

1.1.1 High Level scope of Work for Application, OCI and Database Management Services which is not limited to below:

1.1.1.1 Application Scope

Applications & OCI

- Owner proposes to seek end to end application support for Oracle ERP 12.2.10 deployed on OCI (All Environments including DC & DR and Test environment (PROD, Dev, UAT) along with minor customization and enhancements to application functionalities, interfaces, forms and reports, and application administration.
- Oracle Cloud Infrastructure management as per the scope of work defined under this RFP.

1.1.1.2 Proposed scope of Application Support Services

Owner proposes to seek Application Management Services (AMS) for the in-scope applications through the use of proven methods, disciplines, skills, technologies and to deliver improved business value. AMS also defines the software defect/bugs procedure to ensure all defects/bugs are resolved with minimum impact to the applications or projects. The scope of application support services include:

1. Provide end to end Level1/ Level 2/Level 3 Application support for all in-scope applications modules
2. Problem / Defect Management - Troubleshooting and resolution for all Managed applications modules
3. 24x7 On-call Support for Severity 1 problems.
4. Co-ordination with OEM (Oracle India) for the Service Requests, issue resolutions, bug fixing and for customization / enhancements to the managed applications within the agreed timelines.
5. Requirement gathering for the minor enhancement requests and change request management and creation of Functional and Technical documents
6. Release management for managed applications on the development, test and production environment. and to assist the product vendor's application support team for implementation / deployment of Vendor-managed applications
7. Application Administration in terms of fine tuning, performance tuning etc
8. Configuration management for fixes and customization
9. Call/Incidence, monthly status tracking and reporting and review to SBICAPS IT
10. AMS team shall support existing customisations

Application Problem Management

An incident is an event which is not part of the standard operation or behaviour of the application causing or may cause impact on either business or application users. The objective of incident management is to restore or to find a workaround solution to restore normal services. as per the Services Level mentioned in section **1.1.1.108**. The activities below summarize the scope of the BIDDER Incident Management:

1. Acknowledge and record the incidents/tickets raised by Internal IT Team/end users in the Owners Problem management tool.
2. Provide monthly report on the calls handled by Technicians
3. Application services management and monitoring
4. Develop and maintain knowledgebase for the frequently asked questions and for the incidents that are repetitive in nature
5. Resolve the reported problem via:
 - a. Providing the work-around (if available) or instructions given remotely
 - b. Guiding/suggesting users on the best possible Alternatives/Usage of the applications.
 - c. Configuration / Parameter Settings / Changes
 - d. Changes to scheduled activities (Rerun / Reschedule Jobs)
 - e. Leverage OWNER's designated business team for functional clarification and problem diagnosis
6. Creating Functional Specification for enhancement requests
7. For identified core product-level problems, coordinate with the Product OEM for resolution
8. Fixing of security vulnerabilities discovered through Audit during various ERP application/database/Guest OS Audits conducted by Owner or by Third party/agency.
9. Implementation of Secure configuration Document for Oracle Application /Database/ Guest OS as per SBICAP Guidelines

Application Defect Management

BIDDER proposes to provide defect troubleshooting and resolution at the code / configuration / database level to the in-scope applications, batch jobs, interface and reports via "Service Request". Following table below summarizes the scope of the activities and the responsibilities of both BIDDER and OWNER, with respect to handling "Service Request" for Defect Management process.

Activities	BIDDER	OWNER
Prepare Change Request document with the impact analysis report, scope of Change and Estimation	RA	CI
Agree upon the Change Duration with the OWNER team	CI	RA
Approval of Change Request	CI	RA
Apply code / configuration changes and unit test on the development	RA	CI

Activities	BIDDER	OWNER
system		
Perform functional testing, system / integration testing, usability testing and regression testing	RA	CI
Perform the configuration management for the code / configuration / master data changes	RA	CI
UAT Support to OWNER for application-level fixes	RA	CI
Acceptance testing and approval / rejection of the changes	CI	RA
OWNER management signoff for changes to the production environment	CI	RA
Release Management for moving the changes on production environment	RA	CI
Create / modify the relevant system, configuration or process documentation	RA	CI
Refresh Dev / QA instance/s from production with proper control management, where applicable	RA	CI
Key user training for changes / fixes to the existing functionality	RA	CI
Liaise with Product OEM for escalation of core product-level issues and track the resolution status	RA	S

R-Responsibility, A-Accountability, C- Consult, I-Inform

Application Enhancements / Customizations

In order to cater to the on-going enhancement and customizations requirements to the applications by the application users and business team at OWNER, BIDDER proposes to perform minor enhancements and customizations to the In-scope application functionalities and reports via "Service Requests". BIDDER proposes minor enhancements / customizations support for each of the in-scope applications in a Calendar Month as per the effort listed in below table.

