

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	A. BID SCHEDULE & ABBREVIATIONS	a. Bid Schedule	10. Last Date and Time for Submission of Bids - 20/05/2020, Wednesday upto 3.00pm	Also provide sufficient time for bid submission considering the proper OEM solution as per RFP requirement considering entire country lockdown.	Kindly refer Amendment-5 to this RFP.
2	2	A. BID SCHEDULE & ABBREVIATIONS	Serial No.10	Last Date and time for submission of Bids	IS there any possibilities on extension of date on bid submission?	Kindly refer Amendment-5 to this RFP.
3	5	A. BID SCHEDULE & ABBREVIATIONS	Serial no. 7	Earnest Money Deposit (Refundable) Rs.5,00,000/-	Request Bank to change it to : The bidder shall furnish non-interest earning Earnest Money Deposit (EMD) of Rs. 3,00,000/- (Rupees Three Lakh Only) by way of Demand Draft drawn on any scheduled commercial Bank in India in favour of Canara Bank, payable at Bangalore and should be kept along with the Part-A- Conformity to Eligibility Criteria.	Bidder has to comply with the RFP terms.
4	9 and 10	B. INTRODUCTION	4. Objective 5. Existing Infrastructure	4.2. The Bank is looking at a highly professional relationship with the service provider who shall implement the IT Assets and Vendor Management Solution. The service provider shall provide required hardware/appliance, software, training and other services for implementing, managing and maintenance of IT Assets and Vendor Management solution. 5.2. Bank will provide Hardware, Windows Server 2019 Standard/ RHEL Enterprise Server Operating System and Database (If proposed solution supports Oracle Database, the same will be provided by bank as Bank is having ULA (Unlimited License Agreement) for Oracle database).	Please clarify the statement for Hardware of the proposed IT Asset and Vendor Management Solution, who is going to provide Is it bidder or Bank? Please rectify all the statement for hardware in RFP wherever applicable	The RFP Clause is modified as below: "4.2. The Bank is looking at a highly professional relationship with the service provider who shall implement the IT Assets and Vendor Management Solution. The service provider shall provide required software, training and other services for implementing, managing and maintenance of IT Assets and Vendor Management solution."
5	10	B. INTRODUCTION	5. Existing Infrastructure	5.2. Bank will provide Hardware, Windows Server 2019 Standard/ RHEL Enterprise Server Operating System and Database (If proposed solution supports Oracle Database, the same will be provided by bank as Bank is having ULA (Unlimited License Agreement) for Oracle database).	Since solution is asked to provide in HA and DR, please confirm whether Virtualization software (HyperV/VmWare), Hardware Load balancer (for HA), Storage and Data Replication Software (for DC-DR Replication) will also be provided by the bank, please clarify?	The RFP Clause is modified as below: "5.2. Bank will provide Hardware, Windows Server 2019 Standard/ RHEL Enterprise Server Operating System, VM HyperV, Network Load Balancer and Database (If proposed solution supports Oracle Database, the same will be provided by bank as Bank is having ULA (Unlimited License Agreement) for Oracle database). However bidder has to provide replication software."
6	10	B. INTRODUCTION	5. Existing Infrastructure	5.5. The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing proposed by the successful bidder does not meet the performance / service levels of the Bank, the successful bidder will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the successful bidder the required additional expenses which Bank may incur on account of such upgrades / replacements.	Preferred Solution - On-Prem, SaaS or MSP?	Bank is looking for on-Premises Solution only.
7	10	B. INTRODUCTION	6. Requirement Details	6.1 Sl. No. Item details Requirement a. IT Assets Management Solution 1,15,000 IP based end points and unlimited non-IP based end points/assets	Bidder has to provide solution for IP & non IP based end points or only IP based end points. If both, then what will be approximate number of non IP based Assets.	Bidder has to comply with the RFP terms.



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8	10	<u>B. INTRODUCTION</u>	6. Requirement Details	6.1 Sl. No. Item details Requirement a. IT Assets Management Solution 1,15,000 IP based end points and unlimited non-IP based end points/assets	Can we get device name list of IP based and non IP based assets?	Non IP based assets includes furnitures, fixtures etc.
9	10	<u>B. INTRODUCTION</u>	6. Requirement Details	6.1 Sl. No. Item details Requirement b. Vendor Management Solution Enterprise-Wide License with unlimited users	We understand that Bank is looking for Unlimited User license, but can we get an approximate idea of estimated number of users, to ascertain config details for optimum performance	600-1000 Concurrent Users. However there should not be any restriction on the no of Users or concurrent sessions.
10	10	<u>B. INTRODUCTION</u>	6. Requirement Details	6.3. Bank reserves the right to increase or decrease the quantum of licenses by 25% in respect to the quantum specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.	We suggest to have increase or decrease the quantum of licenses by 10% maximum.	Bidder has to comply with the RFP terms.
11	10	<u>B. INTRODUCTION</u>	6	Requirement Details	Request to define the type of IP based and non-IP based assets with each count (Like for ex, number of servers, number of PC's, number of routers routers etc..) and type of non-IT assets with each count.	Details will be shared with Successful bidder.
12	10	<u>B. INTRODUCTION</u>	6	Requirement Details	Request to clarify how many IT admin/agents users will access the asset management solution, do they operate on shift basis? what is the concurrency of users accessing the asset management solution (at a given point of time).	Approximately 300 users may actively access the IT Asset Management solution. However, there should not be any restriction on the number of sessions.
13	10	<u>B. INTRODUCTION</u>	6	Requirement Details	Request to clarify how many IT end users will use the solution	Number is unlimited.
14	10	<u>B. INTRODUCTION</u>	6	Requirement Details	Request to provide information on how many locations (VLAN's) are present through which all the IT assets are accessible?	Details will be shared with Successful bidder.
15	11	<u>B. INTRODUCTION</u>	7. Participation Methodology	7.3. If any product of Original Software Manufacturer (OSM) is being quoted in the tender, the OSM cannot bid for any other OSM's product in the same tender.	Is bank expecting It asset and Vendor management solution from same OEM	Refer the point no.24 under Annexure-08 Scope of Work.
16	12	C. Deliverables & Service Level Agreements (SLAs)	1. Delivery, Installation, Integration and Commissioning	1.2.1. Supply & Installation of IT Assets and Vendor Management Solution: Within Eight (8) weeks from the date of acceptance of Purchase Order or Nine (9) weeks from the date of issue of Purchase Order whichever is earlier.	Request Bank to change it to : Supply and installation of IT Assets and Vendor Management solution within 12 weeks from the date of acceptance of the PO.	Bidder has to comply with the RFP terms.
17	13	C. Deliverables & Service Level Agreements (SLAs)	1. Delivery, Installation, Integration and Commissioning	1.2.1. Supply & Installation of IT Assets and Vendor Management Solution: Within Eight (8) weeks from the date of acceptance of Purchase Order or Nine (9) weeks from the date of issue of Purchase Order whichever is earlier.	Supply & installation of IT Assets and Vendor Management Solution: Within Eight-(8) Ten (10) weeks from the date of acceptance of Purchase Order or Nine-(9) Twelve (12) weeks from the date of issue of Purchase Order whichever is earlier (subject to lift of lock down)	Bidder has to comply with the RFP terms.
18	13	C. Deliverables & Service Level Agreements (SLAs)	1. Delivery, Installation, Integration and Commissioning	1.2.1. Supply & Installation of IT Assets and Vendor Management Solution: Within Eight (8) weeks from the date of acceptance of Purchase Order or Nine (9) weeks from the date of issue of Purchase Order whichever is earlier.	In view of the current situation prevailing worldwide due to COVID 19, we request Bank to modify the delivery schedule to 16 weeks from the date of acceptance of confirmed PO.	Bidder has to comply with the RFP terms.



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19	12	C. Deliverables & Service Level Agreements (SLAs)	1. Delivery, Installation, Integration and Commissioning	1.3. Implementation Schedule: 1.3.1. Implementation of Solution: The successful bidder should ensure implementation, configuration, Integration, commissioning of the delivered IT Assets and Vendor Management Solution throughout the bank within Twelve (12) weeks from the date of installation of IT Assets and Vendor Management Solution.	Request Bank to change it to : Implementation, configuration, integration, commissioning of the delivered IT Assets and Vendor Management solution Within 16 Weeks from the date of installation of IT Assets and Vendor Management solution.	Bidder has to comply with the RFP terms.
20	13	C. Deliverables & Service Level Agreements (SLAs)	1. Delivery, Installation, Integration and Commissioning	1.3.1. Implementation of Solution: The successful bidder should ensure implementation, configuration, Integration, commissioning of the delivered IT Assets and Vendor Management Solution throughout the bank within Twelve (12) weeks from the date of installation of IT Assets and Vendor Management Solution.	Implementation of the IT Assets and Vendor Management Solution throughout the bank within Twenty (20) weeks from the date of installation of IT Assets and Vendor Management Solution (<i>subject to lift of lock down</i>)	Bidder has to comply with the RFP terms.
21	13	C. Deliverables & Service Level Agreements (SLAs)	1. Delivery, Installation, Integration and Commissioning	1.3.1. Implementation of Solution: The successful bidder should ensure implementation, configuration, Integration, commissioning of the delivered IT Assets and Vendor Management Solution throughout the bank within Twelve (12) weeks from the date of installation of IT Assets and Vendor Management Solution.	Is this installation , integration and commissioning requirement includes the assets and vendors of Syndicate Bank also ?	Kindly refer Clause 1of Section B. Bidder has to comply with the RFP terms.
22	13	C. Deliverables & Service Level Agreements (SLAs)	1. Delivery, Installation, Integration and Commissioning	1.3. Implementation Schedule: 1.3.1. Implementation of Solution: The successful bidder should ensure implementation, configuration, Integration, commissioning of the delivered IT Assets and Vendor Management Solution throughout the bank within Twelve (12) weeks from the date of installation of IT Assets and Vendor Management Solution.	Please change the implementation timelines from 12 weeks to 24 weeks. "The successful bidder should ensure implementation, configuration, Integration, commissioning of the delivered IT Assets and Vendor Management Solution throughout the bank within twelve (12) weeks from the date of installation of IT Assets and Vendor Management Sotution".	Bidder has to comply with the RFP terms.
23	13	C. Deliverables & Service Level Agreements (SLAs)	1. Delivery, Installation, Integration and Commissioning	1.3.1. Implementation of Solution: The successful bidder should ensure implementation, configuration, Integration, commissioning of the delivered IT Assets and Vendor Management Solution throughout the bank within Twelve (12) weeks from the date of installation of IT Assets and Vendor Management Solution.	In view of the current situation prevailing worldwide due to COVID 19, request you to increase the Implementaion Timelines as under: 1.3.1. Implementation of Solution: The successfull bidder should ensure implementation, configuration, Integration, commissioning of the delivered IT Assets and Vendor Management Sotution throughout the bank within 20 (Twenty) weeks from the date of instatlation of IT Assets and Vendor Management Sotution	Bidder has to comply with the RFP terms.
24	13	C. Deliverables & Service Level Agreements (SLAs)	1. Delivery, Installation, Integration and Commissioning	1.2.1. Supply & Installation of IT Assets and Vendor Management Solution: Within Eight (8) weeks from the date of acceptance of Purchase Order or Nine (9) weeks from the date of issue of Purchase Order whichever is earlier.	Can we get extension of additional 2 more weeks for supply and installation of both solution?	Bidder has to comply with the RFP terms.
25	13	C. Deliverables & Service Level Agreements (SLAs)	1. Delivery, Installation, Integration and Commissioning	1.3.1. Implementation of Solution: The successful bidder should ensure implementation, configuration, Integration, commissioning of the delivered IT Assets and Vendor Management Solution throughout the bank within Twelve (12) weeks from the date of installation of IT Assets and Vendor Management Solution.	Can we get extension of additional 4 more weeks for Implementation of both the solution? Looking at the technical requirement and integrations in scope additional 4 weeks extension needs to be consider.	Bidder has to comply with the RFP terms.
26	14	C. Deliverables & Service Level Agreements (SLAs)	2. Security	2.5. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.	Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract term	Bidder has to comply with the RFP terms.



