

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001  
 Email: [itdhw@pnb.co.in](mailto:itdhw@pnb.co.in) Tel: 011-23311452

**Clarification of Pre Bid Queries: Request for Proposal (RFP) for Migration & Support Services for IT Security solutions related to endpoints**

Pre-Bid Queries for RFP for Migration & Support Services for IT Security solutions related to endpoints					
Sr.No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's reply
1	47	ANNEXURE-XII Clause No-8	The solution should track the Group policy updates being done on endpoints and identify the list of endpoints which are having updated / non updated group policy.	We would like to update you that this is not a generic feature of the solution. We request you kindly <b>delete/remove</b> this clause.	Refer Corrigendum 1 S. no.9
2	49	ANNEXURE-XII Clause No-36	The solution should be able to restore entire forest from single console.	Recovery manager Plus allows you to restore objects as long as your AD infrastructure is intact. recovery Manager Plus does not have disaster recovery capability i.e if you whole AD is compromised we are not able to restore it back in full Kindly clarify.	Refer Corrigendum 1 S. no.10

3	49	ANNEXURE- XII Clause No-38	The solution should report and compare the online state of AD with its backup and highlight changes made to the directory data since the backup taken.	Based on the assumption that when you say "online state of the AD" you mean the current value of the object in the AD against the backup, This is available in Recovery Manager Plus where we show what value was in the backup and the current value in the AD. what changes were made can be deduced using this information. Kindly clarify.	Refer Corrigendum 1 S. no.11
4	28	7. PAYMENT, PENALTY, DELIVERY AND TIMELINES	<p><b>Migration Activity Deliverables</b></p> <p><b>Migration Activity Expected Timelines</b> Within 2 months from the date of Purchase Order (PO)</p> <p><b>Payment terms</b> For first 20,000 endpoints- 90% of cost of Migration of 20000 endpoints, after submission of evidences for the migration, on actual basis. For remaining endpoints-90% after sign-off and submission of evidences and remaining 10% of all the endpoints, after 6 months from sign-off</p> <p><b>Penalty</b> 1% of the total migration</p>	<p>As you are aware that COVID'19 Pandemic is still prevailing, affecting various activities and presence of the user, hence it is difficult to maintain the timelines. We request you to kindly amend this clause as:</p> <p><b>Migration Activity Deliverables</b></p> <p><b>Migration Activity Expected Timelines</b> Within 4 months from the date of Purchase Order (PO)</p> <p><b>Payment terms</b> For first 20,000 endpoints- 90% of cost of Migration of 20000 endpoints, after submission of evidences for the migration, on actual basis. For remaining endpoints-90% after sign-off and submission of evidences and remaining 10% of all the endpoints, after 6 months from sign-off or on submission of PBG.</p> <p><b>Penalty</b> 0.5% of the total migration cost for per week delay</p>	Refer Corrigendum 1 S. no.4

		cost for per week delay <b>Maximum Penalty</b> 10% of Migration cost	Maximum Penalty 5% of Migration cost	
		Deliverables Complete implementation of AD management and Audit solution with all functionalities Expected Timelines Within 1 months from the date of PO Payment terms 90% of (A+B) after sign-off and remaining 10% after 6 months from sign-off Penalty 1% of (A+B) for per week delay Maximum Penalty 10% of (A+B)	We request you to kindly amend this clause as: Deliverables Complete implementation of AD management and Audit solution with all functionalities Expected Timelines Within 2 months from the date of PO Payment terms 90% of (A+B) after sign-off and remaining 10% after 6 months from sign-off Penalty 0.5% of (A+B) for per week delay Maximum Penalty 5% of (A+B)	Refer Corrigendum 1 S. no.5

			<p>Deliverables Delivery of all Licenses functionalities Expected Timelines Within 1 months from the date of PO Payment terms 100% of C after One month of delivery on actual basis. Penalty 1% of (C) for per week delay Maximum Penalty 10% of C</p>	<p>We request you to kindly amend this clause as: Deliverables Delivery of all Licenses functionalities Expected Timelines Within 2 months from the date of PO Payment terms 100% of C after One month of delivery on actual basis. Penalty 0.5% of (C) for per week delay Maximum Penalty 5% of C</p>	<p>Please be guided as per RFP</p>
			<p>Payment terms for other items- 1. Field &amp; DC/DR support- On quarterly basis in arrears, on submission of attendance sign-off. 2. ATS- On quarterly basis in arrears.</p>	<p>Since, bidder has to make upfront payment to OEM for ATS. But bidder will get the payment on quarterly basis in arrears, which creates financial implication on bidder and on overall project. Hence, we request you to kindly amend this clause We request you to kindly amend this clause as: Payment terms for other items- 1. Field &amp; DC/DR support- On quarterly basis in arrears, on submission of attendance sign-off. 2. ATS- On yearly in advance.</p>	<p>1. Please be guided as per RFP 2. Refer Corrigendum 1 S. no.6</p>
5	52	ANNEXURE- XV PERFORMA FOR INDICATIVE	<p>Table-1- Migration Activity Quantity (A) 40000 endpoints (including users)</p>	<p>Since, the migration activities involves the availability of user and endpoints, hence we request you to kindly provide the complete details of the endures.</p>	<p>Information will be shared with successful bidder.</p>

