

INVITATION OF
EXPRESSION OF INTEREST (EOI)

FOR

**Open Source Software Product Support
and Operational Support Services**

STATE BANK OF INDIA

Request for EOI No.: SBI/GITC/ETA/2018/19/26
Dated: 22-May-2018

**Enterprise & Technology Architecture
Department,
STATE BANK GLOBAL IT CENTRE,
KAPAS BHAVAN, PLOT NO. 3A,
SECTOR-10, C.B.D BELAPUR,
NAVI MUMBAI-400614 (MAHARASHTRA)**

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1. Introduction:

State Bank of India (**SBI**) is the largest Bank with a network of over 23000+ branches spread across India. The Bank also has presence in 36 countries across the globe. The Bank offers wide range of products and services to both Corporate and Retail Customers. The Bank also has one of the largest network of more than 59,000+ ATMs spread across geographical locations. Bank also provides services to its customers through alternate channels such as Internet Banking, Debit Cards, and Mobile Banking etc. To expand further reach, Bank is also forging ahead with cutting edge technologies and innovative new banking models.

State Bank of India invites Expression of Interest (**EOI**) from companies/firms (called here after as applicants), on behalf of State Bank of India, its non-banking subsidiaries (SBI Capital Markets, SBICAP Securities, SBI Life, SBI cards, SBI General Insurance, SBI Mutual Fund, SBI DFHI, SBI Global Factors, SBI Pension etc., both the existing subsidiaries and also the subsidiaries to be floated by State Bank of India during the currency of the empanelment period under this EOI) and SBI sponsored organizations, hereinafter collectively referred State Bank Group, SBG or Bank having 23000+ branches and more than 500 offices pan India, wishing to be considered for providing support services for open source software, at the State Bank Group (SBG) level as detailed in this EOI document.

The objective of this EOI is to select firms/companies providing product support and operational support services for the selected open source software products.

2. Background:

The Bank has established Enterprise & Technology Architecture department to oversee implementation of Enterprise Architecture (EA) in order to manage the complexity of distributed technology systems. Enterprise Architecture because of its flexible, extensible and pragmatic approach to modeling complex systems, can be used to guide an organization through the complex business and digital landscape that currently confronts them.

Bank has also established its own innovation department with a vision to bring innovation through emerging technologies like AI/ML, NLP, IoT, Blockchain, RPA etc. with the extensive use of open source software. In addition to building in-house competencies in different technologies, this department also collaborates with fintech partners and startups to come up with innovative products in a faster, better and efficient manner.

Henceforth Bank is looking for partners who can collaborate on this strategic journey.

Considering the complexity and diversified business areas and technology architecture the bank deals with, implementation of open source software across different verticals of the bank to be done in a phased manner.

Expression of Interest (EOI) is invited, in sealed envelope superscripted as “**Open Source Software Product Support and Operational Support Services**”

- a. SBG is looking for Product support and Operational support services for the following products from the applicants (OEMs/authorized partners/companies)

P1. Enterprise Grade Linux

P3. Maria DB

P2. PostgreSQL

P4. MongoDB

- b. Open source software product support:

1. SBG should have right to use the products beyond the term of the contract.
2. Applicants who offer products and its services under subscription model may also participate under the bank's scheme proposed as per this EOI (Refer section 2, 5, 6,7 and 9)
3. In order to fulfill the SLAs, vendors may depute sufficient number of on-site engineers. For such engineers' necessary infrastructure and sitting arrangement shall be provided by SBG.

- c. Operational support services:

Applicants would provide minimum four officials for Linux and PostgreSQL per product to start-with. For other products, minimum two officials to start with. Depending on the volume of work, vendors may depute more support officials. Necessary infrastructure and sitting arrangement shall be provided by SBG.

- d. Applicants may choose to offer either “product support” or “operational support” or both “product and operational support” for one or more products depending upon their capabilities.
- e. Reputed OEMs/authorized partners/companies willing to provide support services abide by the terms and conditions contained in this Invitation of EOI document may also apply.

3. Eligibility Criteria:

This process is open to all applicants (OEMs/authorized partners/companies) who fulfill the eligibility criteria as given below and is agreeable to the terms and condition of this document. The applicants should furnish documentary evidence supporting the information provided by them as part of the EOI process.

The applicants should furnish detailed information covering their experience in providing support for open source software in large organization, availability of experienced resources, models and approach adopted in providing support for open source software in other organization. Applicants are advised to give a presentation to a committee of the bank officials explaining their background, capability, experience and approach they propose to adopt in support.

Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Supporting documents to be Submitted
1	<p>The applicant should be registered in India under Companies Act 1956.</p> <p style="text-align: center;">And</p> <p>Should have a well-established office in India with an ability to support large group like SBG.</p>		<p>Copy of the certificate of Incorporation issued by Registrar of Companies and full address of the registered office.</p> <p>Supporting proof / Documentary/Client references.</p>
2	The applicant should not have been debarred/ blacklisted for corrupt and fraudulent practices by the Govt. of India / State Governments / Regulatory Agencies / PSU/other institutions.		Letter of confirmation (self-certified letter)
3	The applicant should have relevant experience, necessary capability and suitable resource persons with relevant experience to provide support services for open source software. Must be operating in the field of open source software support services for at least 2 years as on date of the release of this EOI.		Project completion certificate. Reference Purchase Order / Contract Document / Customer Credentials

4. EOI Process Format: -

- i. **Raising of queries/clarifications on Request for EOI document:** The applicants requiring any clarification on this document should submit their written queries to email id: dgm.techarch@sbi.co.in within in a specified date and time.
- ii. **Modification in Request for EOI document:** At any time prior to the deadline for submission of EOIs, SBG may modify any part of this document. Such change(s) if any may be in the form of an addendum/corrigendum and will be uploaded in Bank's website - <https://bank.sbi/> or <https://www.sbi.co.in/>. All such change(s) will automatically become part of this Request for EOI and binding on all applicants. Interested applicants are advised to regularly refer the Bank's URLs referred above.
- iii. **Extension of date of submission of EOI:** Request for extension of date for submission of EOI will not be entertained. However, the Bank at its discretion may extend the deadline in order to allow prospective applicants a reasonable time to take the amendment/changes, if any into account.
- iv. **Briefing session:** SBG, at its sole discretion, may organize a briefing session to respond to the queries received by the scheduled date and time from the applicants. The exact date, time and location of such session will be communicated through SBG website(s). Applicants may also seek clarifications at the briefing session. All clarifications will be e-mailed to the applicants who raise queries and participate in briefing session.
- v. The applicant should prepare EOI strictly in the format as desired in this Request for EOI document.
 - EOI should be typed and submitted on A4 size paper, spirally and securely bound and with all pages therein in serial order. Soft copy thereof (in a CD/DVD/Pen drive) should be submitted by post or delivered in person.
 - All pages of the EOI should be signed by only the authorized person(s) of the company/firm. Any interlineations, erases or overwriting shall be valid only if the person(s) signing the EOI authenticates them. The EOI should bear the rubber stamp of the applicant on each page except for the un-amendable printed literature.
 - Contact detail of the authorized signatory and an authorized contact person on behalf of the applicant is to be provided as under:-

Particulars	Authorized signatory for signing the EOI	Authorized contact person
Name		
Designation		
Email id		
Landline		
Mobile No.		
Fax No.		
Address		

- vi. The applicants should demonstrate in EOIs that they meet all parameters of Eligibility Criteria, Scope of Work, and Support Services Model/SLA, Terms & Conditions, Product wise functional requirements/specifications and other requirements given in this EOI document.
- vii. In case any discrepancy is observed between hard and soft copy, the hard copy will be considered as the base document.

The applicants also need to furnish number of clients served in the past (at least two such references), size and complexity of the organization where open source software were implemented. Also, required to provide details like time taken and number of resources used for implementation, resources skill set and their experience level.

Sealed envelope containing complete set of hard copies of EOI proposal and a soft copy thereof (in a CD/DVD/Pen drive) should be submitted by post to or delivered in person at the below mentioned Office: -

The Head (E & TA),
State Bank Global IT Centre,
Enterprise & Technology Architecture Dept.,
2rd Floor, Kapas Bhavan, Plot No. 3A, Sector-10, CBD Belapur,
Navi Mumbai – 400614. Phone: 022-39367300

viii. EOI Schedule:

1	Date of commencement of EOI Process	Date: 22-May-2018
2	Last date and time for receipt of queries (through emails only) for clarification from applicants	Date: 02-Jun-2018 Time: 5.30 PM
3	Pre-bid (if needed)	Date: 6-Jun-2018 or 7-Jun-2018 (time to be advised later)
3	Last Date and Time for EOI Submission along with all supporting documents.	Date: 15-Jun-2018 Time: 5:30 PM In case the designated day happens to be a holiday; the next working day will be deemed as the last date for submission of EOI

ix. Process after submission of EOI:

- i. All EOIs received by the designated date and time will be examined by the bank whether EOIs are complete in all respects and satisfactory.
- ii. On scrutiny, the EOIs found NOT in desired format/illegible/incomplete/not containing clear information, in view of SBG, to permit thorough analysis or failing to fulfill the relevant requirement will be rejected for further evaluation process.
- iii. SBG reserves the right, at any time, to waive any of the requirements of this Request for EOI document if it is deemed in the interest of SBG.
- iv. If deemed necessary, the Bank may seek clarifications on any aspect of EOI from the applicant.
- v. After examining the EOI, eligible applicants may be asked to make presentation to the Bank.
- vi. Bank may issue an open Request for Proposal (RFP) for inviting technical and commercial bids for next process of procurement from the respondents of this EOI as per bank's discretion or may float a totally new open RFP.
- vii. Applicants will be advised about shortlisting of their EOIs or otherwise. However, applicants will not be provided with information about comparative position of their EOIs with that of others.
- viii. Nothing contained in this EOI shall impair the Bank's Right to issue 'Open Tender' for availing services for implementation of open source software.

5. Scope of Work

SBG is looking for product wise selection of OEMs/authorized partners/companies for providing open source product support services (as mentioned in section 2.a of this EOI document) and operational support services.

Applicants may choose to offer either "product support" or "operational support services" for one or more products. Applicants may also choose to offer both "product support" and "operational support services" for one or more products depending upon their capabilities.

5.1 Product Support Services :

Product support may cover but not limited to the following

- Making all product releases and documentation from community or from their own available to SBG
- Program updates, fixes, security alerts and critical patch updates
- Availability of a knowledge base of products with FAQs, Best practices, handling commonly occurring incidents etc.
- Upgrade scripts (if applicable)

- Assistance with service requests 24 hours a day, 7 days a week by phone and web.
- Certification with Hardware vendors
- Web based ticketing system to raise, track and monitor the service requests

5.2 Operational Support Services

A user department may request for proactive support and expert guidance on various issues faced during any of the stages of a critical project to avoid outages, maintain business continuity, and tune/configure databases/products. A user department may engage a vendor for expert guidance and for operational support on various issues which are broadly categorised as under:

- Proper setup, installation and tuning of a new instance/project of the functional area as per the user environment.
- Providing support on issues like performance bottlenecks, health check-up of a running application/ database, resolution of any complex operational/ performance issue, migration from a Closed Source Technology to an Open Source Solution based solution, upgrading from an older version of the functional area, change in deployment platforms (e.g. Migrating from on-site deployment to a cloud based one) and migrating from one functional area to another functional areas.
- Planning for dedicated resource(s) for the particular consultative support service assignment.
- Providing on-site support depending upon the requirement of the user.
- Supporting delivery of the desired solution within the agreed time-frame.
- Discussions with stakeholders and managing the day to day requirements of the project
- Providing development support for the assignment.
- Software lifecycle schedules for data center support, budgeting, and migration planning from older versions to current versions.
- Technical support from experts backed by community leaders
- Documentation and knowledgebase
- Resolving product issues with product support team.
- Training SBG team on the products

6. Product Support Services Model and SLA

SBG is a big group spread across pan India. As a step towards promoting open source strategy across the group, we will need to address not only current requirements but the dynamic scalability over a period of 5 years. [Usage in SBG may start with low numbers and likely to increase into thousands of servers over a period of time.](#) To remove complexity of support services model and at the same time pay for the increase in the efforts of the applicants, bank wants to simplify the support services costing model by adopting physical server based model (native and virtual).

- Below is the proposed price model for enterprise product services. If, applicants have better option of pricing model to offer, they may submit the same with complete details as separate sheet. However, SBG reserves the right to accept or reject such pricing model submitted by the applicants.

<ul style="list-style-type: none">Product Name: _____AMC/ATS (Base Price) = ₹ _____	
Range of Servers	Price per Servers
up to 100	Base Price
101 to 250	Base Price * Discount Rate 1
251 to 500	Base Price * Discount Rate 2
501 to 750	Base Price * Discount Rate 3
751 to 1000	Base Price * Discount Rate 4
Above 1000	Base Price * Discount Rate 5

- Selection of the applicants would be for 5 years for each category of the products. Applicants may opt to place onsite engineers to meet SLA requirements. In such case bank may provide sitting space.
- Payment will be made on quarterly basis based on number of servers.