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27	15	C. Deliverables & Service Level Agreements (SLAs)	5	Penalties/Liquidated Damages:	Maximum penalty to be capped 10% of TCV	Kindly refer Amendment-5 to this RFP.
28	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	<p>5.1.2. However, the total Penalty/LD to be recovered under clause 5.1.1 shall be restricted to 5% of the total value of the order (exclusive of Taxes) plus GST.</p> <p>5.2.2. However, the total Penalty/LD to be recovered under above clause 5.2.1 shall be restricted to 5% of the total value of the order (exclusive of Taxes) plus GST.</p> <p>5.3.2. The maximum penalty levied under Clause 5.3.1 shall not be more than the 5% of order value (all software and Solution) (plus GST) per Quarter during warranty period.</p> <p>5.3.3. The Maximum penalty levied under Clause 5.3.1 shall not be more than 25% of AMC/ATS amount payable for One Quarter (plus GST) per Quarter during AMC/ATS period.</p> <p>5.3.4. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).</p> <p>5.3.5. If monthly uptime is less than 95% in three consecutive months, bank may at its sole discretion blacklist the bidder in addition to imposing penalty and invoking the bank guarantee.</p>	Please put a maximum Cap of 5% of the Contract value including LD and onsite resource support excluding all taxes+GST	Kindly refer Amendment-5 to this RFP.
29	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.1.1. Non-compliance of the Supply/delivery & Installation of IT Assets and Vendor Management Solution as per clause 1.2.1 will result in the imposing penalty of 0.50% on delay in delivery per week or part thereof plus GST by the Bank on the invoice value of IT Assets and Vendor Management Solution (exclusive of Taxes) as mentioned in serial number 5 of Table-A in Annexure-14 (Bill of Material) location/office address wise.	Non-compliance of the Supply/Delivery & installation of IT Assets and Vendor Management Solution as per clause 1.2.1. will result in imposing penalty of 0.50% 0.20 % on delay in delivery per week or part thereof plus GST by the Bank on the Invoice value of IT Assets and Vendor Management Solution Supply (exclusive of Taxes) as mentioned in the serial no. 5 Table A in annexure 14 (Bill of Material) location/Office address wise	Bidder has to comply with the RFP terms.
30	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.1.1. Non-compliance of the Supply/delivery & Installation of IT Assets and Vendor Management Solution as per clause 1.2.1 will result in the imposing penalty of 0.50% on delay in delivery per week or part thereof plus GST by the Bank on the invoice value of IT Assets and Vendor Management Solution (exclusive of Taxes) as mentioned in serial number 5 of Table-A in Annexure-14 (Bill of Material) location/office address wise.	We request to have penalty of 0.5% in delay in delivery per week or part thereof by the bank on the Invoice value of that component i.e. IT Asset Management solution or Vendor Management solution.	Bidder has to comply with the RFP terms.
31	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.1.1. Non-compliance of the Supply/delivery & Installation of IT Assets and Vendor Management Solution as per clause 1.2.1 will result in the imposing penalty of 0.50% on delay in delivery per week or part thereof plus GST by the Bank on the invoice value of IT Assets and Vendor Management Solution (exclusive of Taxes) as mentioned in serial number 5 of Table-A in Annexure-14 (Bill of Material) location/office address wise.	Request Bank to change it to : Non-compliance of the Supply/delivery & installation of IT Assets and Vendor management solution as per clause 1.2.1 will result the imposing penalty of 0.25% on delay in delivery per week or part thereof (Plus GST) by the bank on the invoice value of IT Assets and Vendor management solution (exclusive of Taxes) as mentioned in serial number 5 of Table A in Annexure-14 Bill of Material location/Office address wise.	Bidder has to comply with the RFP terms.



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32	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.1.2. However, the total Penalty/LD to be recovered under clause 5.1.1 shall be restricted to 5% of the total value of the order (exclusive of Taxes) plus GST.	Request Bank to change it to : However, the total Penalty/LD to be recovered under above clause 5.1.1 shall be restricted to 2% of the total value of the order Plus GST (exclusive of Taxes).	Bidder has to comply with the RFP terms.
33	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.1.2. However, the total Penalty/LD to be recovered under clause 5.1.1 shall be restricted to 5% of the total value of the order (exclusive of Taxes) plus GST.	However, the total Penalty/LD to be recovered under this clause shall be restricted to 5 % (Plus GST) of the total value of the order (exclusive of Taxes). The maximum penalty levied shall not be more than 5- 2 % (plus GST) of purchase order value	Bidder has to comply with the RFP terms.
34	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.1.2. However, the total Penalty/LD to be recovered under clause 5.1.1 shall be restricted to 5% of the total value of the order (exclusive of Taxes) plus GST.	We suggest the clause as "However the total LD / Penalty to be recovered under clause 5.1.1. shall be restricted to 5% of total value of that Solution Component i.e. IT Asset Management OR Vendor Management Solution"	Bidder has to comply with the RFP terms.
35	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.2.1. Non-compliance of the implementation, configuration, Integration, commissioning of IT Assets and Vendor Management Solution as per clause 1.3.1 will result in imposing penalty of 0.50% on delay in delivery per week or part thereof plus GST by the Bank on the invoice value of the Solution (exclusive of Taxes) as mentioned in Table-B in Annexure-14 (Bill of Material)location/office address wise.	Non-compliance of the Implementation, Configuration, Integration, Commissioning of IT Assets and Vendor management Solution as per clause 1.3.1 will result in the imposing penalty of 0.50% 0.20 % on delay in delivery per week or part thereof plus GST by the Bank on the Invoice value of the solution (exclusive of tax) as mentioned in Table B in annexure 14 (Bill of Material) location/Office address wise	Bidder has to comply with the RFP terms.
36	15	C-Sec 5.2.1 Penalties/Liquidated damages for delay in Delivery, installation, configuration, integration and commissioning of Solution	5. Penalties/Liquidated Damages:	5.2.1. Non-compliance of the implementation, configuration, Integration, commissioning of IT Assets and Vendor Management Solution as per clause 1.3.1 will result in imposing penalty of 0.50% on delay in delivery per week or part thereof plus GST by the Bank on the invoice value of the Solution (exclusive of Taxes) as mentioned in Table-B in Annexure-14 (Bill of Material)location/office address wise.	Request Bank to change it to : Non-compliance of the implementation, configuration, integration and commissioning of IT Assets and Vendor management solution as per clause 1.3.1 will result the imposing penalty of 0.25% on delay in delivery per week or part thereof (Plus GST) by the bank on the invoice value of IT Assets and Vendor management solution (exclusive of Taxes) as mentioned in serial number 5 of Table A in Annexure-14 Bill of Material location/Office address wise.	Bidder has to comply with the RFP terms.
37	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.2.2. However, the total Penalty/LD to be recovered under above clause 5.2.1 shall be restricted to 5% of the total value of the order (exclusive of Taxes) plus GST.	Request Bank to change it to : However, the total Penalty/LD to be recovered under above clause 5.2.1 shall be restricted to 2% of the total value of the order Plus GST (exclusive of Taxes).	Bidder has to comply with the RFP terms.
38	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.2.2. However, the total Penalty/LD to be recovered under above clause 5.2.1 shall be restricted to 5% of the total value of the order (exclusive of Taxes) plus GST.	However, the total Penalty/LD to be recovered under clause 5.2.1 shall be restricted to-5- 2 % of the total value of the order (exclusive of Taxes) plus GST	Bidder has to comply with the RFP terms.
39	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.2.2. However, the total Penalty/LD to be recovered under above clause 5.2.1 shall be restricted to 5% of the total value of the order (exclusive of Taxes) plus GST.	We suggest the clause as "However the total LD / Penalty to be recovered under clause 5.1.2. shall be restricted to 5% of total value of Table B i.e. implementation cost.	Bidder has to comply with the RFP terms.
40	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.3. Penalties/Liquidated damages for not maintaining uptime:	Request you to relex the Penalties as under	Kindly refer Amendment-5 to this RFP.

