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Clarification of Pre Bid Queries: Request for Proposal (RFP) for 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	Banks Reply
1	30	Annexure-III; Clause No-4	<p>The bidder should have provided support services for 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 / private sector enterprise.</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 /</p>	<p>As per our understanding this RFP is for providing FMS/ Manpower support, where bidder has to provide Field Support Engineer for AD/AV and related security solutions.</p> <p>Hence, we request you to kindly amend this clause as:</p> <p>The bidder should have provided technical resources/ engineers for AD/AV/DM for atleast 10000 endpoint of a single client in last 3 year as on bid submission date.</p> <p>The client should be organizations under the category of nationalized banks / BFSI / PSU / Govt. Organizations / Financial Institution / private sector enterprise.</p>	Please refer Corrigendum-1 S.No-1

			BFSI / PSU / Govt. Organizations / Financial Institution/ private sector enterprise.		
2	09-10	Section 3.A	Desktop Management Agent	Please share the name of Desktop Management Platform/ Tool which is used currently.	Indicative list is given in RFP at Page -11, clause-ii scope of work. In case bank procures/deploys/upgrades to any other antivirus ; the successful bidder has to provide the services without any extra cost to the bank.
3	09-10	Section 3.A. I. 17	Support engineer in coordination with Circle Office should take required actions for removal of unauthorized software's (as identified by Bank team) from end-point using uninstallation feature of Desktop Management Tool remotely or manually wherever required.	In case if Desktop Management tool gets updated/ migrated to new Platform, will PNB ensure the proper OEM training (Administrator & User level as per scope requirement) to deployed resources or will it be responsibility of Service provider	Please be guided as per RFP.
4	09-10	Section 3.A. I. 21	Patch Management - Deploy patches on endpoints manually where the patches are not able to get installed through Desktop Management Tool due to any issues	Based on past one year data, please share the no. of manual transactions for patch management activity.	Please be guided as per RFP.
5	12	Section 3.A. III	Antivirus Solution	Which AV solution is currently deployed	Currently Bank has deployed Symantec Broadcom antivirus and in

					case bank procures/deploys/upgrades to any other antivirus ; the successful bidder has to provide the services without any extra cost to the bank.
6	13	Section 3.A. IV	Antivirus support engineers for Head office (DC & DR) - Total 5 engineers in Head office location providing support for 8 am to 8 pm (in shifts) on all days. Scope as per clause C.iii of Scope of Work.	Please confirm if all days means all 7 week days or 5/6 mandays/ official working days	Please be guided as per RFP.
7	13	Section 3.A. IV	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	Please confirm how two resources will be able to manage 12x7 operations (Assuming all days mean all 7 week days)	Please be guided as per RFP.
8	13	Section 3.A. IV	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	Please confirm how two resources will be able to manage 12x7 operations (Assuming all days mean all 7 week days)	Please be guided as per RFP.
9	13	Section 3.A. 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	Please confirm how three resources will be able to manage 24x7 operations	Please be guided as per RFP.

10	24	6. Delivery and Implementation	1. The support engineers at all location must be deployed within 4 weeks from the date of Purchase order released by respective offices.	We request you to kindly amend the clause as:- The support engineers at all location must be deployed within 10-12 weeks from the date of Purchase order released by respective offices.	Please refer to Corrigendum-1, Sr No -2
11	24	7. Payment	Payment will be made quarterly in arrears by respective offices.	We request you to kindly amend the clause as:- Payment will be made half-yearly in advance by respective offices.	Please be guided as per RFP.
12	24	7. Penalty	Penalty due to Absence of Onsite Engineer (either at DC/DR or Field) In the absence of the deployed engineer, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @1.5 times of each day cost and maximum upto 10% of the quarterly invoice. Further, the above payments will be released only after submission of PBG and signing of SLA (including Do & Don't), IP and NDA by Successful Bidder. Cost of the project and its components shall remain the same during the	We request you to kindly amend the clause as:- Penalty due to Absence of Onsite Engineer (either at DC/DR or Field) In the absence of the deployed engineer, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @ 0.5 times of each day cost and maximum upto 5% of the quarterly invoice. Further, the above payments will be released only after submission of PBG and signing of SLA (including Do & Don't), IP and NDA by Successful Bidder.	Please be guided as per RFP.