		COMMERCIAL OFFER			
--	--	---------------------	--	--	--

Sr. No.	RFP Pg. No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's reply
1	17		Field support engineers for Antivirus, Active Directory and Desktop Management solution (at CO/ZO). Scope as per clause C.i of Scope of Work. Required for 161 circles, 24 Zones and Head office locations, other than Data Center. The quantity will vary based on the actual requirements. However, the total resources required would around 350 resources. The support should be provided on all working days from 10 am to 6 pm.	Detail Location wise inventory required with detailed configuration to support.	Location are across the country.
2			General	Ticket volume required per location.	Depends on requirement
3			General	Any physical movement in Bidder's scope?	Yes, as per bank's requirement
4			General	where is the service desk placed.	At DC/DR , all circle & zonal offices.
5			General	1. HPE should not be responsible for any data loss. 2. How many hard disk, data size are there in each system?	Please be guided as per RFP
6			General	System availability arrangement should be part of customer scope	Desktops would be provided to engineer by bank.

7				1. After upgrading do we need to restore the user data? 2. Size of the mail to be backup and to be configured .	Desktop should remain as is basis after migration.
8			General	Which ticketing and remote support tool used	SPSD, HPE service manager
9	15	Scope of Work for DC-DR Support engineers for ADDM and related solutions. <b>Clause no. 2</b>	Support team at DC/DR shall be responsible for maintenance and monitoring for all the servers related to Active Directory and Desktop Management including the servers of UCMDB, Data Center Automation, Service Manager and Asset Manager tools of M/S Microfocus.	Can we support this activity from our Remote center or onsite support required	Onsite support required.
10	15	Scope of Work for DC-DR Support engineers for ADDM and related solutions. <b>Clause no. 3</b>	3. Support engineer shall be responsible for upgradation of Operating System of the servers covered under ADDM Solution and Application software of all applications (AD, DM, UCMDB, DCA , SM , AM) at no extra cost whenever available after taking approvals from the PNB team	Can we support this activity from our Remote center or onsite support required	Onsite support required.
11	15	Scope of Work for DC-DR Support engineers for ADDM and related solutions. <b>Clause no. 4</b>	Support engineer shall be responsible for managing the Active directory application and provide support for implementing all the security related policies through Active directory in coordination with Security team.	Detailed security scope required	Please be guided as per RFP
12	15	Scope of Work for DC-DR Support	Support engineer shall assist in analysis of Security Audit recommendations on the applications/databases of ADDM and after	will any security audit in our scope? Detailed scope clarity required.	Please be guided as per RFP

		engineers for ADDM and related solutions. <b>Clause no. 7</b>	analysis, implementation of security recommendation for ADDM solution.		
13	16	iii. DC-DR support Scope of Work for Antivirus (AV) and ATP solution	1. Bidder shall be responsible for installation of antivirus patches within one week on daily security update definition release and within 3 months for upgradation of software solution version on all PCs/Servers.	Can we support this activity from our Remote centre or onsite support required. Which AV solution used by customer?	Onsite support required.
14	9	Section 3 A.1	Bidder would be responsible for migration of all endpoints and users of eOBC and eUNI domain to PNB domain (approximate count between 35000-40000) including Active directory, Desktop management, Antivirus and other endpoint related security solutions of Bank.	Please list which all security solutions are there in the bank?	Please be guided as per RFP
15	10	Section 3 A.4	Bidder would be responsible for installation of Antivirus, NAC, ATP and other security solutions like and including DLP, Whitelisting solution either through remotely using the existing tools available with Bank like Active Directory, Desktop Management, Antivirus etc. or through manual field visit, as per the Bank's requirement	Which OEM's are there for these tools and will the licenses be procured by PNB or by bidder?	Licenses are not required to be provided by bidder for security solution like AV, NAC, ATP, DLP, Whitelisting etc.
16	10	Section 3 A.9	Bidder shall be responsible for coordination of migration of applications of eOBC and eUNI integrated with the existing Active directory domains at no additional cost to the Bank.	Can you provide list of applications which are AD dependant? And do we need to migrate the workloads w.r.t. apps from one DC location(s) to PNB?	Same would be provided to successful bidder.