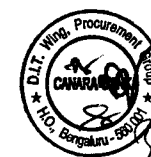


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41	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.3. Penalties/Liquidated damages for not maintaining uptime: Level of availability calculated on monthly basis Penalty Amount 98.00% to 100% No penalty 97.00% to 97.99% 0.25% on Invoice Value* for every hour or part thereof. 96.00% to 96.99% 0.50% on on Invoice Value* for every hour or part thereof. 95.00% to 95.99% 0.75% on on Invoice Value* for every hour or part thereof. Less than 95.00% 1.00% on on Invoice Value* for every hour or part thereof.	98.00% to 100% - No Penalty 97.00% to 97.99% - 0.25% On AMC/ ATS Value For Every Day Or Part Thereof. 96.00% to 96.99% - 0.50% On On AMC/ ATS Value For Every Day Or Part Thereof. 95.00% to 95.99% - 0.75% On AMC/ ATS Value For Every Day Or Part Thereof. Less than 95.00% - 1.00% On AMC/ ATS Value For Every Day Or Part Thereof.	Kindly refer Amendment-5 to this RFP.
42	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.3.2. The maximum penalty levied under Clause 5.3.1 shall not be more than the 5% of order value (all software and Solution) (plus GST) per Quarter during warranty period.	We request the Bank to modify the clause as The maximum penalty levied under Clause 5.3.1 shall not be more than the 5% of quoted AMC / ATS (plus GST) per Quarter during warranty period.	Kindly refer Amendment-5 to this RFP.
43	15	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.3.2. The maximum penalty levied under Clause 5.3.1 shall not be more than the 5% of order value (all software and Solution) (plus GST) per Quarter during warranty period.	Request Bank to change it to : The Maximum Penalty levied under clause 5.3.1 shall not be more than 5% of the Order value (all software and solution) (plus GST) per year during warranty period	Kindly refer Amendment-5 to this RFP.
44	16	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.3.3. The Maximum penalty levied under Clause 5.3.1 shall not be more than 25% of AMC/ATS amount payable for One Quarter (plus GST) per Quarter during AMC/ATS period.	Requesting you to modify the clause as " 5.3.3. The Maximum penalty levied under Clause 5.3.1 shall not be more than 10% of AMC/ ATS amount payable for One Quarter (plus GST) per Quarter during AMC/ATS period"	Kindly refer Amendment-5 to this RFP.
45	16	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.3.3. The Maximum penalty levied under Clause 5.3.1 shall not be more than 25% of AMC/ATS amount payable for One Quarter (plus GST) per Quarter during AMC/ATS period.	We suggest to have capping of penalty under clause 5.3.1 shall not be more than 10% of AMC / ATS amount payable for that quarter	Kindly refer Amendment-5 to this RFP.
46	16	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.3.3. The Maximum penalty levied under Clause 5.3.1 shall not be more than 25% of AMC/ATS amount payable for One Quarter (plus GST) per Quarter during AMC/ATS period.	We request the Bank to modify the clause as The Maximum penalty levied under Clause 5.3.1 shall not be more than 5% of quoted AMC/ ATS amount payable for One Quarter (plus GST) per Quarter during AMC/ ATS period.	Kindly refer Amendment-5 to this RFP.
47	16	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.3.3. The Maximum penalty levied under Clause 5.3.1 shall not be more than 25% of AMC/ATS amount payable for One Quarter (plus GST) per Quarter during AMC/ATS period.	The Maximum Penalty levied under clause 5.3.1 shall not be more than 10% of AMC/ATS amount payable (plus GST) per year during AMC/ATS period	Kindly refer Amendment-5 to this RFP.
48	16	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.3.4. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).	Request Bank to change it to : Since Bank will levy penalty for any such delay hence request bank not to terminate the contract.	Kindly refer Amendment-5 to this RFP.



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49	16	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.3.4. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).	Pls remove this point	Kindly refer Amendment-5 to this RFP.
50	16	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.4. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.	Request Bank to change it to : In case replacement are not arranged for onsite resource on his absent then Bank will impose a penalty of 0.5% (plus GST) of the resource charges payable to the Bidder for that Quarter for week. Total Penalty will be limited to 5% (plus GST) of the resource charges for that quarter.	Bidder has to comply with the RFP terms.
51	16	C. Deliverables & Service Level Agreements (SLAs)	5. Penalties/Liquidated Damages:	5.4. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.	Requesting you to modify the clause as " total penalty under this clause will be limited to 10%(Plus GST)of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.	Bidder has to comply with the RFP terms.
52	16	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 1. Delivery & Installation 40% of the Invoice Value for IT Assets and Vendor Management Solution.	Delivery & installation of IT Assets and Vendor Management Solution with as per clause 1.2. - 40% 80% of the invoice Value for IT Assets and Vendor Management Solution.	Bidder has to comply with the RFP terms.
53	16	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 1. Delivery & Installation 40% of the Invoice Value for IT Assets and Vendor Management Solution.	We suggest to release 60% payment against delivery & installation as it covers delivery of all the required solution components.	Bidder has to comply with the RFP terms.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
54	16	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 1. Delivery & Installation 40% of the Invoice Value for IT Assets and Vendor Management Solution.	Request bank to amend the as below: 70% of the invoice value of the IT Asset and Vendor Management Solution, as we have to make upfront payments to the OEMs	Bidder has to comply with the RFP terms.
55	16	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 1. Delivery & Installation 40% of the Invoice Value for IT Assets and Vendor Management Solution.	Requesting you to modify the clause as "Delivery & Installation of IT Assets and Vendor Management Solution - 70% of the Invoice Value"	Bidder has to comply with the RFP terms.
56	16	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 1. Delivery & Installation 40% of the Invoice Value for IT Assets and Vendor Management Solution.	We request Bank to modify the payment terms as 1. Delivery & Installation of IT Assets and Vendor Management Solution with as per clause 1.2. - 90% of the Invoice Value for IT Assets and Vendor Management Solution + 100% GST amount	Bidder has to comply with the RFP terms.
57	16	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	Whole clause 6.1.	Payment Terms 55% on Delivery and Installation 40% on Implementation, configuration. 5% after completion of warranty.	Bidder has to comply with the RFP terms.
58	16	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	Whole Clause 6.1.	Request Bank to change it to : Payment schedule for require Hardware for IT Asset and Vendor Management Solution with required OS, DB & other license: a) 80% of the invoice value for IT Asset and Vendor Management Solution - After delivery and installation of IT Asset and Vendor Management Solution. b) 20% of the invoice value for IT Asset and Vendor Management Solution - After Implementation, configuration, integration, commissioning of the delivered IT Assets and Vendor Management solution. d) AMC/ATS for IT Asset and Vendor Management Solution - Yearly in advance e) Onsite Resource - Quarterly in Arrears Payment schedule for implementation: a) 100% of the implementation charges will be paid on completion of implementation and acceptance by the Bank.	Bidder has to comply with the RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
59	17	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 2. Implementation, Configuration, Integration and Commissioning - 50% of the Invoice Value for IT Assets and Vendor Management Solution.	Implementation, Configuration, integration and Commissioning of IT Assets and Vendor Management Solution as per clause 1.3. - 50% 10% of the invoice Value for IT Assets and Vendor Management Solution.	Bidder has to comply with the RFP terms.
60	17	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 3. AMC/ATS for IT Assets and Vendor Management Solution. Quarterly in Arrears Or Yearly in Advance on submission of Bank Guarantee for equivalent to payment	AMC/ATS FOR it Asset and Vendor Management Solution - Yearly in advance Arrear or Yearly in Advance on submission of BG and acceptance by the Bank.	Bidder has to comply with the RFP terms.
61	17	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 4. Onsite Resource Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages as per clause 5 of Section C of this RFP.	Onsite Resources - Payment will be quarterly in arrears Advance basis after deducting applicable penalties and Liquidated damages as per clause 5 of sec C of this RFP	Bidder has to comply with the RFP terms.
62	17	C. Deliverables & Service Level Agreements (SLAs)	6.2	One-time Development, Implementation and Customization Charges - 400% of the Implementation charges will be paid on the completion of implementation and acceptance by bank	One-time Development, Implementation and Customization Charges - 400% 90 % on Advance of the Implementation charges and Balance will be paid on the completion of implementation and acceptance by bank	Bidder has to comply with the RFP terms.
63	17	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 2. Implementation, Configuration, Integration and Commissioning - 50% of the Invoice Value for IT Assets and Vendor Management Solution.	We suggest to release 30% payment against this implementation & commissioning clause since the one time implementation, integration & commissioning payment will be released separately against that line item quote.	Bidder has to comply with the RFP terms.
64	17	C. Deliverables & Service Level Agreements (SLAs)	7. Onsite Resource & Support	7.1. The Bidder has to provide complete support and support will be required for end to end installation, implementation and maintenance of the proposed solution during contract period and Bidder will be responsible for resolving the issues on 24*7*365. 7.2. The Bidder has to provide one onsite resource for one year having OEM Certification for the proposed solution with minimum 3 years of Implementation & Hands-on experience & Support. The onsite support will commence after successful project sign-off/acceptance.	Please clarify, since bidder has to provide one onsite resource to support the Canara Bank environment for 24*7*365, it would be impossible for the support person to support as per industries HR guidelines. Request you to please consider for 2-3 resources for this requirement and do the necessary amendments in the RFP at respective places	Bidder has to comply with the RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
65	17	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 2. Implementation, Configuration, Integration and Commissioning - 50% of the Invoice Value for IT Assets and Vendor Management Solution.	Request bank to amend the as below: 20% of the invoice value of the IT Assest and Vendor Management Solution, after Implementation, Configuration, Integration and Commissioning of IT Assests and Vendor Managemnt	Bidder has to comply with the RFP terms.
66	17	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 2. Implementation, Configuration, Integration and Commissioning - 50% of the Invoice Value for IT Assets and Vendor Management Solution.	Requesting you to modify the clause as "Implementation, Configuration, Integration and Commissioning of IT Assets and Vendor Management Solution-20% of the Invoice Value"	Bidder has to comply with the RFP terms.
67	17	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 4. Onsite Resource Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages as per clause 5 of Section C of this RFP.	Requesting you to modify the clause as " End of each month after deducting applicable penalties and Liquidated damages as per clause 5 of Section C of this RFP.	Bidder has to comply with the RFP terms.
68	17	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 2. Implementation, Configuration, Integration and Commissioning - 50% of the Invoice Value for IT Assets and Vendor Management Solution.	2 Implementation, Configuration, Integration and Commissioning of IT Assets and Vendor Management Solution as per clause 1. 3. - 10% of the Invoice Value for IT Assets and Vendor Management Solution.	Bidder has to comply with the RFP terms.
69	17	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 3. After Completion of Warranty Period (i.e. three year). Warranty period will start from the date of acceptance of solution by the Bank. 10% of the Invoice Value of IT Assets and Vendor Management Solution. Or On submission of Bank Guarantee for equivalent to warranty payment.	Request to kindly remove the clause	Bidder has to comply with the RFP terms.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
70	17	C. Deliverables & Service Level Agreements (SLAs)	6. Payment Terms	<u>6.1. Payment schedule for Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:</u> Sl. No. Payment Stage % of Payment 4. AMC/ATS for IT Assets and Vendor Management Solution. Quarterly in Arrears Or Yearly in Advance on submission of Bank Guarantee for equivalent to payment	Bidder needs to pay AMC / ATS payment to OEM in advance. Hence we request Bank to release yearly payment in advance for AMC / ATS and NO advance PBG should be applicable.	Bidder has to comply with the RFP terms.
71	17	C. Deliverables & Service Level Agreements (SLAs)	7. Onsite Resource & Support	<u>7.9. Response Time and Meantime to Restore [MTTR]</u> 7.9.1. Response Time shall be 2 hours and MTTR shall be 4 hours.	Is this SLA applicable for all types of issues or only for Priority 1 issues?	This SLA is applicable to all the issues raised by the Bank. Bidder has to comply with the RFP terms.
72	18	C. Deliverables & Service Level Agreements (SLAs)	9. Warranty:	9.4. The software/hardware deployed for this project shall be under Comprehensive Onsite Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Three (03) Years from the Date of Acceptance of the Solution.	Since all underlying hardware is being provided by Bank as per clause 5.2 of the RFP, then the Comprehensive Onsite Warranty will be responsibility/ provided by bank, please clarify.	The subject clause pertains to Software/Hardware supplied by the Bidder under this RFP. Bidder has to comply with the RFP terms.
73	18	C. Deliverables & Service Level Agreements (SLAs)	7. Onsite Resource & Support	7.5. Bank will carry out Vulnerability assessment and penetration testing (VAPT) of all the IT infrastructure as on required, Bidder has to remediate the vulnerabilities if any reported by VAPT auditor without cost.	Please clarify, since bidder is only providing the solution/software for IT Asset Management and Vendor Management, Bidder will only be responsible to remediate the vulnerability only for the provided solution/software's. IT Infrastructure is being provided by Bank and Bank would be responsible for that	Bidder has to remediate the vulnerabilities, if any for Hardware/Software provided by the bidder reported by VAPT auditor without cost. Bidder has to comply with the RFP terms.
74	18	C. Deliverables & Service Level Agreements (SLAs)	7. Onsite Resource & Support	<u>7.9. Response Time and Meantime to Restore [MTTR]</u> 7.9.1. Response Time shall be 2 hours and MTTR shall be 4 hours.	Response time and MTTR time shall depends upon the severity of the ticket and it cannot be same for all type of incidents/requests i.e. Critical, Major, Medium and Low. Please change this clause as per ITIL standard methodology	Bidder has to comply with the RFP terms.
75	19	C. Deliverables & Service Level Agreements (SLAs)	10. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted):	10.3. Support for maintenance of solution (including Solution Software, OS and software license) supplied should be available for a minimum period of Four (04) years, covering all parts, maintenance and support, after expiry of warranty period.	Bidder understands that this support is required for a period of 2 years post warranty and not 4 years as mentioned. Please clarify.	<u>The RFP Clause is modified as below:</u> "10.3. Support for maintenance of solution (including Solution Software, OS and software license) supplied should be available for a minimum period of Two(02) years, covering all parts, maintenance and support, after expiry of warranty period."
76	19	C. Deliverables & Service Level Agreements (SLAs)	10. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted):	10.5. During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include: 10.5.1. Rectification of Bugs/defects if any. 10.5.2. Ensuring uptime of 99.90% 10.5.3. Maintenance of Hardware/Software/License supplied.	This is stated to be 98.00% throughout the document. Bidder considers that the bank required uptime to be 98.00%. Please clarify.	<u>The RFP Clause is modified as below:</u> "10.5. During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include: 10.5.1. Rectification of Bugs/defects if any. 10.5.2. Ensuring uptime of 98.00% 10.5.3. Maintenance of Hardware/Software/License supplied."