			<p>contract period.</p> <p>If at any stage, the delay by the Vendor or absence of onsite engineer is such that the Penalty deducted for it reaches its maximum value for that stage, Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Vendor. Bank, at its sole discretion, may exercise any or all of the options against the Vendor, in such circumstances.</p>	<p>Cost of the project and its components shall remain the same during the contract period.</p> <p>If at any stage, the delay by the Vendor or absence of onsite engineer is such that the Penalty deducted for it reaches its maximum value for that stage, Bank reserves the right to Cancel the Purchase Order of particular circle not the complete Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Vendor. Bank, at its sole discretion, may exercise any or all of the options against the Vendor, in such circumstances.</p>	
13	30	<p>Eligibility Criteria of Bidder Point No.4</p>	<p>The bidder should have provided support services for AD/AV/DM in at least 10,000 endpoints of a single client in last 3 years as on submission date. The client should be organizations under the category of nationalized banks / BFSI / PSU / Govt. Organizations / Financial Institution / Private sector enterprise. Or The bidder should have provide support services for AD/AV/DM across at least 10 states of India in last 3 years, as on bid submission date. For</p>	<p>We request you to kindly amend the clause as:-</p> <p>The bidder should have provided support services for AD/AV/DM in at least 10,000 endpoints of a single client in last 5 years as on submission date. The client should be organizations under the category of nationalized banks / BFSI / PSU / Govt. Organizations / Financial Institution / Private sector enterprise. Or The bidder should have provide</p>	<p>Please refer Corrigendum-1 S.No-1</p>

			a single client. The client should be organizations under the category of nationalized banks / BFSI / PSU / Govt. Organizations / Financial institution / private sector enterprise.	support services for AD/AV/DM across at least 8 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 / private sector enterprise.	
14	38, 29, & 40	Annexure-X, XI, XII	Additional Query	<p>Since, this is a purely Support Services project and we understand that services will be rendered by the Bidder himself.</p> <p>Therefore, to the best of our understanding Annexure-X, Annexure-XI, Annexure-XII are not relevant for this particular RFP.</p> <p>Please Confirm.</p>	Please refer to Corrigendum-1, Sr No -3

Sr.No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Banks Reply
15	16	VALIDITY OF BID DOCUMENT	Bid shall remain valid for 12 months from last date of submission of bid prescribed by PNB	We request the bank to limit the bid validity to 180 days as per standard industry practice.	Please be guided as per RFP.
16	24	DELIVERY AND IMPLEMENTATION	The support engineers at all location must be deployed within 4 weeks from the date of Purchase order released by respective offices.	Please allow at least 10 to 12 weeks from date of PO acceptance, for deployment of Support Engineers	Please refer to Corrigendum-1, Sr No -2

17	24	PAYMENT, PENALTY, DELIVERY AND TIMELINES	In case of absolute absence (when no replacement is provided), penalty would be deducted @1.5 times of each day cost and maximum upto 10% of the quarterly invoice.	Kindly amend the clause as: In case of absolute absence (when no replacement is provided), penalty would be deducted @1.0 times of each day cost and maximum upto 5% of the quarterly invoice.	Please be guided as per RFP.
18	26	TERMINATION OF CONTRACT	The quality of services given by the bidder & 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.	We humbly submit that 30 days notice is too short. Kindly amend the notice period to at least 90 days including the curing period.	Please be guided as per RFP.
19	38	ANNEXURE-X-MANUFACTURER'S (OEM) AUTHORIZATION FORM (MAF)	We, M/s _____ are the OEM of _____ which is a AD Management & Audit solution (Name of the product/Solution etc), being offered to Punjab National Bank through M/s _____ (Bidder's Name), who is our authorized Partner/representative in India for supply of this Product/Solution and we have the IP (Intellectual property) rights of the offered solution.	We understand that this RFP is only for Support Services by deploying manpower and no OEM product or solution is to be supplied. Hence, MAF should not be required. Please confirm.	Please refer Corrigendum-1 S.No-3

