Bank of Maharashtra
ONE FAMILY ONE BANK

Annexure 7: Application Management Services   Date:

The successful bidder must provide FM services if requested by Bank and shall only be allowed to connect to Bank's network from Bank locations only. The bidder shall not be allowed to establish a remote connection from any third party delivery centres in order to provide such services.

The bidder is required to propose on-site delivery model. The following table provides indicative activities under Application Management Services. The scope of work shall be inclusive of, but not limited to, the activities mentioned under the service category.

However, bidder must deploy at least one Project Manager Resources and at least one Enterprise Architecture, full-time, during the entire contract duration in order to ensure complete delivery of scope of work pertaining to application management services and to meet the SLA requirement. The bidder is expected to deploy online tool to track service incident and problem resolution and reporting of SLA. The service window for FM services shall be 16x7x365.

Bidder's responsibility should include:
- Provide Application Management services to manage proposed solution
- Provide relevant reports for the previous month in the 1st week of every month and review it with the Bank in next 3 working days
- Benchmark reports against the service levels defined in the RFP and calculate the liquidated damages based on the level of deviation from Service levels defined
- Submit the list of reports to track performance on service levels for all managed services under scope of this RFP

Application Management Services	
1	Performing client installation/re-installation, configuration & un-installation of applications and access management
2	Performing OEM interaction for resolving application and infrastructure related issues
3	Performing performance tuning of applications
4	Processing change request, bug fixing and vulnerability assessment
5	Performing 24*7 performance monitoring and management of application
6	Performing patch updates and software updates for in-scope application
7	Resolving issues related to integration with other business application, report generation, workflows, report creation, report customization and assignment of /modification in roles & responsibilities
8	Resolving incidents and problems related to proposed Backup solution
9	Supporting Disaster Recovery activities by DR set-up creation and DR management including DR synchronization, DR drills (performed quarterly), etc.
10	Performing any other day-to-day administration and support activities
11	Configuring and using monitoring tools provided for hardware and application management
12	Backup & restoration management of application users

Application Management Services	
13	Receiving incidents through phone, web, tools or e-mail. Enter the incidents in the online tool and inform Bank of the unique incident id generated through email
14	Assign priority based on agreed upon definitions and route the request to the appropriate service engineer (including for on-site or on call support) and track till resolution
15	Providing updates to Bank on incidents logged
16	Performing performance management
17	Performing version migration, testing and implementation
18	Performing file-level backup for application server, VM level/ Server backup as per bank Policy. Restoration of VMs/Servers/Files and Folders as per requirement.
19	Performing portal/content management
20	Performing user management
21	Providing support to known errors and problems
22	Monitoring alert notifications, checking for impending problems, triggering appropriate actions
23	Periodic assessment and review of the solution deployment and mapping with RBI/ regulatory guidelines every six months during the entire tenure of the contract.
24	All other tasks in line with the Scope of work and technical requirements as mentioned in the RFP