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
77	20	C. Deliverables & Service Level Agreements (SLAs)	12. Mean Time Between Failures (MTBF)	If during the warranty period and AMC/ATS period [If contracted], any hardware and/or software items fails on three or more occasions in a quarter, such hardware and/or software items shall be replaced by equivalent / superior new hardware and/or software items by the bidder at no additional cost to the Bank.	Since hardware, OS and Database is being provided by Bank as per clause 5.2 of the RFP, then the replacement of any such items should be responsibility of Bank. Please clarify?	This clause shall be applicable to any hardware and/or software items supplied by the bidder.
78	20	C. Deliverables & Service Level Agreements (SLAs)	11. Scope Involved During Warranty and ATS Period (if contracted)	11.7. The bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.	Can Bank's existing ITSM ticketing system utilized for both of this solution or bank is looking for separate ITSM ticketing portal for both this solution?	Bidder should provide the details of centralized complaint booking/lodging facility for Bank to raise issues pertaining to Solution.
79	24	E. SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the Solution proposed by them. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.	Would request Bank to conduct PoC on specific use cases on which Bank wants to test the solution capability because that will help Bank and Bidders both to complete the technical evaluation phase soon.	Bidder has to comply with the RFP terms.
80	27	F. Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	11.4. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.	Seeking for a maximum cap if that scenario exist	Bidder has to comply with the RFP terms.
81	27	F. Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	11.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Seeking for a maximum cap if that scenario exist	Bidder has to comply with the RFP terms.
82	27	F. Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	11.6. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.	Intimation to the bidder by providing details of the dues by bidder with reasonable time period of 7 days to respond to the dues sought for as an adjustment by the Bank.	Bidder has to comply with the RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
83	28	G. GENERAL CONDITIONS	7. Negligence	In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.	Request the clause may be invoked only if there is gross Negligence. Seeking for a maximum cap, if that scenario exist.	Bidder has to comply with the RFP terms.
84	28	G. GENERAL CONDITIONS	14. Indemnity	Whole Clause	Clause to be modified as under: Indemnity	Bidder has to comply with the RFP terms.
85	28	G. GENERAL CONDITIONS	15. Force Majeure	Whole Clause	Has Canara bank invoked a Force Majeure against any vendor on account of COVID-19 or there is any plan to do so.	Bidder has to comply with the RFP terms.
86	31	Appendix-I Pre Contract Integrity Pact (This has to be submitted in the non-judicial Stamp Paper)	8. FALL CLAUSE	8.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.	Clause to be deleted	Bidder has to comply with the RFP terms.
87	32	Annexure 2	Eligibility Criteria Declaration Criteria no. 5	<u>Eligibility Criteria:</u> The Bidder should have implemented IT Assets Management Solution and it should be currently running in any one of i. BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU organization/ Scheduled Commercial Banks in India. <u>Documents to be submitted:</u> The Bidder has to provide reference letter from the organization to this effect.	Requested to Modify the clause AS "The Bidder/OEM should have implemented IT Assets Management/IT Service Management/EMS Solution and it should be currently running in any one of i.BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU organization/ Scheduled Commercial Banks in India."	Bidder has to comply with the RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
88	33	<u>Annexure 2</u>	Eligibility Criteria Declaration Criteria no. 5	<u>Eligibility Criteria:</u> The Bidder should have implemented IT Assets Management Solution and it should be currently running in any one of i. BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU organization/ Scheduled Commercial Banks in India. <u>Documents to be submitted:</u> The Bidder has to provide reference letter from the organization to this effect.	Request amendment The Bidder should have supplied/Provided as a Service as part of managed IT services covering IT Assets Management Solution in at least one of Government Department/ PSU organization/ Scheduled Commercial Banks/ company in India as on RFP date. Or The Bidder/OEM should have implemented IT Assets Management Solution and it should be currently running in any one of i.BFSI sector organization/ listed company globally. OR ii.Government Departments / PSU organization/ Scheduled Commercial Banks in India.	Bidder has to comply with the RFP terms.
89	33	<u>Annexure 2</u>	Eligibility Criteria Declaration Criteria no. 5	<u>Eligibility Criteria:</u> The Bidder should have implemented IT Assets Management Solution and it should be currently running in any one of i. BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU organization/ Scheduled Commercial Banks in India. <u>Documents to be submitted:</u> The Bidder has to provide reference letter from the organization to this effect.	Request Bank to amend as below: The Bidder/OEM should have implemented IT Assets Management Solution and it should be currently running in any one of i. BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU organization/ Scheduled Commercial Banks in India.	Bidder has to comply with the RFP terms.
90	33	<u>Annexure 2</u>	Eligibility Criteria Declaration Criteria no. 5	<u>Eligibility Criteria:</u> The Bidder should have implemented IT Assets Management Solution and it should be currently running in any one of i. BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU organization/ Scheduled Commercial Banks in India. <u>Documents to be submitted:</u> The Bidder has to provide reference letter from the organization to this effect.	Request you to amend the clause as under: The Bidder should have implemented IT Assets Management /EMS Solution and it should be currently running in any one of i.BFSI sector organization/listed company globally or in India OR ii. Government Departments/PSU organization/ Scheduled CommercialBanks in India.	Bidder has to comply with the RFP terms.
91	33	<u>Annexure 2</u>	Eligibility Criteria Declaration Criteria no. 5	<u>Eligibility Criteria:</u> The Bidder should have implemented IT Assets Management Solution and it should be currently running in any one of i. BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU organization/ Scheduled Commercial Banks in India. <u>Documents to be submitted:</u> The Bidder has to provide reference letter from the organization to this effect.	Request Bank to change it to : The Bidder/OEM should have implemented IT Assets Management Solution and it should be currently running in any one of i. BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU organization/ Scheduled Commercial Banks in India. <u>Documents to be submitted:</u> The Bidder has to provide reference letter from the organization to this effect	Bidder has to comply with the RFP terms.