20	40	ANNEXURE-XII	Undertaking from the OEM (to be provided on letter head by each OEM)	We understand that this RFP is only for Support Services by deploying manpower and no OEM product or solution is to be supplied. Hence, Annexure XII should not be required. Please confirm.	Please refer Corrigendum-1 S.No-13
21	39	ANNEXURE-XI UNDERTAKING FOR BEING THE OEM OF THE OFFERED PRODUCT	UNDERTAKING FOR BEING THE OEM OF THE OFFERED PRODUCT	We understand that this RFP is only for Support Services by deploying manpower and OEM Product is to be supplied. We understand Annexure XI should not be required. Please confirm.	Please refer Corrigendum-1 S.No-3
22	10	SCOPE OF WORK: Support Services	14. Support engineer should visit the branches/offices for migration of endpoints in ADDM and resolution of the issues wherever required at no extra cost to the Bank.	Request Bank to please provide the list of branches/offices where visits are required.	Please visit Bank's website for same.
23	12	Support engineer shall assist in Activities mentioned below and any other activities being assigned related to ADDM solution by PNB team:	Monitoring & Maintenance of Hardware & Software	It is assumed that ITSM & monitoring tool is provided by Bank to carry out the activity. Request you to please share the tool name.	Will be shared with successful bidder.
24	13	Requirements:	Antivirus support engineers for Head office (DC & DR) - Total 5 engineers in Head office location providing support for 8 am to 8 pm (in shifts) on all days.	Mentioned number of resources are to be deployed at Head office and would support to DC & DR, request bank to clarify whether our understanding is correct.	Please be guided as per RFP.

25	13	Requirements:	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.	As per clause 350 Field support engineers are required which consist of 161 circles & 24 zones. Please share the total number of branches where bidder has to provide the support. Also please share the list of CO/Zone/ Branches which will help us for resource calculations.	Please be guided as per RFP.
26	23	ACCEPTANCE OF ORDER (ORDER PLACEMENT), 4	b. Bank is not bound to issue the Purchase order of any type of support service (DC/DR/Field) for a period of 1 year i.e. Bank may place the order for any shorter period also, as required, upto to a minimum of 3 months.	Request Bank to provide more clarity on the mentioned point.	Please refer clause-2 and clause-4 of Annexure-1

27	25	INDEMNITY, 14	In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank, Vendor (successful bidder) will also assume full responsibility of any loss or damage caused due to any of their onsite engineer/representative.	As per RFP, the bidder is to deploy support engineers. So request bank to remove this clause as bidder is not supplying any hardware/software.	Please be guided as per RFP.
28	26	PATENT RIGHTS, 17	The supplier shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India	As per RFP, the bidder is to deploy support engineers. So request bank to remove this clause as bidder is not supplying any hardware/software	Please be guided as per RFP.
29	27	PRINCIPAL TO PRINCIPAL RELATIONSHIP, 19	The employees engaged by the Vendor shall be deemed to be the employees of vendor only	Request Bank to please allow bidder to have resources through partners for branches and remote location and also for DC & DR	Please be guided as per RFP.

30		General		Request Bank to please do not consider SLA breach if there is an issue with OS patches or Virus definitions update due to network connectivity or user not available or any issues that arises due to end point which will not have any control by the selected bidder.	Please be guided as per RFP.
31		General		Request bank to share the total number of users to be supported under the scope of RFP. Also please share the in-scope server/asset details.	Indicative No is 95000+ endpoints.
32		General		Request Bank to share the SLA to be adhered by the selected bidder.	SLA will be based on the Purchase Order, RFP & Corrigendum.
33	30	ANNEXURE-III - ELIGIBILITY CRITERIA OF THE BIDDER	Supporting Documents to be submitted	We request the bank to allow the Eligibility Criteria Compliance basis the documentary evidence from the Bidder or the Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company).	Please be guided as per RFP.