17	10	Section 3 A.10	Bidder shall be responsible for providing a central console for management of all three existing Active directory domain (PNB, eOBC and eUNI) during the migration activity at no additional cost to the Bank during the period of migration.	Is the management console required only till migration activity?	Please be guided as per RFP
18	10	Section 3 A.11	The bidder shall ensure end to end completion of all activities initiated as part of the project. The bidder shall coordinate with other stakeholders also for completion of activity.	May we know who are the mentioned stakeholders here?	Same would be provided to successful bidder.
19	10	Section 3 B.7	The Bidder shall be responsible for integration of bank's existing applications to the Single Sign on setup as per the requirements.	Which applications are in question here? Please elaborate the expectation from bidder	Same would be provided to successful bidder.
20	10	Section 3 B.10	The Bidder would be responsible for integration of all the proposed solutions with the existing Active directory setup of the Bank and any other applications deployed in bank.	What is the expectation from Audit and management tool when it is expected to scale to her applications in bank? Please list the expectations	Please be guided as per RFP
21	10	Section 3 B.12	Bank is not liable or bound to procure all the solutions mentioned at once. Bank may undertake phase wise procurement, supply, installation, and implementations of the solution(s) and its licenses.	Please help with minimum purchase required at the start and periodically	Please be guided as per RFP

22	28	Section 6, Delivery and Implementation Point # 1	Migration activity should be completed within 2 months of issue of Purchase order	It is humble submission that 1. The Project start date cannot be at issue of Purchase order, Project Start date shall be post acceptance of PO(which is mentioned as 15 working days) and adding one week to mobilize the team. So Technically 21 working days post PO issue. Request you to kindly help relax. 2. This activity is going to be complex with dependencies on field visits (wherever possible). This would need minimum timeframe of 4 months post start of the project	Please be guided as per RFP
23	28	Section 6, Delivery and Implementation Point # 2	Delivery and Implementation of AD management and Audit solution should be completed within 1 month of issue of Purchase order.	It is humble submission that 1. The Project start date cannot be at issue of Purchase order, Project Start date shall be post acceptance of PO(which is mentioned as 15 working days) and adding one week to mobilize the team. So Technically 21 working days post PO issue. Request you to kindly help relax. 2. This activity is going to be complex with dependencies on field visits (wherever possible). This would need minimum timeframe of 6 weeks post start of project.	Please be guided as per RFP

24	28	Section 6, Delivery and Implementation Point # 2	The support engineers at all location must be deployed within 4 weeks from the date of Purchase order.	Please help change this to 4 weeks from start of project	Please be guided as per RFP
25	28	Section 8, Insurance	The hardware/equipment to be supplied under the contract period shall be fully insured till installation of the system by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation	Since all the hardware is provided by PNB. This seems to be a standard template which is part of RFP. We just want to be double sure	Please be guided as per RFP
26	29	Section 9 , Warranty	Complete solution supplied should be covered under comprehensive on-site BACK-TO-BACK warranty for three years from the date of installation	The clause mentioned is back to back warranty. We will have onsite team and OEM online support. Is it still necessary to build onsite warranty? Please clarify	Please be guided as per RFP
27	28	Annex 1, Clause 7	PAYMENT, PENALTY, DELIVERY AND TIMELINES	<p><u>Migration Activity</u> Bidder requests to cap the overall penalty to 10% of unexecuted Migration deliverables</p> <p><u>AD Management &amp; Audit Solution</u> Bidder requests to cap the penalty to 10% of unexecuted cost for (A+B) for Complete implementation of AD management and Audit solution with all functionalities</p> <p>Bidder requests to cap the penalty to 10% of unexecuted order of (C) Delivery of all Licenses</p>	Please be guided as per RFP

				SLA: Bidder requests to cap the SLA penalty to 10% of quarterly payments	
28	28	Annex 1, Clause 7	PAYMENT, PENALTY, DELIVERY AND TIMELINES	Bidder requests for payment terms of 30 days from invoice date (payment terms are not mentioned in RFP)	Please be guided as per RFP
29	9	2	Please note that any deviations mentioned in the bid will not be considered and evaluated by the Bank. Bank reserve the right to reject the bid, if bid is not submitted in proper format as per RFP.	Bidder requests that the Bank allows mutually agreed terms / clarifications to form part of the contract b/w the bank and successful bidder.	Please be guided as per RFP
30	20	7	VALIDITY OF BID DOCUMENT Bid shall remain valid for 12 months from last date of submission of bid prescribed by PNB. A bid valid for shorter period shall be rejected by the purchaser as non-responsive.	We request that the price validity be limited to 3 months as no OEM guarantees price for 12 months due to dollar fluctuation	Please be guided as per RFP

31	27	Annexure 1 1	<p><b>SIGNING OF CONTRACT</b></p> <p>The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and integrity Pact (IP) with Bank, within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. If the contract is not signed within the given period (30 working days), the EMD will be forfeited after a grace period of 15 working days.</p>	<p>Bidder requests to allow negotiated terms and conditions based on RFP to form part of the contract between the Successful bidder and the Bank and that only on a failure of successful bidder to sign the negotiated contract, the EMD can be forfeited.</p>	<p>Please be guided as per RFP</p>
32	27	Annexure 1 2	<p><b>DURATION OF CONTRACT</b></p> <p>Bank will enter into contract initially for a period of 5 years from the date of signing of SLA with option of further extension of contract, for another two terms of 1 year each, at the same rate and same terms &amp; conditions, provided services of the bidder is satisfactory and at Bank's sole discretion.</p>	<p>Bidder requests a clarification that any extension of the contract shall be undertaken based on mutually agreed terms &amp; conditions.</p>	<p>Please be guided as per RFP</p>
33	27	Annex 1 3	<p><b>PERFORMANCE BANK GUARANTEE</b></p> <p>The successful bidder will have to submit Performance Bank Guarantee amounting to 10 % of Total Purchase Order value, within one month of acceptance of purchase order</p>	<p>With regard to notification dated No. F.9/4/2020-PPD dated 20 November 2020 by Ministry of Finance for reducing the performance security to 3% of the</p>	<p>Refer Corrigendum 1 S. no.3</p>