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92	34	<u>Annexure 2</u>	Eligibility Criteria Declaration Criteria no. 6	<u>Eligibility Criteria:</u> The proposed Vendor Management Solution should have been implemented [not necessarily by the bidder] and currently running in any one of i. BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India. <u>Documents to be submitted:</u> The Bidder has to provide reference letter from the organization to this effect	We request the bank to consider and include Private Sector Companies and Telco as well for eligibility criteria. We can provide references of similar large deployment of our ITSM / VMS from these verticals	Bidder has to comply with the RFP terms.
93	34	<u>Annexure 2</u>	Eligibility Criteria Declaration Criteria no. 6	<u>Eligibility Criteria:</u> The proposed Vendor Management Solution should have been implemented [not necessarily by the bidder] and currently running in any one of i. BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India. <u>Documents to be submitted:</u> The Bidder has to provide reference letter from the organization to this effect	We can provide reference customers from Private Sector/telco organizations, where the reference PO etc will mention Everest Service Desk/Infraon Desk as the Product SKU, our VMS is a module within the Service Desk Product, PO reference may not reflect VMS specifically but we shall submit a customer reference letter to that effect. We request the bank to consider the same	Bidder has to comply with the RFP terms.
94	34	<u>Annexure 2</u>	Eligibility Criteria Declaration Criteria no. 6	<u>Eligibility Criteria:</u> The proposed Vendor Management Solution should have been implemented [not necessarily by the bidder] and currently running in any one of i. BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India. <u>Documents to be submitted:</u> The Bidder has to provide reference letter from the organization to this effect	We understand that the bidder / OEM should have implemented the proposed Vendor Management Solution and currently running in any one of i. BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India.	Bidder has to comply with the RFP terms.
95	34	<u>Annexure 2</u>	Eligibility Criteria Declaration Criteria no. 6	<u>Eligibility Criteria:</u> The proposed Vendor Management Solution should have been implemented [not necessarily by the bidder] and currently running in any one of i. BFSI sector organization/ listed company globally. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India. <u>Documents to be submitted:</u> The Bidder has to provide reference letter from the organization to this effect	We can provide reference customers from Private Sector/telco organizations, where the reference PO etc will mention Service Desk as the Product SKU, our VMS is a module within the Service Desk Product, PO reference may not reflect VMS specifically but we shall submit a customer reference letter to that effect. We request the bank to consider the same	Bidder has to comply with the RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
96	34	<u>Annexure 2</u>	Eligibility Criteria Declaration Criteria no. 7	<u>Eligibility Criteria:</u> The proposed IT Assets and Vendor Management Solution should have been [not necessarily by the bidder] implemented and currently running in any one of i. BFSI sector organization/ listed company globally with 25,000 Endpoints in single/multiple organization. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India with 25,000 Endpoints in single/multiple organization. <u>Documents to be submitted:</u> The Bidder has to provide reference letter duly mentioning the solution name from the organization to this effect.	What does the bank refer to in single/multiple organization ? We also request for amendment The proposed IT Assets and Vendor Management Solution should have been not necessarily by the [bidder] implemented and currently running in any one of i. BFSI organization/ company globally with 10,000 Endpoints in single/multiple organization. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India with 10,000 Endpoints in single/multiple organization.	<u>The Eligibility Criteria is amended as under:</u> <u>Eligibility Criteria:</u> "7. The proposed IT Assets Management Solution should have been implemented [not necessarily by the bidder] and currently running in any one of i. BFSI sector organization/ listed company globally with 25,000 Endpoints in single/multiple organization. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India with 25,000 Endpoints in single/multiple organization. <u>Documents to be submitted:</u> The Bidder has to provide reference letter duly mentioning the solution name from the organization to this effect."
97	34	<u>Annexure 2</u>	Eligibility Criteria Declaration Criteria no. 7	<u>Eligibility Criteria:</u> The proposed IT Assets and Vendor Management Solution should have been [not necessarily by the bidder] implemented and currently running in any one of i. BFSI sector organization/ listed company globally with 25,000 Endpoints in single/multiple organization. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India with 25,000 Endpoints in single/multiple organization. <u>Documents to be submitted:</u> The Bidder has to provide reference letter duly mentioning the solution name from the organization to this effect.	This clause should be applicable for Asset management Solution only. Vendor management solution needs to be removed from this clause. OR This clause should be applicable to either of the solution i.e. IT Assets Management or Vendor Management.	<u>The Eligibility Criteria is amended as under:</u> <u>Eligibility Criteria:</u> "7. The proposed IT Assets Management Solution should have been implemented [not necessarily by the bidder] and currently running in any one of i. BFSI sector organization/ listed company globally with 25,000 Endpoints in single/multiple organization. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India with 25,000 Endpoints in single/multiple organization. <u>Documents to be submitted:</u> The Bidder has to provide reference letter duly mentioning the solution name from the organization to this effect."



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
98	34	Annexure 2	Eligibility Criteria Declaration Criteria no. 7	<u>Eligibility Criteria:</u> The proposed IT Assets and Vendor Management Solution should have been [not necessarily by the bidder] implemented and currently running in any one of i. BFSI sector organization/ listed company globally with 25,000 Endpoints in single/multiple organization. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India with 25,000 Endpoints in single/multiple organization. <u>Documents to be submitted:</u> The Bidder has to provide reference letter duly mentioning the solution name from the organization to this effect.	Please include Corporates/Private sectors also	<u>The Eligibility Criteria is amended as under:</u> <u>Eligibility Criteria:</u> "7. The proposed IT Assets Management Solution should have been implemented [not necessarily by the bidder] and currently running in any one of i. BFSI sector organization/ listed company globally with 25,000 Endpoints in single/multiple organization. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India with 25,000 Endpoints in single/multiple organization. Documents to be submitted: The Bidder has to provide reference letter duly mentioning the solution name from the organization to this effect."
99	34	Annexure-2	Eligibility Criteria Declaration Criteria no. 7	<u>Eligibility Criteria:</u> The proposed IT Assets and Vendor Management Solution should have been [not necessarily by the bidder] implemented and currently running in any one of i. BFSI sector organization/ listed company globally with 25,000 Endpoints in single/multiple organization. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India with 25,000 Endpoints in single/multiple organization. <u>Documents to be submitted:</u> The Bidder has to provide reference letter duly mentioning the solution name from the organization to this effect.	What does the bank refer to in single/multiple organization ?	<u>The Eligibility Criteria is amended as under:</u> <u>Eligibility Criteria:</u> "7. The proposed IT Assets Management Solution should have been implemented [not necessarily by the bidder] and currently running in any one of i. BFSI sector organization/ listed company globally with 25,000 Endpoints in single/multiple organization. OR ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India with 25,000 Endpoints in single/multiple organization. Documents to be submitted: The Bidder has to provide reference letter duly mentioning the solution name from the organization to this effect."



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
100	35	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 2. The solution must have IT inventory which include all the details of hardware such as Vendor, Serial Number, Chip Set, CPU information, RAM, numbers of CPUs & Cores, Detail information on Network devices, internal & peripheral disk drives, BIOS details, IP/MAC addresses, End Point/Device name, End Point/Device model, Hard Disk, Storage Devices details, all application and software including in house developed applications/programs, virtualized applications, OS versions and Service Pack information, patch information etc.	The patch information refers to OS specific service packs or patch information of Windows and third party applications? Please confirm	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "2. The solution must have IT inventory which include all the details of hardware such as Vendor, Serial Number, Chip Set, CPU information, RAM, numbers of CPUs & Cores, Detail information on Network devices, internal & peripheral disk drives, BIOS details, IP/MAC addresses, End Point/Device name, End Point/Device model, Hard Disk, Storage Devices details, all application and software including in house developed applications/programs, virtualized applications, OS versions and Service Pack information etc."
101	35	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 4. Unique Asset ID Creation for each asset, an asset can be a logical and physical entity. The physical entity can be hardware such as PCs, Laptops, Workstation, Mobile Phone, Tablet, Server, Storage, San Switches, Tape Drive, Tape Library, Network device like switches & routers, Network Security devices like firewall, IPS & WAF etc., Application software, System Software, Inbuilt OS Features, Software utilities, Firmware etc. A logical entity can be application list, services, contracts and people. The Solution should be able to capture physical location of Other Assets like Vehicles, Furniture & Fixtures, Land & buildings, Machinery etc., and relate with land & building including movement of assets from one location to another.	Physical Asset discovery and asset mgmt can be automated to fulfill the requirements but Logical asset records needs to be added into Asset Management software or upload in bulk through csv file. Capturing physical locations and movement of other assets can't be done by automatic discovery. This information needs to be uploaded manually. Request to remove "The solution should be able to capture physical location of Other Assets like Vehicles, Furniture & Fixtures, Land & buildings, Machinery etc., and relate with land & building including movement of assets from one location to another." as this is related physical asset management requirement.	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "4. Unique Asset ID Creation for each asset, an asset can be a logical and physical entity. The physical entity can be hardware such as PCs, Laptops, Workstation, Mobile Phone, Tablet, Server, Storage, San Switches, Tape Drive, Tape Library, Network device like switches & routers, Network Security devices like firewall, IPS & WAF etc., Application software, System Software, Inbuilt OS Features, Software utilities, Firmware etc. A logical entity can be application list, services, contracts and people. The Solution should have the <u>facility for upload and manual entry</u> of Other Assets like Vehicles, Furniture & Fixtures, Land & buildings, Machinery etc., and relate with land & building including movement of assets from one location to another."
102	36	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 8. The solution should be able to discover the asset through IP address scanning i.e., Agent less and also through Agent based scanning on desktops and servers. The solution should support scheduled scanning of all IP based Endpoints. The solution should support scanning of group of devices, specific device on demand. The solution should support manual data entry for Non-IP based Assets.	It means Solution should capable for Non-IP based end points/assets for manual entry & no scanning required for Non-IP based devices. Please provide clarifications on the same.	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "8. The solution should be able to discover the asset through IP address scanning i.e., Agent less and also through Agent based scanning on desktops and servers. The solution should support scheduled scanning of all IP based Endpoints. The solution should support scanning of group of devices, specific device on demand. The solution should support manual data entry for <u>Non-IT Assets</u> ."