34	30	ANNEXURE-III - ELIGIBILITY CRITERIA OF THE BIDDER	<p>The bidder should have provided support services for 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 / private sector enterprise.</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/ private sector enterprise.</p>	<p>We understand that the experience of providing support services can be shown either for "field support" or "remote support" services provided by the bidder for AD/AV/DM. Kindly confirm if our understanding is correct.</p>	<p>Please refer Corrigendum-1 S.No-1</p>
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35	13	<p>Scope of Work iv. Requirements:</p>	<ul style="list-style-type: none"> · Antivirus support engineers for Head office (DC & DR) - Total 5 engineers in Head office location providing support for 8 am to 8 pm (in shifts) on all days. Scope as per clause C.iii of Scope of Work. · 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 · 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 · 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. 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 · 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. Scope as per clause C.ii of Scope of Work · 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. 	<p>For providing support 8 am to 8pm / 24X7 , the count mentioned for resources is per shift or total no of resources required which will work in shifts.</p> <p>For Field support engineers , the total resource count given is around 350 resources , hope this will be fixed as we need to provision the cost accordingly.</p>	<p>Please be guided as per RFP.</p>
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36	23	Point No 4 ,ACCEPTANCE OF ORDER (ORDER PLACEMENT) & ANNEXURE I ,TERMS AND CONDITIONS	Bank is not bound to issue the Purchase order of any type of support service (DC/DR/Field) for a period of 1 year i.e. Bank may place the order for any shorter period also, as required, upto to a minimum of 3 months.	Bank should reconsider this clause and should release the PO for 1 year.	Please refer clause-2 and clause-4 of Annexure-1.
37	24	Point No 7 ,PAYMENT, PENALTY, DELIVERY AND TIMELINES &ANNEXURE I ,TERMS AND CONDITIONS	Payment will be made quarterly in arrears by respective offices.	Payment Terms should be monthly basis as this is a pure FMS contract and we will have to pay resources on monthly basis.	Please be guided as per RFP.
38	24	Point No 7 ,PAYMENT, PENALTY, DELIVERY AND TIMELINES &ANNEXURE I ,TERMS AND CONDITIONS	Penalty due to Absence of Onsite Engineer (either at DC/DR or Field) In the absence of the deployed engineer, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @1.5 times of each day cost and maximum upto 10% of the quarterly invoice.	Request for penalty capping of 5% of the quarterly value	Please be guided as per RFP.

39	24	Point No 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. Bank will not be responsible for any loss to bidder on account of non-insurance to any equipment or services. All expenses towards insurance shall be borne by the vendor.	No Hardware / Equipment will be involved in the delivery of this project.	Please be guided as per RFP.
40	29	ANNEXURE-II UNDERTAKING FROM THE BIDDER	In case the OEM stops supporting the Management & Audit tool, procured through this RFP, at any time during the contract period, it will be our responsibility to provide solution from alternate OEM and implement the same and provide support for the remaining contract period, without any additional cost to the Bank.	OEM support has to be provided by the bank and bidder cannot be held responsible for the same as it is out of scope as per this RFP.	This is with reference to the quoted solution (if applicable), If bidder is bringing any solution in response to the RFP.
41	30	ANNEXURE-III ELIGIBILITY CRITERIA OF THE BIDDER Point No 7	The bidder should have a minimum turnover of INR 5 crores (Rupees Five 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 & 2019-20	Request to change this clause as below : <i>"The bidder should have a minimum turnover of INR 5 crores (Rupees Five crores) per annum from Its Indian Operations from IT services/solutions , for the past each 3 financial years i.e. 2017-18, 2018-19 & 2019-20"</i>	Please be guided as per RFP.