			& valid for a period of 5 years plus 6 months from the date of entering into contract.	value of the contract, Bidder requests that PBG of 3% shall be required to be submitted by the Successful bidder. The notification requires that all tenders/ contracts issued/ concluded till 31 .12.2021 should have the provision of reduced Performance Security.	
34	28	Annex 1 5	<p>NOT ACCEPTANCE/ NON EXECUTION OF ORDER</p> <p>In case the bidder shortlisted through this RFP process (hereinafter called “vendor”) refuses to accept / execute the order, Bank will procure the same from the respective OEM as per existing terms &amp; conditions and rate accepted by OEM. The said vendor will have to bear the difference of cost if any of such item / product is purchased by Bank from OEM (Bank is having all the rights to recover the difference/ penalty amount from PBG as well as any amount payable to the said vendor). Bank also reserves the right to blacklist/debar the said vendor in such eventuality without giving any notice thereof in this regard for a period of further three years from the date of blacklisting/debarment.</p>	<p>Bidder requests that any claim towards excess expenditure/ risk purchase incurred by the Bank shall not exceed 10% of the cost of the deliverable agreed b/w the Bidder and the Bank.</p> <p>Bidder further requests that blacklisting shall be imposed only in the event of gross negligence or wilful misconduct on the part of the Bidder.</p>	Please be guided as per RFP
35	28	Annex 1 7	PAYMENT, PENALTY, DELIVERY AND TIMELINES	Bidder requests to cap the overall penalty to 10% of payment for respective quarter.	Please be guided as per RFP

36	29	Annex 1 8	<p><b>INSURANCE</b></p> <p>The hardware/equipment to be supplied under the contract period shall be fully insured till installation of the system by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation.</p>	<p>It is submitted that the insurance shall be obtained till the time of delivery of the products. Thereupon the title shall pass onto the Bank due to which the Bidder cannot insure the products.</p>	<p>Please be guided as per RFP</p>
37	31	Annex 1 10	<p><b>ANNUAL MAINTENANCE CONTRACT (AMC)/ANNUAL TECHNICAL SUPPORT (ATS)</b></p> <p>The AMC/ATS may be terminated by the Bank after giving three months' notice in case of deficiency in services.</p>	<p>Bidder requests that a cure period of 30 days is provided to the Bidder for rectification of any issues before invoking termination.</p>	<p>Please be guided as per RFP</p>
38	32	Annex 1 17	<p><b>INDEMNITY</b></p>	<p>It is requested to clarify that the breaches for which indemnity shall be applicable are:</p> <ul style="list-style-type: none"> <li>- 3rd party claims of IPR infringement for Supplier branded products and services;</li> <li>- violation of applicable labour laws with regard to manpower deployed by the Supplier.</li> </ul>	<p>Please be guided as per RFP</p>

39	32	Annex 1 17	<p><b>INDEMNITY</b> The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract.</p>	<p>As a commercial practice, indemnity, being an exceptional and extra-ordinary remedy, is not applicable for a general breach of terms of the contract. For any breach of contract, the Bank has appropriate remedy in the form of LD, penalty, invocation of PBG etc. Bidder, therefore, requests a clarity that indemnity shall not be applicable for any general breach of the terms of contract and its applicability shall be restricted to any third party claims related to: IPR infringement and violation of applicable laws by the Supplier.</p>	Please be guided as per RFP
40	32	Annex 1 17	Indemnity (as per clause)	<p>It is requested to revise the clause as below: "The Indemnifying Party ("Bidder") shall defend (settle and/or pay damages awarded by the court) the Indemnified Party against any third party claims arising from the following: a. Claims for loss or damage to third party tangible property; b. claim by any person in respect of bodily injury or death; c. claims by any third party in respect of any IP infringement;</p>	Please be guided as per RFP

				<p>brought against or recovered from Indemnified Party by reasons of any act or omission of the Indemnifying Party , his agents or employees in the performance of the contractual obligation.</p> <p>The indemnification by Indemnifying Party shall be subject to Indemnified Party i) notifying the Indemnifying Party promptly in writing of the claim in respect of which the indemnity applies in order to allow the Indemnifying Party the opportunity to investigate and defend the matter; ii) Indemnified Party shall take reasonable effort to mitigate the loss to Bidder; iii) neither party shall be liable for losses attributable to other Party. Bidder shall be liable only to the extent of actual losses suffered by Indemnified Party. Indemnity will be claimed and computed as per the normal rules of computation of damages under Indian laws; and iv) giving the Indemnifying Party the right to defend and settle the claim, including any agreement relating to settlement; provided that settlement of claim shall not</p>	
--	--	--	--	---	--