In-scope Application	Monthly Enhancement Effort (In Hours)
Oracle ERP	Minimum 75

The table below summarizes the responsibilities of BIDDER and OWNER, with respect to the “Service Request” process for Application Enhancement Support:

Activities	BIDDER	OWNER
Create & Submit approved Change Request	CI	RA
Review and confirm requirements	RA	CI
Availability of Designated business experts / track leads for analysis / clarification	CI	RA
Determine effort required for In-scope applications	RA	CI
Determine priority of request	I	RAC
Develop solution design based on requirements	RA	CI
Determine impact on system performance/batch schedule	RA	CI
Sign-off on the solution design from OWNER	CI	RA
Develop/change code or configuration based on agreed-to design in the development system	RA	CI
Perform unit and system testing	RA	CI
Setup User Acceptance Testing environment	RA	CI
Perform User Acceptance Test	CI	RA
User Acceptance Test signoff	CI	RA
Develop and conduct training to end-users on new changes where necessary	CI	RA
Create / modify the relevant system, configuration or process documentation	RA	CI
Obtain management signoff for changes to the production environment	CI	RA
Move changes from development to production environment	RA	CI
Obtain Signoff on completion of enhancement work from OWNER management	RA	CI
Enabling existing/in-built application functionality/features by providing end to end configuration setup including minor enhancement	RA	CI

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Software Testing and Quality Assurance (QA)

BIDDER must provide the testing services to verify and validate the changes made to the in-scope applications for the problem fixes and minor enhancements carried out via "Service Requests". The bidder shall keep and track the versioning of updates implemented.

The proposed testing services would involve functional and regression testing of the application-level changes. For managed applications, BIDDER would prepare the test plans and test cases based on the change requests and would carry out the testing.

BIDDER would use the test plans & test cases as provided by the SBICAP Team for the testing of changes to the vendor-managed applications. BIDDER would verify that vendor would update the test plan / test cases, system documents and application / training manuals for all the code / configuration changes made to resolve the application-related issues and to perform minor enhancements.

Applications Monitoring & Administration

Application administration would handle the following proactive and preventive maintenance activities:

1. Periodic monitoring of applications to ensure application availability
2. Proactive monitoring of transactions, error logs, workload queue statistics, trace output, dumps, response analysis and taking appropriate resolution actions
3. Alert Setup/Monitoring
4. Batch and Interface Problem Resolution
5. Supporting system management requirements for Application Server
6. Handling day to day operations of Application Server and Environment
7. Continuous supervision of the application performances & performance tuning
8. Migration of changes to production, Refresh Development / QA instance(s) from production with proper control management
9. Apply application-specific patches, application currency and technical updates
10. Application Security (User Profile, Role, and Authorization) Management
11. For core product-level problems, coordinate with the OEM for resolution management

1.1.1.3 Compliance

The owner will conduct an application and database vulnerability audit by third party/agency and accordingly the bidder AMS team should provide the assessment on the findings and fix those vulnerability as per the recommendations by Auditors.

1.1.1.4 DR

The bidder shall provide end to end support for the disaster recovery Drills and also in the event of any failures. The bidder shall support for conducting DR Drills (minimum 2 / per year).

1.1.1.5 Application and Database Backup

The bidder's AMS team should monitor the application and database backup/restoration activities on OCI as per the standard procedure established by Owner.

1.1.1.6 Application and Database Updates / Reconfiguration

- The bidder is required to update/hotfix / minor regulatory change updates for application and database in all PRD/UAT/DEV as and when required by OEM/Customer. As Database is undertaken as PaaS Service, the AMS team shall co-ordinate with OEM for such activities.
- The Vendors shall support for reconfiguration of Application and Database Services in the event of system crash.

1.1.1.7 Interface Integration

- Bidders shall maintain and manage, all the identified Interfaces/Integration with existing systems for Velox, Biometric System, E-Invoicing, Tableau, Intranet Portal, Treasury System etc.

