

RFP of IBM WebSphere MQ license renewal for 1 year AMC Service

Product	Qty	Unit of Measure	Part Number	AMC Start Date	AMC End Date
IBM WebSphere MQ Processor Value Unit (PVU)	280	PVU	D55V1LL	01-Jan-2023	31-Dec-2023

Scope of AMC Service:

The scope of service is as below but not limited to:

- Provide patch, bug fix, upgrade, update (version, major, minor) as required to maintain compliance, VA mitigation and standard practice preferably without any service interruption.
- Bridge between OEM and BRAC Bank for knowledge transfer, problem troubleshoot and best use of the product.
- Ensure that BRAC Bank can use all the product facilities as and when required.
- Maintain all the software of the WebSphere hosted application/system running 24/7 without any interruption.
- Provide support during IBM WebSphere MQ patch, bug-fixing, version (major/minor) up gradation, VA mitigation, security (network/cyber) threat mitigation as required.
- Pro-active support is highly. Preferable and General preventive maintenance (Every 3 months).
- Vendor must provide first hand support to ensure upgrade of any product feature within IBM WebSphere MQ infrastructure, including enhancement of any security feature.
- Vendor to provide name of the contact persons of the dedicated Support Service team along with their contact numbers. These contact numbers will be hot numbers and will be answered immediately 24/7/365. Vendor to nominate one person as the single contact point with one backup contact.
- Vendor to provide a quarterly report of the health status of all WebSphere environment.
- Vendor should provide a detail support escalation matrix.
- Ensure new integration of hosts/servers as per requirement of the Bank.
- Must need to have back to back AMC with OEM.
- Partner must need to be OEM certified service partner.

Evaluation Criteria:

Conduct as per Bank Policy

High level Service Level Agreement:

Severity Level	General Evaluation Criteria	Response Time (24/7/365)	Resolution Time (24/7/365)
High	A problem that critically effects on ability of doing regular business. System functionality is unavailable or down due to hardware or software failure.	By Email/Phone: 30 minutes Onsite : 01 Hour	04 Hours
Medium	Any Hardware or software component failure that leads to degradation of system performance.		08 Hours
Low	System is having minor issue. Insignificant error without impacting usual business or system performance.		24 Hours

Penalty Clause on Service Failure:

1% of the work order value will be penalized on each failure to meet service level. If resolution time is greater than agreed service level, then 0.4% will be penalized for each hour delay for severity level 'High' and 0.2% will be penalized for each hour delay for severity level 'Medium' and 'Low'.

NB: A detailed Service Level Agreement (SLA) covering above clauses but will be not limited to, will be signed after the work is awarded between the awardee and the Bank.