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
103	36	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 10. The solution should support all the make & model of Network equipments (Routers, Switches, SD-WAN Devices) such as Cisco, HP, Juniper, Huawei, Lavelle etc., The solution should discover all physical & Logical interfaces such as serial, Ethernet, Ether channel, Port Channel, Loopback, 4G & Tunnel with network address on each interfaces & Description on interface. The solution should discover Operating system name, Host name & version.	Please confirm that these devices Should support SNMP protocol	Bank's all Network Devices will support SNMP Protocol.
104	36	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 10. The solution should support all the make & model of Network equipments (Routers, Switches, SD-WAN Devices) such as Cisco, HP, Juniper, Huawei, Lavelle etc., The solution should discover all physical & Logical interfaces such as serial, Ethernet, Ether channel, Port Channel, Loopback, 4G & Tunnel with network address on each interfaces & Description on interface. The solution should discover Operating system name, Host name & version.	ITAM is used to manage device lifecycle. In case device monitoring is required, we propose you include Network Device Monitoring as a part of the RFP. Request you to share the network device count in the Bill of Material & Price Detail sheet (Annexure 14)	Kindly refer Serial no.121 under Mandatory Requirement of Annexure-7 of the RFP.
105	36	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 11. The solution should support SNMP pull or SNMP push feature for Network equipments. The solution should support scheduled scanning of Network devices.	This is a feature of Network Monitoring. Please include Network Device Monitoring as a part of the RFP. Request you to share the network device count in the Bill of Material & Price Detail sheet (Annexure 14)	Bidder has to comply with the RFP terms.
106	36	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 12. The solution should work and fetch all the details of all IT assets from central location through LAN & WAN environment with Bandwidth varying from 64 Kbps and above and WAN Latency varying from 40 ms to 1500 ms.	64 kbps bandwidth is low for agent based device discovery, we propose only agentless discovery of endpoints for branches having 64kbps bandwidth.	Discovery process can be either Agent based or Agentless.
107	36	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 13. The solution should facilitate for QR scanning and barcode scanning.	QR code scanning is available via mobile app and bar code scanning is available over web ui.	Bidder has to comply with the RFP terms.
108	36	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 13. The solution should facilitate for QR scanning and barcode scanning.	This requirement can be done only by Physical Asset Management software. Hence request to remove this clause	Bidder has to comply with the RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
109	36	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 14. The solution should have Android & IOS based mobile App for QR scanning and Barcode scanning for identification of assets and updation of predefined fields.	QR code scanning is available via mobile app and bar code scanning is available over web ui.	Bidder has to comply with the RFP terms.
110	36	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 14. The solution should have Android & IOS based mobile App for QR scanning and Barcode scanning for identification of assets and updation of predefined fields.	This requirement can be done only by Physical Asset Management software. Hence request to remove this clause	Bidder has to comply with the RFP terms.
111	36	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 16. The solution must have CMDB.	CMDB is a feature of IT Service Management & IT Operations Management module. Request you to add ITSM & ITOM in functional/technical requirements. Request you to share the number of ITSM licenses needed in Bill of Material & Price Detail Sheet (Annexure 14)	Bidder has to comply with the RFP terms.
112	37	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 16. The solution must have CMDB.	Please explain on the baseline policy of the bank	Details will be shared with successful Bidder.
113	37	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 17. The solution must have ability to create and apply policy baseline to group of Assets (CMDB)	Please share complete details of policy based baselining for grouping of assets	Details will be shared with successful Bidder.
114	37	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 18. The solution must have Classification of IT Assets based on the predefined set of formulas	Kindly share the type of Predefined set of formulas are to be applied for classification of Assets	The solution should be capable to classify the Assets based on inventory type, locations, age of assets, configurations, cost etc.,
115	37	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 18. The solution must have Classification of IT Assets based on the predefined set of formulas.	Please explain the formulas for classification if IT Assets	The solution should be capable to classify the Assets based on inventory type, locations, age of assets, configurations, cost etc.,
116	37	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 22. The solution should have multilevel approval cycle; Role based access such as Read, Write, Read-Write, addition / deletion / updation / alteration of IT Assets, Asset properties/attributes.	IT Asset Management can be used for Approval of Movement, Asset Reconciliation, Deactivation, Maker- Checker. However, IT Service Management (ITSM) module is required to implement approval for read and write access, or any other changes and for approval using workflows. Request you to share the number of ITSM licenses needed in Bill of Material & Price Detail Sheet (Annexure 14)	Bidder has to comply with the RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
117	37	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 26. The solution must have Vendor and Asset association along with details like contracts, SLA etc	Mapping of SLAs is done using ITSM module. Also, if the requirement is of an additional field which will give details of SLA mapped with the asset as a static field only, ITSM will be required. Request you to share the number of ITSM licenses needed in Bill of Material & Price Detail Sheet (Annexure 14)	Bidder has to comply with the RFP terms.
118	37	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 29. The solution must have define & Associate business rule with Assets	Please share some examples of what type of business rules are to be mapped with Assets	The solution should generate email and web alerts based on business rules such as AMC renewal, expiry of contract, movement of assets etc.,
119	36	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 30. The solution must have standard template for entitlements	Please clarify, what entitlement is expected here	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "30. The solution must have standard template for license entitlements."
120	37	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 31. The solution must have asset inventory of Bank Custom application and which can be mapped to pre punched asset.	Please provide the use case of this requirement and also share the application details	The Solution should have feature to add asset inventory of custom application like biometric licenses.
121	37	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 38. The solution must have creation, configuration & management of SLA.	Please explain the SLA part here . Is the SLA refers to the active contract period ?	This RFP Clause stands deleted.
122	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 44. The solution should provide management of multiple licensing model based on user, machine, IP address, core, RAM etc.	The solution should provide management of licensing model based on machine name and IP address	Bidder has to comply with the RFP terms.
123	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 44. The solution should provide management of multiple licensing model based on user, machine, IP address, core, RAM etc.	The solution should provide management of licensing model based on machine name and IP address Remarks: Management of assets based on Core/RAM etc is more suited for DC/DR servers and not in the realm of end points	Bidder has to comply with the RFP terms.
124	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 44. The solution should provide management of multiple licensing model based on user, machine, IP address, core, RAM etc.	The solution should provide management of licensing model based on machine name and IP address	Bidder has to comply with the RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
125	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 44. The solution should provide management of multiple licensing model based on user, machine, IP address, core, RAM etc.	The solution should provide management of licensing model based on machine name and IP address. Management of assets based on Core/RAM etc is more suited for DC/DR servers and not in the realm of end points	Bidder has to comply with the RFP terms.
126	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 48. The solution must have ability for capturing platform configuration information and extracting a list of all software and software consumption. Identifying the software installed on or executing on a platform (as in the case of instance-based software licenses).	The solution must have ability for capturing platform configuration information and extracting a list of all software and software consumption. What's the use case here for end point assets?	Bidder has to comply with the RFP terms.
127	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 48. The solution must have ability for capturing platform configuration information and extracting a list of all software and software consumption. Identifying the software installed on or executing on a platform (as in the case of instance-based software licenses).	The solution must have ability for capturing platform configuration information and extracting a list of all software and software consumption.	Bidder has to comply with the RFP terms.
128	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 48. The solution must have ability for capturing platform configuration information and extracting a list of all software and software consumption. Identifying the software installed on or executing on a platform (as in the case of instance-based software licenses).	The solution must have ability for capturing platform configuration information and extracting a list of all software and software consumption. What's the use case here for end point assets?	Bidder has to comply with the RFP terms.
129	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 48. The solution must have ability for capturing platform configuration information and extracting a list of all software and software consumption. Identifying the software installed on or executing on a platform (as in the case of instance-based software licenses).	The solution must have ability for capturing platform configuration information and extracting a list of all software and software consumption.	Bidder has to comply with the RFP terms.
130	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 49. The solution must have ability for Normalize software consumption data – consolidating multiple platform consumption datasets and other information to resolve duplicated or conflicting records in order to create a single, accurate, organized and categorized inventory of software consumption from data collected by multiple tools.	Please clarify this requirement or provide the use case to understand more on this point	The Solution should have the capability to compare the data on software licenses captured from various tools such as NCCM,SCCM,Big fix etc.,



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
131	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 50. The solution must have ability for Reconcile software asset information -- Harmonizing contract, purchase and entitlement information with normalized inventory data. This creates an Effective License Position (ELP), which is the balance between license entitlements and actual license consumption. The ELP provides a basis for compliance management, risk reduction, audit defense, contract (re)negotiations, license "true-ups" and software spending optimization.	Need more information on this	Clause is self explanatory, Bidder has to comply with the RFP terms.
132	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 52. The solution must have ability to share software asset information -- Consuming and producing information for use in other domains.	From tool stand point we can export the required information from the tool in form of reports. This is as per our assumption, please confirm if our assumption is correct.	Clause is self explanatory, Bidder has to comply with the RFP terms.
133	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 53. The solution must have central system of record for IT assets enables the enterprise to manage vendors and software assets throughout their life cycles.	The solution must have centralized reporting method for the record for IT assets enables the enterprise to manage vendors and software assets throughout their life cycles	Bidder has to comply with the RFP terms.
134	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 53. The solution must have central system of record for IT assets enables the enterprise to manage vendors and software assets throughout their life cycles.	The solution must have centralized reporting method for the record for IT assets enables the enterprise to manage vendors and software assets throughout their life cycles	Bidder has to comply with the RFP terms.
135	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 53. The solution must have central system of record for IT assets enables the enterprise to manage vendors and software assets throughout their life cycles.	The solution must have centralized reporting method for the record for IT assets enables the enterprise to manage vendors and software assets throughout their life cycles	Bidder has to comply with the RFP terms.
136	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 54. The solution must have ability to make Inventory hardware configuration (many licenses define hardware configurations).	The solution must have ability to make Inventory hardware configuration	The RFP Clause is modified as below: i) Mandatory Technical Requirement: "54. The solution must have the ability to autodetect Hardware configuration and make an Inventory of the same."
137	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 54. The solution must have ability to make Inventory hardware configuration (many licenses define hardware configurations).	The solution must have ability to make Inventory hardware configuration Kindly provide use cases for this point	The RFP Clause is modified as below: i) Mandatory Technical Requirement: "54. The solution must have ability to autodetect Hardware configuration and make an Inventory of the same."