1.1.1.8 Application Support Service Window

BIDDER proposes to provide the AMS support as per the service window specified below.

Support Type	Support Location	Service Window (IST)	Service Days
Application and Database Support	OWNER Premises, Mumbai, India BIDDER Delivery Centres	10:00 AM - 6:45 PM	Monday - Friday Emergency support for scheduled activities shall be provided on Bank Holidays, Weekly Off 24/7 Support shall be provided on Sev 1 calls

1.1.1.9 AMS Transition Process

- The owner/existing SI shall demonstrate the System walkthrough for projects, HRMS and finance module.

The selected bidder for AMS of Oracle EBS is required to take complete hand over from existing AMS partner in terms of: -

- Knowledge transfer across all the modules
- Understanding on Functional and Technical Documentation for SBICAP Business Processes
- Understanding on Functional and Technical Documentation for existing integrations and customisation across all the modules.
- In the event of change of partner in future, a formal transition by the ongoing application AMS team to successful BIDDER AMS support team. During the transition phase, AMS team would ensure a seamless knowledge flow and handover of system blueprint, technical specifications and user training documents to successful bidder.

1.1.1.10 Service Levels

Severity Definition

The Severity Levels described in the following table would be used to categorize Support Request. The severity levels will be assigned initially by OWNER and the same would be validated by the BIDDER AMS team.

Severity	Characteristics
Critical (1)	<ul style="list-style-type: none">▪ Production/Live system is down /malfunctioning affecting the entire / majority of application users▪ Major portions of the system or a critical functionality is unavailable▪ Transaction Processing halted for multiple LOB / Function / Assets▪ Corruption of Data or Data Loss in a Production/Live system causing severe impact on the business▪ Database issues
High (2)	<ul style="list-style-type: none">▪ Some of the application functionalities partially / not available resulting in restricted operations or causing impact to a specific group or department of users▪ Intermittent Error in a production or live System. Corruption of Data in a Production/Live system causing inaccurate reporting▪ Work-around exists but Potential Application Show-stopper
Medium (3)	<ul style="list-style-type: none">▪ System is operating close to normal; a non-critical Error has been detected▪ Error is not affecting the user's ability to use Systems and to complete the daily work▪ Intermittent Errors happening in other than Production/Live system degrading the performance▪ Authorization Changes / "How To" questions etc▪ Work can be completed using alternative methods and no impact to daily service levels▪ Any Critical or High Severity Error with an acceptable Workaround▪ High Severity Audit Vulnerabilities
Low	<ul style="list-style-type: none">▪ Medium and Low Severity Audit Vulnerabilities

Service Levels

User calls will be responded according to the assigned severity level. Following table depicts the indicative service levels proposed for resolution of the Support Requests assigned to BIDDER support team.

Severity Level	Target Response Time	Proposed Solution / Work-Around Time
Critical (1)	Within 1 Business Hour	Within 4 Hours
High (2)	2 Hours	8 Hours
Medium (3)	2 Hours	1 Day
Low (4)	4 hours	3 Days

Owner has mentioned expected adherence during AMS services. Bidder is required to propose the Monthly adherence in Functional and Technical Evaluation inputs at the time of RFP process.

1.1.1.11 Penalty

Level	Penalty
Critical	7% of the monthly payment
High	5 % of the monthly payment
Medium	3% of the monthly payment
Low	2% of monthly Payment

Penalty will be adjusted in Monthly AMS billing however the overall capping will not exceed above 10%.

Penalty for Overall Application Downtime (OCI uptime will be factored with Oracle directly)

Expected Monthly Application Uptime by Owner= 99.5%

Managed Application Uptime on Monthly Basis	Penalty
98.5 % to 99.5%	2.5 % of the monthly payment
97.5 % to 98.5%	5 % of the monthly payment
<97.5%	7.5% of the monthly payment

1.1.1.12 Reversibility Plan - Knowledge Transition to OWNER

BIDDER Reversibility plan aims at maintaining the ability to transfer back application knowledge and services from BIDDER AMS team to OWNER or any third party support team as designated by OWNER.

Activities

1. Transition Planning & Execution
2. Continued Functional & Technical support by BIDDER Team during training sessions
3. Assessment at the end of the knowledge transfer

Objectives

1. Transfer knowledge of application services to OWNER or any third party support team designated by OWNER at the end of the contract
2. Knowledge transition of customizations and the corresponding documentations
3. Transition & hand-over of work in progress materials in the as-is condition
4. Hand-over of all the application documentations and any other materials initially provided by OWNER
5. Ensure that BIDDER team is available to facilitate and accelerate the process
6. Provide technical assistance to OWNER and/or the designated third party to enable it/them to resume control of the Services and bring the new delivery team to full speed.

