केनरा बैंक Canara Bank

Amendment-5 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. Bid Schedule (Serial No. 10 & 11, Page no. 2):

Description	Existing details	Amended details
	Date, Time and Venue	Date, Time and Venue
Last Date and Time for Submission of Bids	09/03/2021, Tuesday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.	19/03/2021, Friday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
Date, Time & Venue for opening of Part A-Conformity to Eligibility Criteria.	09/03/2021, Tuesday at 3:30 PM Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.	19/03/2021, Friday at 3:30 PM Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
b.	22	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support	8.2. The L2 support resource timings will be minimum 10.00 AM to 7.00 PM on all daily bases and for L1 Support resource timings will be covering two shifts i.e. 08 AM to 04 PM and 02 AM to 10 PM on daily basis.	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 PM to 10 PM on daily basis.
c.	24	C. Deliverables and Service Level Agreements	9	Escrow Arrangement during Contract Period	This RFP Clause stands deleted.

d.	41	Annexure-2	Eligibility Criteria Declaration Criteria no. f	**Eligibility Criteria:** The Bidder and OEM shall have support office in Bengaluru and in any metro cities for 24x7 support. **Documents to be submitted:** 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.	The Bidder and OEM shall have support office in Bengaluru **and Mumbai** for 24x7 support. **Documents to be submitted:** 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.
e.	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 20	20. The Proposed Solution must have capability to auto-correlate series of events/alerts and identify the root cause. It should be able to detect and diagnose problems in real time, giving the root cause along with actual lines of code. The system must also provide a replay of the problem evolution which will help developers in doing a post-facto analysis of how the problem evolved over time without waiting for the problem to recur.	20. The Proposed Solution must have capability to auto-correlate series of events/alerts and identify the root cause. It should be able to detect and diagnose problems in real time, giving the root cause along with actual lines of code. The system must able to replay the timeline/transaction which will help developers in doing a post-facto analysis of how the problem evolved over time without waiting for the problem to recur.
f.	44	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 24	24. The Proposed Solution must have capability to automatically detect any deployment changes that may have happened in the application code or server configuration and correlate that with the any performance issue which could have been caused by it.	This RFP Clause stands deleted.
g.	45	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 34	34. The Proposed Solution must have capability to capture and provide a session replay of the complete digital experience for user session monitored user across browsers, interfaces and devices.	34. The Proposed Solution must have capability to capture and provide a feature/option replay timeline/transactions of the complete digital experience for user session monitored user across browsers, interfaces and devices.

h.	50	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 95	95. The Proposed Solution must have capability to monitor OS, web server, application servers, queries to databases, middleware and user transactions with a single agent at OS level. If new JVM's or new Webservers processes are introduced due to load considerations, the agent must be able to auto-detect these and auto instrument with no manual intervention for applications deployed on any OS.	95. The Proposed Solution must have capability to monitor OS, web server, application servers, queries to databases, middleware and user transactions with a agent binary/Plugin at OS level. If new JVM's or new Webservers processes are introduced due to load considerations, the agent must be able to auto-detect these and auto instrument with no manual intervention for applications deployed on any OS.
i.	53	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS: Point no. 137	137. The Proposed Solution must have capability to provide end-users the flexibility of logging, viewing, updating and closing service requests and incidents using a web-based interface like ITSM tools.	137. The Proposed Solution must have capability to create Incident and deliver through SMTP & SMS Gateway Integration and also by Industry Based ITSM Tool to provide end-users the flexibility of logging, viewing, updating and closing service requests.
j.	57	Annexure-7 Technical & Functional Requirement of Server & Application Monitoring Solution (SAMS)	A. TECHNICAL REQUIREMENTS:	Note: The above requirements are mandatory and will be verified by way of POC covering Scope of work	Note: The above requirements are mandatory and will be verified by way of POC as part of Part B Technical Evaluation. The POC will include the live demonstration of 60-70% critical Server monitoring and Application monitoring features coverage for two business application and its under lying server infra. The details will be shared to selected bidder after Part A Evaluation.

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: 08/03/2021
Place: Bengaluru

Deputy General Manager