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
138	38	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 54. The solution must have ability to make Inventory hardware configuration (many licenses define hardware configurations).	The solution must have ability to make Inventory hardware configuration. Kindly provide use cases for this point	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "54. The solution must have ability to autodetect Hardware configuration and make an inventory of the same."
139	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 55. The solution must have ability to provide consumption analytics.	Please let us know the data that are to be part of analytics	The Solution should provide the details of procured licenses, number of licenses utilized, under and over utilization of licenses etc.,
140	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 56. The solution must have ability to provide Industry Best Practices for normalization of data.	Kindly confirm if the expectation is of automatic normalization or manual normalization of data	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "56. The solution must have ability to provide Industry Best Practices for normalization of licenses."
141	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 57. Full support of key enterprise partners including but not limited to Microsoft, Oracle, Adobe, VMware, Symantec.	What do you mean by Full Support of key?	Each OEM supports difference licensing policy. The proposed solution should support the licensing mechanism IBM, Microsoft, Oracle, Adobe, VMware, Symantec, Trend Micro from out of box and should have provision to capture and define the Licensing templates
142	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 57. Full support of key enterprise partners including but not limited to Microsoft, Oracle, Adobe, VMware, Symantec.	Need more information on this	Each OEM supports difference licensing policy. The proposed solution should support the licensing mechanism IBM, Microsoft, Oracle, Adobe, VMware, Symantec, Trend Micro from out of box and should have provision to capture and define the Licensing templates
143	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 58. The solution must support licensing management for all major Principals like Oracle, SAP, IBM, and Microsoft etc. The licensing management should also support all other major Principals not explicitly specified here.	License Management cannot be done by Asset Tool, Only License Usage & Compliance can be tracked in Asset Management Software. Please Remove this Point	License usage and compliance is required for license management in Asset management software
144	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 58. The solution must support licensing management for all major Principals like Oracle, SAP, IBM, and Microsoft etc. The licensing management should also support all other major Principals not explicitly specified here.	Need more Clarity Kindly provide use cases for this point	License management means to capture the licenses entitlement and track the usage of same and give the compliance report.
145	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 60. The solution must have ability to track changing software license structures	Ability to track changing software license structures, need an example or scenario	License structure depends on the OEM and if OEM is changing structure from processor based to core based then proposed solution should be able to do it.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
146	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 61. The solution must have ability to provide recommendation on the appropriate license type given specific scenarios	Ability to provide recommendation on the appropriate license type given specific scenarios, Need an example of scenario	This RFP Clause stands deleted.
147	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 61. The solution must have ability to provide recommendation on the appropriate license type given specific scenarios	Please share some examples of scenarios which we need to consider for different license types	This RFP Clause stands deleted.
148	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 61. The solution must have ability to provide recommendation on the appropriate license type given specific scenarios	ITAM License management can provide the licenses tracking, usage other other recommendations in form of reporting but can't do the license type recommendation as in which type of license needs to be used. Please clarify to understand if this is the requirement."	This RFP Clause stands deleted.
149	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 64. The solution must have ability to location identification and comparison with entitlement information	Based on IP Address we can identify the location and compare it against the current IP and share information, please confirm will that be meet bank requirement	The RFP Clause is modified as below: i) Mandatory Technical Requirement: "64. The solution must have the capability of capturing and monitoring the entitlement and usage of licenses location wise."
150	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 64. The solution must have ability to location identification and comparison with entitlement information	Location tracking is not available. However, the assets can be mapped with physical office location from Active directory input	The RFP Clause is modified as below: i) Mandatory Technical Requirement: "64. The solution must have the capability of capturing and monitoring the entitlement and usage of licenses location wise."
151	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 64. The solution must have ability to location identification and comparison with entitlement information	Location identification of asset can be done through physical asset management software. Request to remove this requirement.	The RFP Clause is modified as below: i) Mandatory Technical Requirement: "64. The solution must have the capability of capturing and monitoring the entitlement and usage of licenses location wise."
152	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 65. The solution should monitor and track change in hardware, Software inventory and location.	Request to remove the "Location" from this claus as this can be achieved using physical asset management tool	Kindly refer Serial no.64 under Mandatory Requirement of Annexure-7 of the RFP.
153	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 68. The solution must have ability to Voluntary return of Licenses	Service request can be created and ITSM will be used for this requirement. Request you to share the number of ITSM licenses needed in Bill of Material & Price Detail Sheet (Annexure 14)	Bank is having In-house ticketing System and the Proposed Solution should be integrated with it.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
154	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 69. The solution must have capability to store and link proof of entitlement along with Asset ex: PO image.	Which Licenses ? Need Clarity. Report on UnUsed License of Desktop Software or Application can be reported, but Customer has to take action to reduce their purchase Qty with respective OEM	Details such as Purchase order, contract Agreement etc., should be able to be linked with Assets.
155	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 71. The solution must support licensing management for all major Principals like Oracle, SAP, IBM, and Microsoft etc. The licensing management should also support all other major Principals not explicitly specified here.	Need more Clarity	License usage and compliance is required for license management in Asset management software
156	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 71. The solution should provide individual & bulk import of contract information like PO, AMC, contract details, Value of the Asset, depreciation value, Risk category from external sources and link with specific asset and have capability to store and track the renewal fees.	Please explain the support workflows here	The solution should have the capability to provide the mentioned details for particular Assets.
157	39	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 71. The solution must support licensing management for all major Principals like Oracle, SAP, IBM, and Microsoft etc. The licensing management should also support all other major Principals not explicitly specified here.	Need more Clarity .. Kindly provide use cases for this point	License management means to capture the licenses entitlement and track the usage of same and give the compliance report.
158	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 73. The proposed solution must have functionality for exporting & importing assets details in CSV, Excel, PDF formats.	Import of data is possible only on CSV & Excel to databases	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "73. The proposed solution must have functionality for exporting & importing assets details in CSV, Excel and uploading in all the three formats including PDF formats."
159	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 73. The proposed solution must have functionality for exporting & importing assets details in CSV, Excel, PDF formats.	Import of data is possible only on CSV & Excel to databases	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "73. The proposed solution must have functionality for exporting & importing assets details in CSV, Excel and uploading in all the three formats including PDF formats."
160	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 73. The proposed solution must have functionality for exporting & importing assets details in CSV, Excel, PDF formats.	Import of data is possible only on CSV & Excel to databases	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "73. The proposed solution must have functionality for exporting & importing assets details in CSV, Excel and uploading in all the three formats including PDF formats."