Key Deliverables

1. Transition assessment
2. Documents Handover
3. Training of new AMS team

1.1.1.13 Oracle Database AMS -Support

This section specifically illustrated to mention responsibilities and scope of the BIDDER towards Database Management support and BIDDER must ensure all database support related activities are scoped and undertaken during the AMS services. This is critical for providing end to end ownership of uptime of the managed applications under scope.

- Alert Monitoring, Reporting and Escalations
- Incident Management Process
- First Line Support (Logging, Triaging, prioritization, tracking, and routing incidents reported by users) - this is primarily a service desk kind of environment in which tickets are logged through any of the channels like phone, web, email, text etc. Responsible for customer interactions and Respond SLA
- Performs ongoing tuning of the database instances.
- Monitor the event alerts
- Monitor the availability of Database events like DB availability, Instance availability and the space availability of disk drives and file systems.
- Monitor the Oracle Alert logs files, transaction logs and backup logs.
- Monitor the database related activities, respond to calls from the Application support and developments teams.
- Monitor the backups, recovery errors, respond to the request regarding the restoration of the DB
- Monitor the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization, Application tuning and Query tuning
- Acknowledge the request for DB stop/start, user creation and grant specific data access to user
- Patch deployment activities
- Providing necessary reports to Owners IT team on daily basis.
- Administers all database objects, including tables, clusters, indexes, views, sequences, packages, and procedures
- Azure Directory Single Sign on issues
- Assists with impact analysis of any changes made to the database objects.
- Troubleshoots with problems regarding the databases, applications, and development tools.
- Create new database users as required.
- Manage sharing of resources amongst applications.
- Advanced configuration and Troubleshooting
- Analysis of technical issues and permanent fix/solution
- Implementation of Data Guard for database failover between Data center and DR site, perform switchover /failover activities as and when required by SBICAP. As of now, using OCI capabilities.
- Cloning activities from Production, UAT and DEV, Instance Refresh as and when required by SBICAP.

- Restoration of OCI Backups on quarterly Basis and create a Instance to ensure backups are working.
- Secure Configuration Document Implementation on Database and applications and Operating System, Updating of Technical and Functional documents etc.
- Database recoveries and identifying and fixing database corruption
- Database Log Shipping and Replication activities from DC to DR
- Transport data across platforms
- Troubleshooting Application Issues due to databases
- Implements and enforces security for all of the Oracle Databases.
- Performs database reorganizations as required to assist performance and ensure maximum up time of the database.
- SBICAP Shall conduct Database audit from third party consultant. The AMS Team shall close all the vulnerabilities as per the SLA.

1.1.1.14 Oracle Cloud Infrastructure:

- Linux OS Level Support
- Upscale/Downscale of Vm's, disks etc
- DBCS Management
- DBCS Patching
- Compute Instance Management
- DBCS Backup and Object Storage Management
- Block Volume Management
- Security List Configuration
- DBCS DR management
- Load Balancer Management
- Identity User Management
- SBICAP Shall conduct OS Security Audit from third party consultant. The AMS Team shall close all the vulnerabilities as per the SLA.
- WAF Management
- Firewall Management

1.1.1.15 Third Party Vendor Audit

- SBICAP shall conduct Vendor audit from our empanelled Audit Consultants once in Year. The bidder shall ensure the necessary evidence about the IT controls shall be shared to be compliant.

1.1.1.17 Manpower Qualification

S.N.	Particulars	Qty	Qualification	Mode
1	Finance Consultant	1	<ul style="list-style-type: none">• Full time UG/MBA/ PGDM/B.E/B.Tech in related functional domain• Average experience should be of min. 5 years Should have handled at least two assignments of similar nature	On Site
2	Technical Consultant	1	<ul style="list-style-type: none">• Full time MCA /B. Tech / B E• Average experience should be of min. 5 years Should have handled at least three assignments of similar nature	On Site
3	Database Administrator	Shared	<ul style="list-style-type: none">• Full time MCA /B. Tech / BE• Average experience should be of min. 5 years Should have handled at least two assignments of similar nature	Onsite/Offshore