</u>	After Successful Installation as per Scope of Work and Technical requirements and on production of complete rollout signoff from Bank Team along with Invoices
10.	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
11.	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.
12.	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 Warranty payment.

Other			
13.	Implementation	100%	100% of the Implementation charges will be paid on the Completion of implementation and Project Acceptance Signoff issued by the Bank Team.
14.	Training	100%	Payment will be released within 30 days after completion of Training.
15.	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.

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: 19/04/2021  
Place: Bengaluru

  
Deputy General Manager

