



SIDBI

Pre-bid- Clarification Document

Request for Proposal (RfP) for Outsourcing of
Software Tool Management for
Implementation of Enterprise-wide IT solution
12th August, 2010.

SN	Vendor Query	SIDBI Response
1	Have the IBM, Oracle and BO related software licenses, for production and DR, already procured, if so what are the versions of each; IBM Web Sphere Portal Server Extend, IBM Web Sphere Process Server, IBM Web Sphere MQ, IBM Web Sphere Application Server, IBM HTTP Server and IBM Tivoli Directory Server.	Software licenses for the tools/product(s) in production environment have been procured as a part of implementation of the project. Version are being mentioned below : IBM WAS : 6.x IBM WPS : 6 BO Reporting Tool : 6.5 TDS : 6.0 <i>[Tool(s) needs to be upgraded as and when required by SIDBI or patches are released by OEM]</i>
2	Is production, UAT and DR environment set up already or it needs to be done?	Production & UAT environment for current project are already operational & work is in progress for defining DR site for the current project.
3	We assume that HP Infrastructure team will provide necessary help to our team for testing & deployment of all the required patches for all the Software tools. Is this correct ?	No, <u>Refer Section 4.1 Project Objective</u> (Page 14) for the responsibility of Service provider.
4	Does this project involve making code fixes/changes for one or more of the following ? If so , please let us know which ones <input checked="" type="checkbox"/> Interfaces between Legacy Systems & ESA applications <input checked="" type="checkbox"/> Legacy Systems <input checked="" type="checkbox"/> ESA applications <input checked="" type="checkbox"/> Core Banking software <input checked="" type="checkbox"/> BO Reports <input checked="" type="checkbox"/> Oracle apps	No, <u>Refer Section 4.2 Service Support - Project Scope</u> (Page 15) for the responsibility of Service provider.
5	As per our understanding the scope statement "Testing & deployment of all the required patches for all the Software tools as mentioned in Annexure F" - means if say a new patch is released for IBM Websphere Application Server, we need to test and ensure that the IBM WAS works fine post patch application. Please confirm if this is right. Or Would we also have to do functional testing of the applications deployed on IBM WAS ?	Yes, Patch for the tool(s) as mentioned in 'Annexure F' needs to be deployed & availability of the related application needs to be ensured. However, functional testing of the application is not under the scope of Service provider.
6	Can we get the details of application interfaces (between Legacy & ESA applications) that we need to support / resolve issues for? What is the technology used?	Applications are interfaced using MQ series and Oracle RDBMS.

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7	Can we get some details around the Legacy applications and the technology used? This will be needed if we are supporting the interfaces.	Maintenance of Legacy application are not under the scope of current RfP.
8	Would 24 X 7 support be required for core banking applications?	<u>Refer Section 4.2.2 Resource Deployment</u>
9	The scope of project mentions "Identification, Coordination & Resolution of Performance issues for Hardware and Software tools". What kind of agreement has SIDBI made with IBM, Oracle etc? To what extent would they share responsibilities in case any performance issue needs to be resolved	SIDBI is eligible for the standard support available as per standard support / annual maintenance Services by OEM vendors.
10	Do we need to do server sizing etc as part of configuration for Production, UAT & DR environments?	NO, mentioned activity is out of scope of current RfP.
11	<p>What are the requirements for DR & Production environments?</p> <ol style="list-style-type: none"> Should the DR services be available at all the time even when all the services are available at the production site. Or will the services come up manually? What is the connectivity between the Production and DR site? Is the DR site in a different geography? 	<ol style="list-style-type: none"> Cold Standby is planned at DR Site. MPLS Yes
12	<ol style="list-style-type: none"> Who would the support personnel deployed by us is interacting with (Not including User Support Services Phase)? Technical teams or Business users or both? What are the activities involved in "User Support Services" which will be carried out for four months from September to December? Who will be the users making the support calls? Will our support personnel be supporting End Users of the application? 	<ol style="list-style-type: none"> Technical Team. Only Technical support for tool management is expected from the Service Provider. Refer Section 4.2 Service Support - Project Scope (Page 15) for the responsibility of Service provider No
13	Can you tell us your plan for knowledge transfer for transition?	SIDBI will arrange for 1-2 days knowledge transfer session to share the configuration details with Service provider team.
14	Will support personnel be required to travel to places other than Mumbai?	No
15	For need based support on Holidays, is the support team required to be physically present in office?	Yes
16	The eligibility criteria ask for the Service Provider to have an office in Mumbai. What activities are needed to be carried out from the SP's Mumbai office?	None, All activities will be performed at SIDBI, Mumbai. However, in case of non-availability of the on-site deployed resource, Service provider needs to deploy the alternate resource.

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17	Is any Source Code Version maintenance tool already in place in SIDBI? If so, which one?	<ul style="list-style-type: none"> ❖ Microsoft Visual Source Safe Version (2005) is being used for Version Maintenance of source code. ❖ All software releases are centralized.
18	Do we need to manage any of the following for Business Objects? Is so please let us know which ones a) User administration b) Universe modification/enhancement c) Report enhancement/modification	No
19	What modules and version of Business Objects are being used in SIDBI ?	BO Reporting Tool : 6.5 <i>(Tool needs to be upgraded as and when required by SIDBI or patches are released by OEM.)</i>
20	What is the duration of knowledge transfer to the service provider from the Application Developer.	1-2 days
21	Which Enterprise Service Bus(ESB) is being used in SIDBI for the process integration ?	None
22	Has SIDBI identified which location the DR site will be set up at ? If so, would physical presence be needed at the DR location from the SP?	Yes, Physical presence of team is not expected at DR site.
23	Are any skills additional to those mentioned in the RFP needed by SIDBI ?	Deployed team should have skill set to match the management of software tools as mentioned in Annexure 'F'.
24	What is Earnest Money Deposit (EMD) amount? It is mentioned to be Rs 22,000 on page 22 and 41 whereas it is mentioned as Rs 40,000 on page 22	<u>Refer Section 7 : Commercial Terms & Conditions</u> EMD amount is Rs 22,000/-. Pl ignore the amount (Rs. Fourty Thousand) mentioned in words
25	For Oracle Application Server, have you implemented any Security Policy? If yes what kind of Security is in place like integrating with Oracle Internet Directory (OID) and subsequently any synchronization with Companies Active Directory (AD)?	NO
26	What is the Current Backup Policy for Oracle Application Servers?	Cold Backup of files
27	How many clones/Refreshes are done in a month? Do you follow Oracle standard method or a custom manual way?	Currently, not planned.



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28	How monitoring is done? (OEM or custom scripts)? Is there any specific monitoring tool being used to monitor Oracle Application Server performance and health checks? Are there any custom scripts being built to perform a health check for OAS system and send automated emails to support team?	No monitoring tool is being used.
29	What is the average number of concurrent users?	Approx 100 user
30	Do you have remote connectivity to connect to your servers?	No.
31	What is the present volume of OAS Admin problem issues / tickets? If possible Please provide details of production ticket, including open tickets, for the couple of months.	Not applicable. OAS admin module has not being configured.
32	Is documentation available for the following? Please rate the level of documentation (High/Medium/Low) in terms of completeness 1. Support ProcessTicket 2. logging/resolutionConfiguration 3. Control Migration between different Environments 4. Change control 5. Cloning 6. Process Release Management	1. Not available 2. Not available 3. Not available 4. Not available 5. Not available 6. Yes, available

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