

Annexure-24

Shift-wise Resouce Count (Indicative)

Indicative Resources per shift - DC

Indicative Resources per shift - DC																																
	L1								L2								L3								Total							
	Working Days				Holidays				Working Days				Holidays				Working Days				Holidays				Working Days				Holidays			
	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl
CBS Application																																
IB- FEBA																																
SFMS (NEFT & RTGS) , BG, LC, PFMS, NACH, H2H, MMS, BASE																																
IBM WAS																																
FI Integrator -Finacle API Maintanance, Connect 24 (UPI, IMPS, ATM, POS, AEPS, Mobile Banking, BBPS)																																
FI Integrator -Finacle API & Connect 24 customization																																
Total Application Support Resources																																
Database (Oracle) admin with expertise in RAC & AVDF									1	1	1	1	1	1	1										1	1	1	1	1	1	1	
Database (MySQL & MS SQL)									1	1	1	1	1	1	1										1	1	1	1	1	1	1	
Database (Sybase)												1															1					
Total DB Resources									2	2	2	3	2	2	2										2	2	2	3	2	2	2	
Application Monitoring Tool, Patch Management of Application, Data, Configuration Mgmt, Capacity Mgmt																																
Desktop - Windows Patch Management (SCCM)																																
Server Patch Management (Big Fix)											1	1				1										1	1					1
AV admin for End Points																																
Proxy																																
WAF																																
HSM, ADV, Load Balancer , NAC Admin																																
AIX Admin									1	1	1	1	1	1	1										1	1	1	1	1	1	1	
Windows + Hyper V Admin									1	1	1					1									1	1	1					1
Windows AD																																
Linux Admin									1	1	1		1	1	1										1	1	1		1	1	1	
Backup Admin (CBS) (Tivoli)									1	1	1		1	1	1					1					1	1	1	1	1	1	1	
Backup Admin (Non CBS) (Veeam)									1	1	1		1	1	1										1	1	1		1	1	1	
Storage Admin (CBS & NON CBS)									1	1	1		1	1	1					1					1	1	1	1	1	1	1	
VMWare Admin									1	1	1					1									1	1	1					1
Total Infra Resources									7	7	8	2	5	5	5	3				2					7	7	8	4	5	5	5	3
Total									9	9	10	5	7	7	7	3				2					9	9	10	7	7	7	7	3

Indicative Resources per shift - DRC																																
	L1								L2								L3								Total							
	Working Days				Holidays				Working Days				Holidays				Working Days				Holidays				Working Days				Holidays			
	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl
CBS Application																																
IB- FEBA																																
SFMS (NEFT & RTGS) , BG, LC, PFMS, NACH, H2H, MMS, BASE																																
IBM WAS																																
FI Integrator -Finacle API Maintanance, Connect 24 (UPI, IMPS, ATM, POS, AEPS, Mobile Banking, BBPS)																																
FI Integrator -Finacle API & Connect 24 customization																																
Total Application Support Resources																																
Database (Oracle) admin with expertise in RAC & AVDF	1	1	1		1	1	1																	1	1	1		1	1	1		
Database (MySQL & MS SQL)																																
Database (Sybase)																																
Total DB Resources	1	1	1		1	1	1																	1	1	1		1	1	1		
Application Monitoring Tool, Patch Management of Application, Data, Configuration Mgmt, Capacity Mgmt																																
Desktop - Windows Patch Management (SCCM)																																
Server Patch Management (Big Fix)																																
AV admin for End Points																																
Proxy																																
WAF																																
HSM, ADV, Load Balancer , NAC Admin																																
AIX Admin	1	1	1		1	1	1																	1	1	1		1	1	1		
Windows + Hyper V Admin												1															1					
Windows AD																																
Linux Admin												1															1					
Backup Admin (CBS) (Tivoli)				1				1																			1					1
Backup Admin (Non CBS) (Veeam)				1				1																			1					1
Storage Admin (CBS & NON CBS)												1				1											1					1
VMWare Admin												1				1											1					1
Total Infra Resources	1	1	1	2	1	1	1	2				4				2									1	1	1	6	1	1	1	4
Total	2	2	2	2	2	2	2	2				4				2								2	2	2	6	2	2	2	4	

Indicative Resources per shift - Project Office

	L1								L2								L3								Total							
	Working Days				Holidays				Working Days				Holidays				Working Days				Holidays				Working Days				Holidays			
	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl
CBS Application	2	2	2	2	2	2	2	2	2	3	6	7	2	2	2	4			1	1					4	5	9	10	4	4	4	6
IB- FEBA	1	1	1		1	1	1					1													1	1	1	1	1	1	1	
SFMS (NEFT & RTGS) , BG, LC, PFMS, NACH, H2H, MMS, BASE	1	1	1		1	1	1					1													1	1	1	1	1	1	1	
IBM WAS				1				1	1	1	1	1				1									1	1	1	2				2
FI Integrator -Finacle API Maintanance, Connect 24 (UPI, IMPS, ATM, POS, AEPS, Mobile Banking, BBPS)				1				1								1											1					2
FI Integrator -Finacle API & Connect 24 customization												1															1					
Total Application Support Resources	4	4	4	4	4	4	4	4	3	4	7	11	2	2	2	6			1	1					7	8	12	16	6	6	6	10
Database (Oracle) admin with expertise in RAC & AVDF																	1	1							1	1						
Database (MySQL & MS SQL)																			1								1					
Database (Sybase)																																
Total DB Resources																	1	1		1					1	1		1				
Application Monitoring Tool, Patch Management of Application, Data, Configuration Mgmt, Capacity Mgmt	1	1	1					1	1	1	1					1									2	2	2					2
Desktop - Windows Patch Management (SCCM)									1	1	1					1									1	1	1					1
Server Patch Management (Big Fix)																																
AV admin for End Points	1	1										1													1	1		1				
Proxy	1	1										1													1	1		1				
WAF	1									1															1	1						
HSM, ADV, Load Balancer , NAC Admin	1	1	1						1	1	1					1									2	2	2					1
AIX Admin																			1								1					
Windows + Hyper V Admin																																
Windows AD	1	1	1					1				1													1	1	1	1				1
Linux Admin												1															1					
Backup Admin (CBS) (Tivoli)																																
Backup Admin (Non CBS) (Veeam)																																
Storage Admin (CBS & NON CBS)																																
VMWare Admin																																
Total Infra Resources	6	5	3					2	3	4	3	4				3				1					9	9	6	5				5
Total	10	9	7	4	4	4	4	6	6	8	10	15	2	2	2	9	1	1	1	3					17	18	18	22	6	6	6	15