- SLA for Product Support**

Incident Type	Resolution Time
Critical bugs affecting production system	1 working hour
Critical bugs affecting production system partially	24 working hours
Non-critical issues in production and non-production environments.	48 working hours
Application of patches/new releases	Within 3 working days.

7. Operational Support Services Model and SLA

- Applicants are required to provide four onsite support specialists per product to start with. Bank may annually review the performance of the service providers and if the performance is not found satisfactory, bank reserves the right to terminate the services of the vendors. SBG may also request vendors to replace the support officials if their performance is not found satisfactory.
- Applicants are required to provide their pricing model for operational support for 5 years.
- There shall be no increase in the contracted price during the said period of 5 years. Applicants will continue to provide the support services on the existing terms & conditions for five years and will be liable for any breach and discontinuity in the services.
- Renewal of contract after 5 years shall be on mutually agreed terms and conditions and at bank's discretion.
- Applicants are also required to arrange for onsite training to the bank's staff at its global IT centre at Belapur, Navi Mumbai. Applicants are required to indicate type of training, duration and pricing model.
- Payment will be made on quarterly basis based on number of resources deployed.

SLA for Operational Support

Severity Level	Resolution Time
Severity 1 Error Resolution Goal	30 Minutes
Severity 2 Error Resolution Goal	4 working hours
Severity 3 Error Resolution Goal	24 working hours
Severity 4 Error Resolution Goal	48 working hours

"Severity 1 Error" means a catastrophic production Error in the Software which completely impacts Customer's production systems, impacting transaction processing system completely, or in which the software in customer's production systems are down or not functioning; or an Error in the Software which is causing a loss of production data and no procedural work around exists. Severity 1 Errors also include security breaches.

"Severity 2 Error" means the Software or transaction processing system, which is in production, is operational but certain major functions are not performing in accordance with the documentation and no workaround is available. Here system is partially down.

"Severity 3 Error" means (a) minor functions of the Software, which is in production, are not performing in accordance with the Documentation or (b) the Software, which is in development or a test environment, is not performing in accordance with the Documentation. This indicates the category where workaround is available but need to invoke.

"Severity 4 Error" means (a) non-critical/minor functions of the Software, which is in non-production environment, are not performing in accordance with the Documentation or (b) the Software, which is in development or a test environment, is not performing in accordance with the Documentation.

8. Terms & Conditions

- i. Lodgment of an EOI is evidence of an applicant's consent to comply with the terms and condition of Invitation of EOI process and subsequent processes. If an applicant fails to comply with any of the terms, the application/submission may be summarily rejected.
- ii. Willful misrepresentation of any fact in the EOI will lead to the disqualification of the applicant without prejudice to other actions that the bank may take. The EOI and the accompanying documents will become property of SBG. The applicants shall be deemed to license, and grant all rights to SBG, to reproduce the whole or any portion of their product/solution for the purpose of evaluation, to disclose the contents of submission to other applicants and to disclose and/ or use the contents of submission as the basis for EOI process.
- iii. SBG reserves the right to accept or reject any or all EOIs received without assigning any reason therefore whatsoever and the bank's decision in this regard will be final. No contractual obligation whatsoever shall arise from the EOI process.
- iv. Any effort on the part of applicant to influence evaluation process may result in rejection of the EOI and may be barred to participate in further processes.
- v. SBG is not responsible for non-receipt of EOI within the specified date and time due to any reason including postal delays or holidays in between.
- vi. SBG reserves the right to verify the validity of information provided in the EOI and to reject any application/submission where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI or even after award of contract.
- vii. Applicants shall be deemed to have:
 - a. examined the Invitation of EOI document and its subsequent changes, if any for the purpose of responding to it.
 - b. examined all circumstances and contingencies, having an effect on their EOI application and which is obtainable by the making of reasonable enquiries.
 - c. satisfied themselves as to the correctness and sufficiency of their EOI applications and if any discrepancy, error or omission is noticed in the

EOI, the applicant shall notify the Bank in writing on or before the end date/time.

