



PUNE DISTRICT CENTRAL CO-OPERATIVE BANK LTD.
Head Office: 4B, B.J.Road, Pune: 411001

PDCC DATABASE and SERVER/SYSTEM Facility Management Services(FMS) Scope Of Work.

Potential Vendor should provide Server / System and Database Facility Management Services (FMS) at Banks Data Centre located at Head Office, 4B, B. J. Road, Pune – 411 001 & DR Center located at Baramati branch Office.

Potential Vendor should provide Competent Technically skilled, experienced resources (DBA Certification Like Microsoft SQL 2008 R2 etc.. is must) responsible for Server/ System Management & Administration, Database Management & administration and other necessary & trouble shooting activities in order to execute the Banking business across Branches in coordination with Banks IT Department. Potential Vendor Working Hrs will be mandatorily to support in all the Three Shifts at Banks DC & DR offices primarily to make sure Banking Services are available 24*7*365 time Window under the RBI's and other Compliance Authority working Guideline. However Potential Vendor and Bank can mutually decide the best suitable Shift timeline.

The following are the list of services covered under Facility Management Services.

Server / System Management and Administration Support

- Server / System level Installation & Configuration Services,
 - Setting up and configuring servers and corresponding application as per configuration Industry best practices and guidelines.
 - Optimizing the System/ Server Resources to ensure Power Utilization, High availability and Maximize the Uptime of 99.0% during 24*7*365 Time Window.
 - Installation / re-installation of Windows or any other Operating System / OS utilities acquired by Bank course of FMS period.

- Monitoring Operations, OS & Hardware Support
 - Seamless and smooth monitoring mechanism has to be created so that to keep servers stable, reliable and their operations efficient. Also User Management such as (User registration, User ID Creation, maintaining user profiles, granting user access, authorization, and user password support), H/w device management, Application/File System backup management, and support for print, file and directory services etc. Cluster Management / configuration / tuning, Registry Management, Control Panel hardware Settings, system Policy Editor, Registry Editor, etc.

- System Policies lifecycle and Management, Disk Partitioning and Management, Configuring and managing File System including File Allocation Table (FAT), Windows NT file system (NTFS), Managing NTFS compression etc.
 - Fault Tolerance, Retrieval and information database (RAID) systems, recovering from Hard Disk Failure, Troubleshooting Windows 2008/2012 like, Diagnostic utilities, troubleshooting the boot process, Emergency repair, Service pack updates, Resources troubleshooting.
 - In case of servers with OEM / 3rd party vendor support, Potential Vendor should co-ordinate with OEM / 3rd party vendor for performance of such activities.
- System vulnerability, Server & OS Security, Performance and Capacity Management, Failover Management
- Setting preventative and detective services to identify System level vulnerabilities, Vulnerability Alert management and Vulnerability Scanning processes. Creating and managing windows OS security provides the processes to manage access to client assets at an operating system level. Management of user logon ids and their access rights to system level resources, as well as maintaining server level security parameters and security product options. Workgroup and Domain level Security. OS security event logging and process Setup,
 - Setting processes to collect, monitor, and analyze system performance information, for processor usage, input/output (I/O) throughput activity, disk usage, and memory usage
 - Setting the automated recovery & Management of the critical workload on the server environments, OS level. If the systems are covered under warranty / AMC with the OEM company the service engineer shall escalate the service call to the concerned company and take up necessary follow up activities for the same.
 - System Storage Management, it includes availability, integrity and redundancy of Storage Environment management across DC & DR through real-time Mirroring & configurations, Archiving and Media Management etc.
 - Backup, Restore and Management Services for all the corresponding Systems and Server across DC & DR's.

Database Management and Administration Support

- Build Installation, DB Performance Management, Monitoring & Capacity Management
 - DB Creation, Installation, configuration, implementation & support of database under various environment like Production, Testing & Development DB environment. Performance monitoring, performance tuning, optimization, maintenance of table space. Log files, troubleshooting, rebuilding of database in case of crash etc of Microsoft SQL SERVER (irrespective of version) or any other database.

