

ANNEXURE I

CBS RTGS, CCIL NDS OM ,TREPS & CBS NEFT Integration Activities. Configuration of channels, Configuration of queue/ queue manager, Installation of PAYMENTO application, posting of dummy message and test case, configuration of RTGS for STP and CBS to NEFT, Message testing from CBS to RTGS application, configure as per bank requirement.

Sr.	Scope of Services	
1	Resident Engineer on site (Critical situation on site Support)	Critical
2	Onsite visits by Engineer for issue-resolution	Yes
3	Telephonic Support	Yes
4	Preventive Maintenance and System Health Checks	Yes
5	Database installation and Database Health Checks	Yes
6	D.R. Drill assistance	Yes
7	Upgrade / Release Management	Yes
8	Re-installation / Re-location of Systems	Yes
9	User Trainings (training days at Bank's site)	Yes
10	License Management (Track and coordinate for validity)	Yes
11	H.S.M. Support coordination	Yes
12	Payment Systems Help Desk Support	Yes
Single Point of Contact for		
1	Service Window	Yes
2	Contract Period	Annunum
Operating System Support		
1	Trouble shooting and issues management	Yes
2	Patch Management and Performance Management	Yes
	Description of PHMS Service	
4	Space Management	Yes
5	Performance Management	Yes
Oracle Administration and Support		
1	Trouble shooting and issues management	Yes
2	Patch Management	Yes
3	Space Management	yes
4	Performance Management	Yes
5	Escalation of issues to Oracle for resolution	Yes
6	Backup Monitoring and Restore	Yes
IBM MQ Series Support		
1	Configuration of MQ7 and above version on servers.	Yes
2	Trouble shooting and issues management	Yes
3	Patch Management	Yes
4	Escalation of issues to IBM for resolution	Yes
Messaging Application Support		
1	Installation / Re-installation of Applications	Yes
2	Trouble shooting and issues management	Yes
3	Patch Management	Yes
4	Escalation of issues to appropriate vendor for resolution	Yes
5	Quarterly Health Checking Reporting (SFMS AND CCIL Database and Application) and Auditor support	