42	31	ANNEXURE-III ELIGIBILITY CRITERIA OF THE BIDDER Note	NOTE: 1. For a particular Solution, only the OEM or its authorized representative can bid. If both the OEM and its authorized representative bid for the same Solution, both the bids will be rejected. 2. If any Solution of Principal / Original Equipment Manufacturer (OEM) is being quoted in the tender, the OEM Company cannot bid for any other OEM's product. 3. In case of Indian Authorized Representative (IAR) / Agent / System Integrator (SI), maximum two Authorized Representatives of a particular Principal or Original Equipment Manufacturer (OEM) / Solution Provider can participate in the tender process.	Request to remove these clauses as they are OEM specific and not required as per scope of this RFP.	This is with reference to the quoted solution (if applicable), If bidder is bringing any solution in response to the RFP.
43	32	ANNEXURE-IV BIDDER'S INFORMATION Point No 8	Whether bidder eligible for preference to domestically manufactured electronic products (DMEP) in government procurement vide notification dated 23.12.13 and guideline dated 16.11.15 as amended from time to time and updated in ministries web site – www.deity.gov.in/esdm/pmn as applicable to the Bank.	Request to remove this clauses as this is not required as per scope of this RFP.	Please be guided as per RFP.
44	37	ANNEXURE-IX TURNOVER CERTIFICATE	This is to certify that M/s _____, a company incorporated under the companies act, 1956 with its headquarters at, _____ has the following Turnover, Net Profit/Loss and Networth from its Indian Operations from IT security services/solutions, for the past 3 financial years i.e. 2017-18,2018-19 & 2019-20	Request to change this clause as below : <i>"This is to certify that M/s _____, a company incorporated under the companies act, 1956 with its headquarters at,</i> _____	Please be guided as per RFP.

				<i>_____ has the following Turnover, Net Profit/Loss and Networth from its Indian Operations from IT services/solutions, for the past 3 financial years i.e. 2017-18,2018-19 & 2019-20"</i>	
45		ANNEXURE-X	MANUFACTURER'S (OEM) AUTHORIZATION FORM (MAF)	Request to remove this clauses as this is not required as per scope of this RFP.	Please refer Corrigendum-1 S.No-3
46		ANNEXURE-XI	UNDERTAKING FOR BEING THE OEM OF THE OFFERED PRODUCT	Request to remove this clauses as this is not required as per scope of this RFP.	Please refer Corrigendum-1 S.No-3
47		ANNEXURE-XII	Undertaking from the OEM	Request to remove this clauses as this is not required as per scope of this RFP.	Please refer Corrigendum-1 S.No-3

48	24	7	Payment will be made quarterly in arrears by respective offices	Payments should be done centrally by Head office for better manageability	Please be guided as per RFP.
49	2	4	Eligibility criteria of bidder.The bidder should have provided support services for 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 / private sector enterprise.	The bidder should have provided support services for AD or AV or DM or EDR 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	Please refer Corrigendum-1 S.No-1

				Institution / private sector enterprise	
50	11	3. Scope of Work	<p>A. Support Services</p> <p>29. Support engineer shall assist offices for maintaining the inventory of all desktops, network devices, printers and scanners available at the respective offices as per the format of bank's Inventory tool which will include the AMC, warranty details.</p> <p>30. Support engineer shall assist in managing and resolving the tickets and calls raised from branches for desktop related issues.</p>	<p>1. Maintaining asset inventory is part of IT Asset Management scope. It includes activities like asset verification, IMAC etc. Please confirm if the same is under scope here.</p> <p>2. Please confirm if desktop support activities like OS installation, OS issues troubleshooting, PC slowness issues, email client issues, etc is expected to be performed by bidder. Or is it only limited to managing the Desktop Management solution as part of scope? Please clarify.</p>	Please be guided as per RFP.
51	11	3. Scope of Work	<p>A. Support Services</p> <p>33. If Bank procure any Management Tool during the contract period, the successful bidder of this RFP has to provide the support and bank will provide SOP for doing day today operations</p>	<p>What is this management tool? Is it's a Unified Endpoint Management tool that is referred here? Please clarify.</p>	Will be shared with successful bidder as and when procured.