- SQL cluster configuration & management, DB Replication (SQL Mirroring / log shipping), End to End Database Management activity for smooth functioning of DB under Microsoft parallel server environment to ensure the high uptime & availability of system resources to the users to maximize the uptime of the system and to maintain the required response time of system.
 - Capacity planning for database sizing, Estimations, Requirement of disk storage space, backup tapes and methodology for existing and new databases in consultation with relevant IT teams, Database patch management with minimum downtime and recommend appropriate patches of Operating System relevant to database. Managing Database upgrades, User Accounts, Access rights, resources etc.
 - Administrating database security privileges authentication, Performing database startup, shutdown, handling critical database errors & troubleshooting, resolution of errors, database crash recovery, database / patch upgrade with minimal downtime, proactively monitor and review database logs and errors and take appropriate measures to resolve it, Co-ordinate with application and other teams to resolve the technical issues even though they are not directly related to databases,
 - Trouble shooting of issues related to database and providing solution to them, Database administration & maintenance to meet performance standards; maximize efficiency and minimize outages on regular and need basis, Deploy and manage scripts to check for basic database health and proactive monitoring after relevant approvals, setting and tuning system parameters for optimum database response and performance.
 - Database indexing, buffer and cache management, monitoring databases for faults & errors, reorganizing databases, managing database space & table space and aligning database management with IT infrastructure requirements of Bank, Setup alerts for monitoring performance of database servers. Fine-tune database server operating system, if required) to achieve better system performance,
 - Administration of all database objects, tables, clusters, indexes, views, sequences packages and procedures, Quarterly review of database performance & ensure appropriate measures for improvement post approvals. Publish quarterly performance reports, Recommendation of standard operating procedures for optimizing performance of database,
 - Support for User management including user creation, maintenance of user profiles, granting user access and authorization including roles and responsibilities, Password management is a part of support functionality, Logging of cases, raise TAC (Technical Advisory Council) with relevant OEMs like Microsoft, HP etc. to resolve the corresponding issues.
- Backup Restore, DB Security & Access Management, DC-DR Testing, Training, Documentations Compliance
- Setting up Backup & Restoration Framework and Mechanism, Regular backups (full volume and incremental) of Operating System Application, file system, DB Components as per the Bank Policies,

Enterprise Backup Solution. Testing of recovery / restoration of databases with appropriate approvals, Maintain, update and implement database archival procedures where ever required and recover from an outage and / or corruption of databases in a timely manner.

- Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies of Bank, Ensuring prompt execution of on-demand backups & restoration of volumes, files and database applications whenever required, Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.
- Backup Media management including, but not limited to, tagging, cross-referencing, storing (both on-site and off-site), logging, testing and vaulting in fire proof cabinets, Generating and sharing backup reports periodically, Tape / LTO library management – loading and unloading tapes, etc, Coordinating to retrieve off-site media in the event of any disaster recovery.
- Forecasting and raising indent for tape requirements for backup, Ensuring failed backups are restarted and completed successfully, Periodic Restoration Testing of the Backup, Guide / suggest PDCC for improvement / optimization of the existing backup/restore policy, Maintenance log of backup / restoration.
- End to end DB Security Management and Framework Creation, Establishment & administration of database security policy. Procedures and privileges. Management of the granting, removal, monitoring and editing of access rights allocated to the database environments. Update / Maintain Standard Operating Procedure documents, Reporting, Preparation of procedural / operational manual and technical documentation required by Bank, Handholding support during IS Audit – Database to be conducted by 3rd Party auditors, SLA & Incident Management, Change & Release Management.

Above mentioned scope is not the complete list of task however it can be modified further based on Banks need as and when required.

Terms and Conditions:

1. Bidder should have existence in Maharashtra region for last 5 Years.
2. Bidder should have registered office in Maharashtra.
3. Bidder should have experience in Maintaining Database and providing similar kind of DBMS FMS Services to Similar kind of Bank in BFSI Sector.
4. Bidder should have Avg turnover of Rs 3.00 Crs for last 3 financial Years (FY15-FY16, FY16-FY17, FY17-FY18).
5. Bidder should submit sealed quotation before end of day Dt. 24-04-2019 at below mentioned address.

Address:

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