				imposes any financial obligation on the Indemnified Party.	
41	32	Annex 1 18	<p>TERMINATION OF CONTRACT</p> <p>The quality of services given by the bidder &amp; progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving 30 days' notice to the bidder, including 15 days curing period.</p>	It is requested to revise and state that the cure period shall be for 30 days.	Please be guided as per RFP
42	32	Annex 1 18	<p>TERMINATION OF CONTRACT</p> <p>The quality of services given by the bidder &amp; progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving 30 days' notice to the bidder, including 15 days curing period. The decision of the Bank regarding quality of services shall be final and binding on the bidder. The Bank shall have the right to terminate/cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of 30 days, for any valid reason, including but not limited to the following :</p> <p>a) Excessive delay in execution of order placed by the Bank</p> <p>b) Discrepancies / deviations in the agreed processes and/or products</p> <p>c) Failure of vendor (successful bidder) to complete implementation of appliance within the time as specified in the RFP document</p>	<p>It is submitted that the Bidder shall be provided with a cure period of 30 days vide a written notice to remedy the breaches as listed in (a-e) in the said clause. The Termination shall be limited for the events listed in (a-e) alone. Where LDs or Penalties are prescribed for the performance and uptime/availability, it shall be required that the maximum cap provided for the LDs and Penalties be exhausted before the right of termination is exercised. There shall be no right to terminate for convenience, ie., without cause.</p> <p>The Bidder shall be entitled to suspend performance in case of failure by the Bank to meet its payment obligations under the Agreement.</p>	Please be guided as per RFP

			d) Violation of terms & conditions stipulated in this RFP.		
43	36	Annex II	UNDERTAKING FROM THE BIDDER You may accept or entrust the entire work to one Bidder or divide the work to more than one bidder without assigning any reason or giving any explanation whatsoever.	Bidder requests that division of work between more than one bidder by the Bank shall be only basis the mutual agreement with the successful bidder(s).	Please be guided as per RFP
44			General	Subcontracting is allowed for all resources requested under this RFP	Please be guided as per RFP
45	13	Sec 3.B.48	The proposed solution must support retention of logs for a period of 10 years or as per the bank's policy whichever is maximum	PNB must provide necessary solution for 10 year retention. Bidder will not be responsible for storage of data and if any loss of data from PNB's infrastructure will be responsibility of PNB.	Please be guided as per RFP

46	17	Sec 3.B	Antivirus support engineers for Head office (DC & DR) - Total 5 engineers in Head office location providing support for 8 am to 8 pm on all days. Scope as per clause C.iii of Scope of Work	Total 5 resources with 2 shift for 7 days at two location will require additional resources	At least one resource should be available at any point of time.
47	17	Sec 3.B.	Active Directory Senior Engineer (DC & DR) - Total 1 engineer in Head office location providing support on working days from 10 am to 6 pm. Scope as per clause C.ii of Scope of Work	For two sites and with single shift minimum 2 resources are required	At least one resource should be available at any point of time.
48	17	Sec 3.B.	Active directory Support Engineers (DC & DR) - Total 2 engineers in Head office location providing support on all days from 8 am to 8 pm. Scope as per clause C.ii of Scope of Work	For two sites & 2 shifts 2 engineers are not sufficient	At least one resource should be available at any point of time.
49	17	Sec 3.B.	Desktop Management support engineers (DC & DR) - Total 2 engineers in Head office location providing support on all days from 8 am to 8 pm. Scope as per clause C.ii of Scope of Work	For two sites & 2 shifts, minimum 6 engineers are required	At least one resource should be available at any point of time.
50	17	Sec 3.B.	System Administrator for ADDM solution (DC & DR) - Total 3 engineers in Head office location providing support on all days 24*7.	For two sites and 24X7 basis minimum 10 resources are required	At least one resource should be available at any point of time.
51	17	Sec 3.B.	Helpdesk support engineers for ADDM solution (DC & DR) - 2 engineers in Head office Sansad Marg providing support on working days from 10 am to 6 pm	For two sites and two shifts minimum 4 resources are required.	At least one resource should be available at any point of time.

52	17	sec 3.B	Field support engineers for Antivirus, Active Directory and Desktop Management solution (at CO/ZO). Scope as per clause C.i of Scope of Work. Required for 161 circles, 24 Zones and Head office locations, other than Data Center. The quantity will vary based on the actual requirements. However, the total resources required would around 350 resources. The support should be provided on all working days from 10 am to 6 pm	Pl. share breakup of these resources. Hope these resources will work in single shift only.	The Same would be provided to successful bidder.
53	18	Sec 3.B.V	Minimum Education	Do add Technical Diploma (10+3 or 10+2+2) , BSc0IT , BSc-Comp Sc in education qualification for resources of category A,B, C, D, E. Do add Graduate if any discipline in education qualification for category F & G	Please be guided as per RFP
54	18	Sec 3.B.V	Minimum 3 Years of IT experience out of which at least 2 years should be on Desktop Management implementation and/or support	Minimum 8 Years of IT experience out of which at least 2 years should be on Desktop Management implementation and/or support	Please be guided as per RFP
55	18	Sec 3.B.V	Diploma in Computer Science/ECE/IT/similar technology related stream post 10th/12th standard (total study period – 10+3 or 10+2+2 pattern) from any polytechnic institute in India recognized by respective State Boards. Minimum two year post qualification experience in IT support/ITES/IT area out of which atleast one year is to be on AD/DM solution)	Diploma in Computer Science/ECE/IT/similar technology related stream post 10th/12th standard (total study period – 10+3 or 12+2+2 pattern) from any polytechnic institute in India recognized by respective State Boards or graduate from any discipline. Minimum two year post qualification experience in IT	Please be guided as per RFP