52	13	3. Scope of Work iv. Requirements:	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	Minimum 4 and ideally 5 engineers will be required for managing a 24x7 shift. Request to change the count of engineers as 4 for " System Administrator for ADDM solution (DC & DR) "	Please be guided as per RFP.
53	13	3. Scope of Work iv. Requirements:	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.	1. Assumption is that all these field engineers will need to be deployed onsite at respective PNB Circle Offices and Zonal Offices. Please confirm. 2. Please share office-wise inventory summary of users and desktops/laptops for each of the circle and zonal offices under scope. This is needed to size the manpower (field engineers) required at each location.	1. Please be guided as per RFP. 2. Will be shared with successful bidder.
54	23	4. ACCEPTANCE OF ORDER (ORDER PLACEMENT	Orders will be placed by the respective HO Division/Department/Field Office. The vendor (successful bidder) shall have to accept and acknowledge orders within 15 working days from the date of order placement.	Order placement should be done Centrally for better commercial control and management. Request to modify the clause accordingly.	Please be guided as per RFP.
55	23	4. ACCEPTANCE OF ORDER (ORDER PLACEMENT	b. Bank is not bound to issue the Purchase order of any type of support service (DC/DR/Field) for a period of 1 year i.e. Bank may place the order for any shorter period also, as required, upto to a minimum of 3 months	Please clarify this point. Under what circumstances will PO be issued for a shorter service period. As this will directly impact the commercial obligations from bidder's perspective. Minimum 1 year service PO needs to be issued.	Please refer clause-2 and clause-4 of Annexure-1.

56	24	6. DELIVERY AND IMPLEMENTATION	The support engineers at all location must be deployed within 4 weeks from the date of Purchase order released by respective offices.	Request to change this clause as " he support engineers at all location must be deployed within 10 to 12 weeks from the date of Purchase order released by respective offices. " Justification is that most of the engineers nowadays have 60 days as minimum notice period.	Please refer Corrigendum-1 S.No-2
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57	30	Annex III Eligibility Criteria of the Bidder SLNo 3	The bidder should have Support centers in India. However, support centers at Delhi/NCR & Mumbai, Kolkata are desirable	Whether Support centre for Kolkata & Mumbai are Mandatory	Please be guided as per RFP.
58	30	Annex III Eligibility Criteria of the Bidder SLNo 4	The bidder should have provided support services for 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 / private sector enterprise	Whether this clause means currently under maintenance considering from last three years	Currently running projects will also be considered subject to submission of relevant documents sought in RFP.

59	12	DC-DR support Scope of Work for Antivirus (AV) and ATP solution	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.	Our suggestion is Bank has to ensure that there is 100% AV definition updates from server and no any manual efforts involved	Please be guided as per RFP.
60	13	DC-DR support Scope of Work for Antivirus (AV) and ATP solution	Maintaining inventory of all devices/software/servers belonging to solutions along with their version, licenses, AMC and other details.	Our suggestion is to have separate asset/inventory person to maintain it	Please be guided as per RFP.
61	24	DELIVERY AND IMPLEMENTATION	The support engineers at all location must be deployed within 4 weeks from the date of Purchase order released by respective offices	We request to have 4 to 10 weeks period for deployment of resources.	Please refer Corrigendum-1 S.No-2
62	24	PAYMENT, PENALTY, DELIVERY AND TIMELINES	In the absence of the deployed engineer, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @1.5 times of each day cost and maximum upto 10% of the quarterly invoice	Need to discuss on Penalty	Please be guided as per RFP.
63				Is there any provision to use remote support in absence of onsite RE?	Please be guided as per RFP.