Indicative Resources per shift - Total																																
	L1								L2								L3								Total							
	Working Days				Holidays				Working Days				Holidays				Working Days				Holidays				Working Days				Holidays			
	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl	A	B	C	Gnl
CBS Application	2	2	2	2	2	2	2	2	2	3	6	7	2	2	2	4			1	1					4	5	9	10	4	4	4	6
IB- FEBA	1	1	1		1	1	1					1												1	1	1	1	1	1	1	1	
SFMS (NEFT & RTGS) , BG, LC, PFMS, NACH, H2H, MMS, BAS	1	1	1		1	1	1					1												1	1	1	1	1	1	1	1	
IBM WAS				1				1	1	1	1	1				1								1	1	1	2				2	
FI Integrator -Finacle API Maintanance, Connect 24 (UPI, IM				1				1								1											1				2	
FI Integrator -Finacle API & Connect 24 customization												1															1					
Total Application Support Resources	4	4	4	4	4	4	4	4	3	4	7	11	2	2	2	6			1	1					7	8	12	16	6	6	6	10
Database (Oracle) admin with expertise in RAC & AVDF	1	1	1		1	1	1		1	1	1	1	1	1	1		1	1						3	3	2	1	2	2	2		
Database (MySQL & MS SQL)									1	1	1	1	1	1	1					1				1	1	1	2	1	1	1		
Database (Sybase)												1															1					
Total DB Resources	1	1	1		1	1	1		2	2	2	3	2	2	2		1	1		1				4	4	3	4	3	3	3		
Application Monitoring Tool, Patch Management of Applicat	1	1	1					1	1	1	1					1								2	2	2					2	
Desktop - Windows Patch Management (SCCM)									1	1	1					1								1	1	1					1	
Server Patch Management (Big Fix)											1	1				1										1	1				1	
AV admin for End Points	1	1										1												1	1		1					
Proxy	1	1										1												1	1		1					
WAF	1									1														1	1							
HSM, ADV, Load Balancer , NAC Admin	1	1	1						1	1	1					1								2	2	2					1	
AIX Admin	1	1	1		1	1	1		1	1	1	1	1	1	1					1				2	2	2	2	2	2	2		
Windows + Hyper V Admin									1	1	1	1				1								1	1	1	1				1	
Windows AD	1	1	1					1				1												1	1	1	1				1	
Linux Admin									1	1	1	2	1	1	1									1	1	1	2	1	1	1		
Backup Admin (CBS) (Tivoli)				1				1	1	1	1		1	1	1					1				1	1	1	2	1	1	1	1	
Backup Admin (Non CBS) (Veeam)				1				1	1	1	1		1	1	1									1	1	1	1	1	1	1	1	
Storage Admin (CBS & NON CBS)									1	1	1	1	1	1	1	1				1				1	1	1	2	1	1	1	1	
VMWare Admin									1	1	1	1				2								1	1	1	1				2	
Total Infra Resources	7	6	4	2	1	1	1	4	10	11	11	10	5	5	5	8				3				17	17	15	15	6	6	6	12	
Helpdesk resources	8	12																						8	12							
Residential Engineers at Administrative offices				34																							34					
Customercare Resources	4	10	4	6	4	4	4																	4	10	4	6	4	4	4		
Total	24	33	13	46	10	10	10	8	15	17	20	24	9	9	9	14	1	1	1	5					40	51	34	75	19	19	19	22
Section-wise Grand Total	116				38				76				41				8								200				79			

Notes:-

1. The above list is indicative only and Bank reserve the right to modify the shifts and number of resources.
2. The timings for shifts A, B and C may vary for different sections. Indicative Shift timings for various shifts are as follows:-

For CBS Helddesk

A: 9 AM to 5 PM

B: 11 AM to 7 PM

For Others

A: 7 AM to 3 PM

B: 3 PM to 11 PM

C: 11 PM to 7 AM

Gnl: 10 AM to 6 PM

3. Apart from the above shifts, appropriate resource support should be provided during DR drills and emergency situations without any additional cost to the Bank.
4. The number of resources during required during normal working days only are counted as the total Resources required for the Bank. Leave/holiday/weekly off reserves should be taken care by the Successful Bidder. The indicative Holiday shift details are provided just to throw a general idea.
5. Resident Engineers will be posted in every Regional Office of KaGB and KGB. The present list of Regional Offices of both Banks are available on the Banks' websites.
6. Helpdesk and Customer Care personnel will be posted in 2 or 3 locations of each Bank, as mentioned in the RFP.