- viii. The applicants/vendor shall bear all costs associated with submission of EOI, presentation/POC desired by the Bank. Bank will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.
- ix. Applicants must advise the Bank immediately in writing of any material change to the information contained in the EOI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their advices. For successful applicants, this requirement applies until a contract is awarded as a result of subsequent bidding process.
- x. Applicants must not advertise or publish the same in any form without the prior written consent of SBG.
- xi. Brief overview of the proposed procurement/scope of work given in this document may be further elaborated, viz., more details may be included in the Request for Proposal (RFP) document to be issued as a result of evaluation process of EOIs.
- xii. Bank may re-visit any of the conditions of this EOI. After the engagement, Bank has right to discontinue any of the services with three months' notice period.
- xiii. Bank may choose from EOI respondents to bid for the consecutive RFP or may float a totally new open RFP.
- xiv. SBG shall have the right to cancel the EOI process itself at any time, without thereby incurring any liabilities to the affected applicants. Reasons for cancellation, as determined by SBG in its sole discretion include but are not limited to, the following:
 - a. Services contemplated are no longer required.
 - b. Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments.
 - c. The project is not in the best interest of SBG.
 - d. Any other reason.
- xv. The selected applicants/vendors (Service Providers) may have to get the services provided to SBG annually audited by external empanelled auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the vendors are required to submit such certification by such Auditors to the Bank. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider for services being provided to SBG. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data pertaining to the Bank's assignment to them. All costs for such audit shall be borne by the Bank.

Where any deficiency has been observed during audit of the applicant/vendor on the risk parameters finalized by the bank or in the certification submitted by the auditors, the applicant/vendor shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the applicant/vendor shall require to be certified by the auditors covering the respective risk parameters against which such deficiencies have been observed.

Applicant/vendor shall, whenever required by the bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected applicant in conjunction with the services provided to the Bank.

9. Functional Requirements/Specifications:

Applicants should comply with the required functionalities/specifications (not limited to) for the product and operational support services they are willing to offer for the products as mentioned in section (2.a) of this EOI. These functionalities/specifications are not exhaustive and applicants should be able to offer more to SBG based on the open source technologies they are willing to offer.

9.1 For Product Support

Open Source Database (e.g. PostgreSQL, MariaDB and MongoDB)

- Experience in implementation of database infrastructure, Instances, Storage.
- The database platform shall be open source based technology.
- The RDBMS database shall provide ACID transaction support.
- The database shall support nested transaction.
- The database shall support provide crash recovery.
- The database shall include capability to handle OLTP, OLAP, Clustering, and High Availability (HA) and Replication.
- The database shall support both consistency and scalability.
- The database shall not tie down with specific hardware, storage engine.
- The database shall support materialized views.
- The database shall provide spatial / GIS support.
- The database vendor shall provide tools for database server side connection pooling.

- The database should be able to support globalization.
- The database shall support data portioning. The database shall have table portioning feature to split the data of one table on multiple disk.
- Shall provide online documentation.
- The database shall provide security features (not limited to) like – user login, role based access, object privileges.
- The database shall provide support for external authentication e.g. LDAP etc.
- The database shall provide auditing capabilities.
- The database shall support data encryption.
- The database shall provide or should have in-built high availability, clustering, replication and data protection features.
- The database shall provide or shall have in-built enterprise management capability to manage and monitor clusters.
- The database shall provide updates/patch management system.
- Should include tools for administration and monitor for operation activities e.g backup , and system monitoring.
- The database should support JSON, Document or columnar capabilities.
- NoSQL database category should be able to support sharding.

Enterprise grade Linux Operating system

- Hands on experience in UNIX flavors; Ubuntu/Redhat/CentOS/SUSE etc.
- The Linux operating system shall be open sourced based technology.
- The operating system should have in-built or should come along with capabilities like – Clustering, High Availability (HA), Virtualization features / capabilities.
- Should Support services/applications/DBs/Protocols like DNS (BIND/named), LAMP, NTP, LDAP (OpenLDAP, Active Directory), DHCP, HTTP, MYSQL, PostgreSQL, MongoDB, Jenkins, JIRA, Tomcat etc.
- The operating system shall be able to run on bare-metal, virtual, containerized, and private and public clouds.
- The operating system shall have multiplatform availability and support (not limited to) for x86_64, IBM Power, IBM z Systems, and 64-bit ARM, HP Servers, etc.
- The operating system shall have inbuilt security features.