				support/ITES/IT area out of which at least one year is to be on AD/DM solution	
56	19	Sec 3.B.V	Bank reserves the right to interview the resources before deployment. If the allotted resources does not perform satisfactorily in the interview, Bidder will have to provide a better competent resource in replacement. If for a particular domain, allotted resources are rejected more than 3 times, Bank reserves the right to penalize the bidder at the rate applicable for non-availability of resources	Bank will not take interview of candidate as bidder is responsible for SLA and bank will impose penalty if SLA not delivered. Bidder will deploy resources with skills appropriate to manage setup	Please be guided as per RFP
57	28		The support engineers at all location must be deployed within 4 weeks from the date of Purchase order	The support engineers at all location must be deployed within 8 weeks from the date of Purchase order	Please be guided as per RFP
58			General	We request you to add that billing of All 350 resources will done centrally from HO only.	Please be guided as per RFP
59	47	1	The solution should support User provisioning like user creation, disable, enable, bulk upload, user and computer movement of Active directory from front end portal.	Please clarify front end portal means through web portal or thick client like MMC etc?	Web Portal
60	47	2	The solution should be able to provide interface for Reset passwords, unlock accounts, modify group memberships, create and edit GPOs from front end portal	Please clarify front end portal means through web portal or thick client like MMC etc?	Web Portal
61	47	6	The solution should support troubleshooting of User and Computer account lockouts.	Solution will be able to unlock and what kind of troubleshooting is required by solution?	Please be guided as per RFP

62	47	9	The solution should be able identify the admin privileges assigned to different users and generate alerts for any changes to them along with the use of the privileged access on endpoints (like use of Administrators credential for installation of any software) and servers.	Please clarify do you want to track software installed, inventory as well? Or just Administrator credential used for installation?	Solution should be able to identifies the application which is accessed through ADMIN credentials.
63	47	15	The solution should remind users about their password expiration through SMS, email	Please clarify bank will provide SMS gateway for SMS?	YES
64	47	17	The solution should provide users one-click access to all of their enterprise applications, including in-house applications (Single Sign on)	Please clarify does bidder/OEM have to provide SSO product as well? Can SSO product can be from different OEM?	YES
65	48	18	The solution should have Multifactor authentication for utilization of domain credentials for login to self-service and single sign on application and any other application if required by Bank.	Please clarify Does Bank require Multifactor authentication product ?	YES
66	48	19	The solution should diagnose and resolve repeated account lockouts by analyzing multiple Windows components including services, applications, and scheduled tasks.	Please clarify which application are referred? And provide list of same	Please be guided as per RFP
67	48	20	The solution should diagnose and resolve repeated account lockouts by analyzing multiple Windows components including services, applications, and scheduled tasks.	Please clarify the use-case	Please be guided as per RFP
68	49	33	The solution should support Automate the creation/disabling of AD users based on the MSSQL/Oracle employee database of Bank. Whenever any changes are done to any employee in HRMS, same should be reflected into Active directory.	Please clarify HRMS vendor will support of integration with AD management solution?	Please be guided as per RFP

69	49	37	The solution should be capable of workstation auditing if required by the bank.	Please clarify what all needs to be audited? Do need to audit software ,Hardware inventory? Or just logon Activity?	Please be guided as per RFP
70	49	37	The solution should be capable of workstation auditing if required by the bank.	Is there any NON- windows Workstation like MAC,Linux etc to be audited?	All OS
71	49	40	The solution should be capable of server auditing if required by Bank.	Is there any NON- windows Server like MAC,Linux etc to be audited?	All OS

<b>S r. N o</b>	<b>Pa ge No</b>	<b>Poin t No</b>	<b>RFP Point</b>	<b>Bidder Query</b>	<b>Bank's reply</b>
1	10	4	Bidder would be responsible for installation of Antivirus, NAC, ATP and other security solutions like and including DLP, Whitelisting solution either through remotely using the existing tools available with Bank like Active Directory, Desktop Management, Antivirus etc. or through manual field visit, as per the Bank's requirement.	Which AD, Desktop Management and AV solution is being used by Bank currently and who is existing partner for managing these solution	Please be guided as per RFP
2	10	12	The bidder shall ensure that during various phases of migration, the performance, security, network availability, etc. of the existing network setup must not be compromised. If there is any impact on bandwidth /network during the migration activity being performed remotely, bidder has to perform the task through field visit, as per Bank's requirement.	How many locations may have bandwidth challenges accordingly bidder will factor the cost. Pls. share the list of locations	Same would be provided to successful bidder.