64	24	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. Bank will not be responsible for any loss to bidder on account of non-insurance to any equipment or services. All expenses towards insurance shall be borne by the vendor	What type of Insurance & which Hardware as this is manpower contract. Does vendor has to provide the asset like Laptop to engineers to perform the duty? If yes for how many Nos?	Please be guided as per RFP.
65	26	15. TERMINATION OF CONTRACT	Bank reserves the right to terminate the contract by giving 30 days' notice to the bidder, including 15 days curing period	Either part should have right to terminate the contract by giving 60 days' notice and not only bank	Please be guided as per RFP.
66	27	26. Assignment	The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the Purchaser's prior written consent.	Is Back to Back support agreement allowed. Can the Principal vendor outsource the whole or partial contract to other agency?	Please be guided as per RFP.
67	13	IV. Requirements	Generic clarification	Need to discuss about transport and canteen facility at HO and various locations	Please be guided as per RFP.
68	13	IV. Requirements	Generic clarification	Need location list with addresses and no of assets/ how asset management is currently handled since no asset management team provisioned	Please be guided as per RFP.
69	13	IV. Requirements	Generic clarification	Need to know the location wise incident count for last 6 months	Will be shared with successful bidder.

70	13	IV. Requirements	Generic clarification	Need to know the service desk tool availability? How ticket logging process happens. How only two helpdesk resources will handle all locations/call volume	Please be guided as per RFP.
71	13	IV. Requirements	Generic clarification	Need to know the SLA , Response Time, Resolution Time both for Onsite and Oncall support	To be resolved within :- 24 Hours- for Metro & Urban areas 48 Hours – for Semi-urban & Rural areas
72	13	IV. Requirements	Generic clarification	Need to know the MIS/no. of reports/frequency of reports/ who will generate these reports since there is no separate MIS person provisioned	The same has to be provided by manpower specified in this RFP as per requirement.
73	13	IV. Requirements	Generic clarification	Is there any Preventive Maintenance requirement/ late hours/late night support during month/quarter/year end support	Please be guided as per RFP.
74	13	IV. Requirements	Generic clarification	How vendor management support gets handled ? /Vendor calls handled ? There must be OEM support for products and software's.	Please be guided as per RFP.
75	13	IV. Requirements	Generic clarification	How internal and external audits handled. Any data needs to be prepared by our team/is there any direct involvement from our team for audits.	Please be guided as per RFP.
76	13	IV. Requirements	Generic clarification	Is there any monitoring tool is available for servers etc.	Same will be shared with successful bidder.
77	13	IV. Requirements	Generic clarification	Is there any manual efforts are currently for to meet compliance	Compliance level is generally above 90% at

				level.What is current compliance level % and expectations.	present and will depend on situations.
78	13	IV. Requirements	Generic clarification	Is there any BGV (Background Verification checks) requirement ? for deployed resources. If yes then please provide details for the checks need to be done.	BGV (Background Verification checks) is responsibility of bidder.
79	13	IV. Requirements	Generic clarification	Is it possible to do the existing Engineers rebatch ? if yes how many numbers?	Please be guided as per RFP.
80	38	Annexure-X,MAF	MAF for RFP for Support Services for IT Security solutions related to endpoints	Is there any AD / Audit solution requirement along with Onsite RE?	In case not required, same may be ignored.
81	17	10. Bid Earnest Money	Bid Security Declaration	is there any format, pls share	<p>Bidder has to submit the "Bid Security Declaration" on their organizations letter head duly signed and stamped by their authorized signatory". It is to be declared that :-</p> <ol style="list-style-type: none"> 1. If we <Bidder's name>, withdraw or modify their bids during period of validity of the bid, 2. If we <Bidder's name>, are awarded the contract and we fail to sign the contract,

					or fails to submit a performance security before the deadline defined in the request for proposals (RFP) document, we will be Blacklisted.
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