9.2 For Operational Support

Open Source Database (e.g. PostgreSQL, MariaDB and MongoDB)

- Operational support for architectural planning, design and implementation of database infrastructure, instances and storage.
- Operational support for Database Management, Data Maintenance, Performance Tuning, Data Replication, Installation and maintenance of instances.
- Planning and implementation of backup and recovery policy and process. Plan and monitor database access, privileges.
- Preparation of complex queries, optimize existing queries/ programs, preparation of query based tools/ utilities.
- Controlling migrations of programs, database changes, reference data changes and menu changes throughout the development life cycle.
- Performing ongoing tuning of the database instances.
- Implementation and enforcement of security/encryption for open source databases (RDBMS/NoSQL).
- Installations of patches and updates.
- Implementation and monitoring of DB health best practices and performance tuning.
- Implementation of high availability architecture, clustering, failover, partitioning, masking, encryption, data replication.

Enterprise grade Linux Operating system

- Installation, Configuration, and maintaining Linux servers in Physical and Virtual environments.
- Administration of Linux services including DNS (BIND/named), LAMP, NTP, LDAP (OpenLDAP, Active Directory), DHCP, HTTP, MYSQL, PostgreSQL, MongoDB, Jenkins, JIRA, Tomcat etc.
- High proficiency with Linux command line utilities and operations Management of releases and staging / production versioning automation.
- Implementation of GIT or other distributed version control system in development or automation
- Proficient with network tools such as iptables, Linux IPVS, Disk Management (LVM/RAID), Open source Firewall etc.
- Install, establish network connectivity, manage storage, and perform basic security tasks, OS hardening.
- Administer, troubleshoot file system, logical volumes, access controls & package managements
- Cluster administration – configuring and managing high availability and failover.
- Installations of patches and updates.
- Server and client configuration/maintenance.
- Creating workflow activities.

- Configuration of Network and database services management.
- Web and desktop applications management.
- Working with user interface (UI) and data policies.
- Working with UI actions and client scripts.
- Implementation of system access and data security controls.
- Creating performance metrics and running reports.
- Schedule backups.
- Upgrading system and application software.

10. EOI Submission Format

Company Particulars			
Name of Company:			
Business Registration No:			
Registered Address:			
Mailing Address (if different from above):			
Country of Incorporation and Registration Number:			
Year of Establishment:			
Nature of Establishment:			
Area of Specialisation / Key Business Activities:			
No of Employees			
Company Internet Website:			
GSTN No.:			
PAN No.:			
Tick the relevant products willing to provide support for		Product Support	Operational Support
	Enterprise Linux	[]	[]
	PostgreSQL	[]	[]
	Maria DB	[]	[]
	Mongo DB	[]	[]
For each ticked product(s), applicants are required to submit following details/ documents.			

Sr No	Criteria	Documents to be submitted
1	Availability of experienced technical resources (Product wise)	Copy of relevant certifications and information on number resources viz qualifications, certifications, number of years' experience etc in a tabular format.
2	Experience of product and operational support.	Experience of providing manpower support. Work orders along with completion certificates for all cited projects or certificate of satisfactory performance from the client for ongoing projects
3	Community Support: The organization contributed if any, to the relevant OSS community in the product(s) of its offering.	Verifiable contribution in the form of appropriate documents or web links detailing the support to the community should be submitted.
5	Client References: Complete details (with name and contact details of concerned officials) of at least two clients served in the past, size and complexity of the organization where open source software were implemented. Need to provide details like time taken and number of resources used for implementation, resources skill set and their experience level.	Relevant documents.
6	Any other relevant information	Verifiable proofs.

11. Indemnity

The empanelled vendor must indemnify SBG against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc and related services or any part thereof. SBG stand indemnified from any claims that the hired manpower / empanelled vendor's manpower may opt to have towards the discharge of their duties in the fulfilment of the purchase orders. SBG also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower / empanelled vendor's manpower while discharging their duty towards fulfilment of the purchase orders.

12. Disclaimer:

SBG is not committed either contractually or in any other way to the applicants whose applications are accepted. The issue of this Invitation of EOI does not commit or otherwise oblige the Bank to proceed with any part or steps of the process.

Subject to any law to the contrary, and to the maximum extent permitted by law, S SBG and its directors/officers/employees/contractors/agents and advisors disclaim all liabilities (including liability by reason of negligence) from any loss or damage, cost or expense incurred or arising by reasons of any person using the information and whether caused by reasons of any error, omission or misrepresentation in the information contained in this document or suffered by any person acting or refraining from acting because of any information contained in this Invitation of EOI document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of SBG or any of its officers, employees, contractors, agents or advisors.

Please Note: Since this is not a Request for Proposal (RFP), commercials are not required to be submitted at this stage.