3	11	20	The bidder shall replace and upgrade the out-of-support, out-of-service, end-of-life (EOL), end of support (EOS) undersized infrastructure elements as soon as the respective OEM announced the same at no additional cost to the bank throughout the 5 years of contract period. The bidder shall carry out such Replacement & up gradation of components before due date. Failure to replace within the defined period will be treated as violation of SLA and Bank will procure the new solution as same, and cost will be deducted from payables/ payments as penalty or by invoking performance guarantee.	We assume is is applicable for offered services by bidder only. Pls. confirm	Please be guided as per RFP
4	11	23	VA / PT Compliance/Audit /Review as per Bank's requirement /Statuary guidelines	We assume is is applicable for offered services by bidder only. Pls. confirm	Please be guided as per RFP
5	17	iv	System Administrator for ADDM solution (DC & DR) - Total 3 engineers in Head office location providing support on all days 24*7. Scope as per clause C.ii of Scope of Work	For maintaining 24x 7 Operations minimum 5 Persons are required. Pls. change the Engineer quality	At least one resource should be available at any point of time.
6	37	4	The bidder should have implemented AD/AV/DM in atleast 10000 endpoint of a single client in last 3 year as on bid submission date. The client should be organizations under the category of nationalized banks / BFSI / PSU / Govt. Organizations / Financial Institution.	We request you to modify the clause to allow more participation as : The bidder should have implemented AD/AV/DM in at least 10000 endpoint of a single client in last 3 year as on bid submission date. The client should be organizations under the category of nationalized banks / BFSI / PSU / <b>Enterprise/</b> Govt. Organizations / Financial Institution/	Refer Corrigendum 1 S. no 8
7	13	c	C. Support Services	Is required Manpower/Engineer are need be on Rolls of Bidder. Or Manpower can be subcontracted to the aligned partners Pls. clarify	Please be guided as per RFP

8	37	7	<p>The bidder should have a minimum turnover of INR 50 crores (Rupees Fifty crores) per annum from Its Indian Operations from IT security services/solutions , for the past each 3 financial years i.e. 2016-17, 2017-18 &amp; 2018-19.</p> <p>The bidder should have positive networth during the last two financial years.</p>	<p>The bidder should have a minimum turnover of INR 50 crores (Rupees Fifty crores) per annum from Its Indian Operations from IT security services/solutions , for the past each 3 financial years i.e. 2017-18, 2018-19 &amp; 2018-20.</p> <p>The bidder should have positive net worth in any one of last three years</p>	Refer Corrigendum 1 S. no 7
---	----	---	--	---	-----------------------------

Sr. No.	RFP Page No.	RFP Clause name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply
1	28	7. PAYMENT, PENALTY, DELIVERY AND TIMELINES i. Migration Activity	<p><b><u>Payment Terms:-</u></b> For first 20,000 endpoints- 90% of cost of Migration of 20000 endpoints, after submission of evidences for the migration, on actual basis. For remaining endpoints-90% after sign-off and submission of evidences and remaining 10% of all the endpoints, after 6 months from sign-off</p> <p><b><u>Penalty:-</u></b> 1% of the total migration cost for per week delay</p> <p><b><u>Maximum Penalty:-</u></b> 10% of Migration cost</p>	<p>We request you to kindly amend the clause as:-</p> <p><b><u>Payment Terms:-</u></b> For first 5,000 endpoints- 90% of cost of Migration of 5000 endpoints, after submission of evidences for the migration, on actual basis. For remaining endpoints-90% after sign-off and submission of evidences and remaining 10% of all the endpoints, after 6 months from sign-off</p> <p><b><u>Penalty:-</u></b> 0.5% of the total migration cost for per week delay</p>	Refer Corrigendum 1 S. no.4

				<b>Maximum Penalty:-</b> 5% of Migration cost	
2	28	7. PAYMENT, PENALTY, DELIVERY AND TIMELINES  ii.) AD Management & Audit Solution	<b>Deliverable:-</b> Complete implementation of AD management and Audit solution with all functionalities <b>Payment Terms:-</b> 90% of (A+B) after sign-off and remaining 10% after 6 months from sign-off <b>Penalty:-</b> 1% of (A+B) for per week delay <b>Maximum Penalty:-</b> 10% of (A+B) <b>Delivery of Licenses:-</b> <b>Penalty:-</b> 1% of (C) for per week delay <b>Maximum Penalty:-</b> 10% of (C)	We request you to kindly amend the clause as:- <b>Deliverable:-</b> Complete implementation of AD management and Audit solution with all functionalities <b>Payment Terms:-</b> 90% of (A+B) after sign-off and remaining 10% after 3 months from sign-off <b>Penalty:-</b> 0.5% of (A+B) for per week delay <b>Maximum Penalty:-</b> 5% of (A+B) <b>Delivery of Licenses:-</b> <b>Penalty:-</b> 0.5% of (C) for per week delay <b>Maximum Penalty:-</b> 5% of (C)	Refer Corrigendum 1 S. no.5
3	29	7. PAYMENT, PENALTY, DELIVERY AND TIMELINES Payment term for other items:	1. Field & DC/DR support- On quarterly basis in arrears, on submission of attendance sign-off. 2. ATS- On quarterly basis in arrears.	We request you to kindly amend the clause as:- 1. Field & DC/DR support- On quarterly basis in advance, on submission of attendance sign-off. 2. ATS- On yearly basis in advance.	1. Please be guided as per RFP 2. Refer Corrigendum 1 S. no.6

4	37	Annexure-III Eligibility Criteria of Bidder Point no. 4	<p>The bidder should have implemented AD/AV/DM in at least 10000 endpoint of a single client in last 3 year as on bid submission date. The client should be organizations under the category of nationalized banks / BFSI / PSU / Govt. Organizations / Financial Institution.</p> <p>OR</p> <p>The bidder should have provide support services for AD/AV/DM across atleast 10 states of India in last 3 years, as on bid submission date. for a single client. The client should be organizations under the category of nationalized banks / BFSI / PSU / Govt. Organizations / Financial Institution.</p>	<p>We request you to kindly amend the clause as:-</p> <p>The bidder should have implemented AD/AV/DM in at least 10000 endpoint of a single client in last 5 year as on bid submission date. The client should be organizations under the category of nationalized banks / BFSI / PSU / Govt. Organizations / Financial Institution.</p> <p>OR</p> <p>The bidder should have provide support services for AD/AV/DM across at least 10 states of India in last 5 years, as on bid submission date. for a single client. The client should be organizations under the category of nationalized banks / BFSI / PSU / Govt. Organizations / Financial Institution.</p>	Refer Corrigendum 1 S. no.8
5	37	Annexure-III Eligibility Criteria of Bidder Point no. 7	<p>The bidder should have a minimum turnover of INR 50 crores (Rupees Fifty crores) per annum from Its Indian Operations from IT security services/solutions , for the past each 3 financial years i.e. 2016-17, 2017-18 &amp; 2018-19.</p>	<p>We request you to kindly amend the clause as:-</p> <p>The bidder should have a minimum average turnover of INR 50 crores (Rupees Fifty crores) per annum from Its Indian Operations from IT security services/solutions , for the past each 3 financial years i.e. 2017-18, 2018-19 &amp; 2019-20.</p>	Refer Corrigendum 1 S. no.7

Sr.No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's reply
1	47	1	The solution should support User provisioning like user creation, disable, enable, bulk upload, user and computer movement of Active directory from front end portal.	Please clarify front end portal means through web portal or thick client like MMC etc?	Web portal
2	47	2	The solution should be able to provide interface for Reset passwords, unlock accounts, modify group memberships, create and edit GPOs from front end portal	Please clarify front end portal means through web portal or thick client like MMC etc?	Web portal
3	47	6	The solution should support troubleshooting of User and Computer account lockouts.	Solution will be able to unlock and what kind of troubleshooting is required by solution?	Please be guided as per RFP
4	47	9	The solution should be able identify the admin privileges assigned to different users and generate alerts for any changes to them along with the use of the privileged access on endpoints (like use of Administrators credential for installation of any software) and servers.	Please clarify do you want to track software installed, inventory as well? Or just Administrator credential used for installation?	Solution should be able to identifies the application which is accessed through ADMIN credentials.

5	47	15	The solution should remind users about their password expiration through SMS, email	Please clarify bank will provide SMS gateway for SMS?	YES
6	47	17	The solution should provide users one-click access to all of their enterprise applications, including in-house applications (Single Sign on)	Please clarify does bidder/OEM have to provide SSO product as well? Can SSO product can be from different OEM?	YES
7	48	18	The solution should have Multifactor authentication for utilization of domain credentials for login to self-service and single sign on application and any other application if required by Bank.	Please clarify Does Bank require Multifactor authentication product ?	YES
8	48	19	The solution should diagnose and resolve repeated account lockouts by analyzing multiple Windows components including services, applications, and scheduled tasks.	Please clarify which application are referred? And provide list of same	Please be guided as per RFP
9	48	20	The solution should diagnose and resolve repeated account lockouts by analyzing multiple Windows components including services, applications, and scheduled tasks.	Please clarify the use-case	Please be guided as per RFP
10	49	33	The solution should support Automate the creation/disabling of AD users based on the MSSQL/Oracle employee database of Bank. Whenever any changes are done to any employee in HRMS, same should be reflected into Active directory.	Please clarify HRMS vendor will support of integration with AD management solution?	Please be guided as per RFP

11	49	37	The solution should be capable of workstation auditing if required by the bank.	Please clarify what all needs to be audited? Do need to audit software ,Hardware inventory? Or just logon Activity?	Please be guided as per RFP
12	49	37	The solution should be capable of workstation auditing if required by the bank.	Is there any NON- windows Workstation like MAC, Linux etc to be audited?	All OS
13	49	40	The solution should be capable of server auditing if required by Bank.	Is there any NON- windows Server like MAC, Linux etc to be audited?	All OS