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
161	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 74. The proposed solution must have functionality to import Assets details of hardware and software from CSV, Excel, pdf etc formats.	Import of data is possible only on CSV & Excel to databases	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "74. The proposed solution must have functionality to import Assets details of hardware and software from CSV, Excel and uploading in all the three formats including PDF formats."
162	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 74. The proposed solution must have functionality to import Assets details of hardware and software from CSV, Excel, pdf etc formats.	Import of data is possible only on CSV & Excel to databases	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "74. The proposed solution must have functionality to import Assets details of hardware and software from CSV, Excel and uploading in all the three formats including PDF formats."
163	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 74. The proposed solution must have functionality to import Assets details of hardware and software from CSV, Excel, pdf etc formats.	Import of data is possible only on CSV & Excel to databases	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "74. The proposed solution must have functionality to import Assets details of hardware and software from CSV, Excel and uploading in all the three formats including PDF formats."
164	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 75. Reconciliation: The solution must have • discovered and owned Asset reconciliation • reconciliation of data from different sources. • Missing agent reconciliation	Please share detail of the sources which we need to consider for reconciliation. Our assumption is the asset is allocated and a source can be a raw file where Asset data is available and acceptance form users or physical verification has to be matched	Bank Will provide the details of Assets from existing solutions and assets procured by Bank for reconciliation and validation.
165	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 78. The solution should be able to display depreciated value of Asset as on date i.e. Depreciation scheduler.	Please remove this Point Remarks: Being Depreciation is part of Vendor Management System with Cost Value of each Purchase, it right report of Depreciation should be under VMS, not under Asset Management	Bidder has to comply with the RFP terms.
166	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 78. The solution should be able to display depreciated value of Asset as on date i.e. Depreciation scheduler.	Please remove this Point ...Being Depreciation is part of Vendor Management System with Cost Value of each Purchase, it right report of Depreciation should be under VMS, not under Asset Management	The depreciation of assets can be in either IT Asset Management or Vendor Management Solution. However, the system should be capable of mapping assets between modules and provide integrated report.
167	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 78. The solution should be able to display depreciated value of Asset as on date i.e. Depreciation scheduler.	Please remove this Point	Bidder has to comply with the RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
168	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 81. The solution should be able to auto discover the Operating system version, Service pack information, Virtualized application, patch information, services running on Endpoint, Any third party software, In house developed application & programs, Executables installed with license details (Name & Version) on the Desktop, Laptop & servers.	Please explain the what patch information has to be discovered	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "81. The solution should be able to auto discover the Operating system version, Service pack information, Virtualized application, services running on Endpoint, Any third party software, In house developed application & programs, Executables installed with license details (Name & Version) on the Desktop, Laptop & servers."
169	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 82. The solution should support discovery details such as user name, Host name, publisher name, Software title name, Version, Total usage time, Usage count, Average run, Last run, Last usage time and must have clean, accurate ,categorized inventory of IT software Assets.	Usage information and user name is based on audit trail logs of asset which can't be done through ITAM or discovery alone. This requires EMS software and subjective to the audit logs configuration on the asses. Please check if the EMS software is also expected?	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "82. The solution should support discovery details such as user name, Host name, Software (publisher name, title name, Version, Total usage time, Usage count, Average run, Last run, Last usage time) and must have clean, accurate ,categorized inventory of IT software Assets."
170	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 82. The solution should support discovery details such as user name, Host name, publisher name, Software title name, Version, Total usage time, Usage count, Average run, Last run, Last usage time and must have clean, accurate ,categorized inventory of IT software Assets.	We currently capture the details from add/remove programs window	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "82. The solution should support discovery details such as user name, Host name, Software (publisher name, title name, Version, Total usage time, Usage count, Average run, Last run, Last usage time) and must have clean, accurate ,categorized inventory of IT software Assets."
171	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 83. The solution should be able to auto discover (make & Model) Document Scanners, Network printers and printers, Scanners connected to desktop, Laptop & Server through USB ports.	Does bank has the MIB and SNMP OID to capture these information ?	Yes. However, the bidder has to provide configuration documents.
172	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 84. The solution should be able to auto discover biometric scanners connected to desktop through USB.	We can discover the peripherals connect over the ports but the inventory details of those peripherals an be successfully discovered based on the SNMOP OID availability.	The bidder has to provide configuration documents.
173	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 85. The Solution should be able to Auto discover Passbook Kiosk, Cash deposit machines, Bulk note Acceptors & Cash dispensers connected to Network.	This can be achieved If the kiosks and cash deposit systems are Windows 7/10, Server OS or Linux OS with WMI or SNMP or SSH protocol enabled. Request you to please share complete detail of these devices.	The Kiosks and Cash Deposit Machines are either Windows or Linux Systems.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
174	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 85. The Solution should be able to Auto discover Passbook Kiosk, Cash deposit machines, Bulk note Acceptors & Cash dispensers connected to Network.	UD can perform the auto discovery of these IT assets provided they are IP based and support the standard discovery protocols. Please let us know is this the expectation?	Discovery process can be either Agent based or Agentless.
175	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 85. The Solution should be able to Auto discover Passbook Kiosk, Cash deposit machines, Bulk note Acceptors & Cash dispensers connected to Network.	Does all these Passbook Kiosk, Cash deposit machines, Bulk note Acceptors & Cash dispensers support SNMP/WMI ?	Yes. It supports SNMP/WMI.
176	40	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 89. The solution should have capability to support both of authentication approaches. The integration approach will have decided by the Bank during implementation.	This is in scope of PAM software. Please clarify and confirm the requirement of PAM software or request to remove this specification.	The Solution should support local authentication, LDAP integration.
177	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 91. The solution should be able to integrate with Bank's existing Fixed Asset management solution, ITSM, NAC, NCCM, SCCM, Bigfix, Trend micro, Symantec solution for visibility and control.	Please explain the use cases of these integrations	The Solution should have the capability to compare the data on software licenses captured from various tools such as NCCM, SCCM, Big fix etc.,
178	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 91. The solution should be able to integrate with Bank's existing Fixed Asset management solution, ITSM, NAC, NCCM, SCCM, Bigfix, Trend micro, Symantec solution for visibility and control.	Which ITSM tool (BMC, ServiceNow) is currently in use?	Bank is having In-house ticketing System and the Proposed Solution should be integrated with it.
179	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 91. The solution should be able to integrate with Bank's existing Fixed Asset management solution, ITSM, NAC, NCCM, SCCM, Bigfix, Trend micro, Symantec solution for visibility and control.	Please provide clarity on which ITSM, NAC and NCCM tool bank is using?	Details will be shared with Successful Bidder.
180	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 91. The solution should be able to integrate with Bank's existing Fixed Asset management solution, ITSM, NAC, NCCM, SCCM, Bigfix, Trend micro, Symantec solution for visibility and control.	Agent deployment to be done manually or using integration adaptors for SCCM. Please confirm	Bank will facilitate deployment of Agents using SCCM.
181	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 93. The solution should have integration with Bank Single Authentication System.	Please clarify on the authentication system used in the Bank	Bank is using Active directory for the authentication.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
182	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 95. The solution should integrate with email and SMS to notify events/alerts to the respective users as per the Bank's requirement.	Please confirm the email and SMS gateway will be provided by bank for email and sms notifications	Bank will provide SMS & e-mail gateways.
183	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 95. The solution should integrate with email and SMS to notify events/alerts to the respective users as per the Bank's requirement.	Please confirm that exchange for email notification and SMS gateway will be provided by Bank for SMS alert notifications	Bank will provide SMS & e-mail gateways.
184	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 95. The solution should integrate with email and SMS to notify events/alerts to the respective users as per the Bank's requirement.	We support only email based notification - Request to ammend accordingly	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "95. The solution should integrate with email and optionally with SMS to notify events/alerts to the respective users as per the Bank's requirement."
185	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 95. The solution should integrate with email and SMS to notify events/alerts to the respective users as per the Bank's requirement.	Amendment Request The solution should integrate with email or SMS to notify events/alerts to the respective users as per the Bank's requirement.	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "95. The solution should integrate with email and optionally with SMS to notify events/alerts to the respective users as per the Bank's requirement."
186	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 96. The solution should generate custom report in tabular format.	Please clarify on any specfic tabular format bank is looking for?	The tabular format shall be shared with the selected bidder.
187	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 103. The solution should provide reports on change in inventory, date & of change, change in location, missing period, Original cost price, Depreciated, Warranty/AMC expiry, Criticality, Risk etc.	The solution should provide reports on change in inventory, date & of change, change in location, missing period, Original cost price, Warranty/AMC expiry, Criticality, Risk etc.	Bidder has to comply with the RFP terms.
188	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 103. The solution should provide reports on change in inventory, date & of change, change in location, missing period, Original cost price, Depreciated, Warranty/AMC expiry, Criticality, Risk etc.	Location change can be tracked through physical asset management software. Request to delete this clause.	The Solution should be capable of mapping of assets location wise based on IP address or manual process. Bidder has to comply with the RFP terms.
189	41	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 103. The solution should provide reports on change in inventory, date & of change, change in location, missing period, Original cost price, Depreciated, Warranty/AMC expiry, Criticality, Risk etc.	The solution should provide reports on change in inventory, date & of change, change in location, missing period, Original cost price, Warranty/AMC expiry, Criticality, Risk etc. Remarks: Being Depreciation is part of Vendor Management System with Cost Value of each Purchase, it right to get the report of Original Cost & Depreciation Cost Report should be under VMS, not under Asset Management	The depreciation of assets can be in either IT Asset Management or Vendor Management Solution. However, the system should be capable of mapping assets between modules and provide inegrated report.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
190	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 111. The solution must have user wise utilization & association of IT Assets report.	Asset association with user can be captured but Usage information is based on audit trail logs of asset requires EMS software and subjective to the audit logs configuration on the assets. Please clarify if the EMS software is also expected?	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "111. The solution must have Asset wise utilization & association of IT Assets report."
191	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 112. The solution must have identification of over and under deployment of Asset.	If Asset is Classified as under deployment status, same can reported. But it an manual effort to mark the asset under deployment	The System should be able to identify the gap between physical inventory of particular location as per records and actual inventory detected. Bidder has to comply with the RFP terms.
192	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 112. The solution must have identification of over and under deployment of Asset	Need more information on this	The System should be able to identify the gap between physical inventory of particular location as per records and actual inventory detected. Bidder has to comply with the RFP terms.
193	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 112. The solution must have identification of over and under deployment of Asset	Asset association with user can be captured but Usage information based on audit trail logs of asset requires EMS software and subjective to the audit logs configuration on the assets. Please remove this clause since this requirement is not related to ITAM.	Bidder has to comply with the RFP terms.
194	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 118. The solution should provide real-time pop up notification in the web management console/dashboard and desktop notification when the application is running in background from the notification tray. The notification should be accompanied by a customizable alarm tone for different events configured based on severity (Critical/Low/Medium/High/Informational) as per the bank's requirement.	This specification is vendor specific clause. Request to delete this clause.	This RFP Clause stands deleted.
195	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 118. The solution should provide real-time pop up notification in the web management console/dashboard and desktop notification when the application is running in background from the notification tray. The notification should be accompanied by a customizable alarm tone for different events configured based on severity (Critical/Low/Medium/High/Informational) as per the bank's requirement.	This specification is vendor specific clause. Request to delete this clause.	This RFP Clause stands deleted.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
196	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 118. The solution should provide real-time pop up notification in the web management console/dashboard and desktop notification when the application is running in background from the notification tray. The notification should be accompanied by a customizable alarm tone for different events configured based on severity (Critical/Low/Medium/High/Informational) as per the bank's requirement.	Please explain the severity based use case	This RFP Clause stands deleted.
197	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 120. The Hardware / Software should be placed in different security zones of the Bank viz DMZ & MZ for accessing the solution through internet & Intranet with common Database.	The Hardware / Software should be placed in different security zones of the Bank viz DMZ & MZ for accessing the solution through internet & Intranet with Common or Distributed database with Single Console Management and Reporting	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "120. The Hardware/Software should be placed in different security zones of the Bank viz., DMZ & MZ for accessing the solution through internet & Intranet with Common or Distributed database with Single Console Management and Reporting. However, Database should be in MZ zone only."
198	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 120. The Hardware / Software should be placed in different security zones of the Bank viz DMZ & MZ for accessing the solution through internet & Intranet with common Database.	Kindly allow either Centralized or Distributed database with Common Management & Reporting	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "120. The Hardware/Software should be placed in different security zones of the Bank viz., DMZ & MZ for accessing the solution through internet & Intranet with Common or Distributed database with Single Console Management and Reporting. However, Database should be in MZ zone only."
199	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 120. The Hardware / Software should be placed in different security zones of the Bank viz DMZ & MZ for accessing the solution through internet & Intranet with common Database.	The Hardware / Software should be placed in different security zones of the Bank viz DMZ & MZ for accessing the solution through internet & Intranet with Common or Distributed database with Single Console Management and Reporting	<u>The RFP Clause is modified as below:</u> i) Mandatory Technical Requirement: "120. The Hardware/Software should be placed in different security zones of the Bank viz., DMZ & MZ for accessing the solution through internet & Intranet with Common or Distributed database with Single Console Management and Reporting. However, Database should be in MZ zone only."



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200	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 120. The Hardware / Software should be placed in different security zones of the Bank viz DMZ & MZ for accessing the solution through internet & Intranet with common or Distributed database with Single Console Management and Reporting	The Hardware / Software should be placed in different security zones of the Bank viz DMZ & MZ for accessing the solution through internet & Intranet with Common or Distributed database with Single Console Management and Reporting	The RFP Clause is modified as below: i) Mandatory Technical Requirement: "120. The Hardware/Software should be placed in different security zones of the Bank viz., DMZ & MZ for accessing the solution through internet & Intranet with Common or Distributed database with Single Console Management and Reporting. However, Database should be in MZ zone only."
201	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 121. The solution should support at least 1,00,000 Endpoints, and 15,000 Network devices from day one. The solution should be scalable up to 2,00,000 Endpoints and 30,000 Network devices during the Contract period without enhancement of Hardware.	Regarding the scalability of the solution only Hardware enhancement mentioned. No clarity on Software Scalability. If software enhancement required then bidder has to bear the cost or Canara Bank will pay extra as per additional licenses / assets. Please provide clarity on the same.	Bidder has to comply with RFP terms. For clarification refer Bill of Material As Annexure-14.
202	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 121. The solution should support at least 1,00,000 Endpoints, and 15,000 Network devices from day one. The solution should be scalable up to 2,00,000 Endpoints and 30,000 Network devices during the Contract period without enhancement of Hardware.	1. Can you please provide the breakup of 100000 End Points because we have a different licensing mechanism for end points and that would also help us to provide the correct licensing to Bank:- (1) No of Servers (2) No of Desktops/Laptops (3) No of Printers (4) No of Storage Devices (5) No of Network Devices (ex:- Routers, Switches, Hubs, Firewall, Load Balancer etc..) 2. Request to clarify how many IT admin users will access the solution, do you operate on shift basis? what is the concurrency of users accessing the solution.	Details will be shared with Successful Bidder.
203	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 122. The Agent should be able to connect to primary/Secondary Server dynamically.	Request to remove this clause, as the prerequisite is the agent should be reachable from the app server and these are reactive solutions	Bidder has to comply with the RFP terms.
204	42	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	i) Mandatory Technical Requirement: 122. The Agent should be able to connect to primary/Secondary Server dynamically.	We do not have this High Availability architecture as the pre-requisite is the agent should be reachable from the app server and these are reactive solutions	Bidder has to comply with the RFP terms.
205	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 3. The solution must have the ability cloud-based and mobile platforms and services.	Please Clarify which mobile platforms are currently used in Bank	The RFP Clause is modified as below: ii) Desirable Technical Requirement: "3. The solution must have the ability to integrate with cloud-based assets/services and mobile platforms."



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206	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 3. The solution must have the ability cloud-based and mobile platforms and services.	Need more information on this	<u>The RFP Clause is modified as below:</u> ii) Desirable Technical Requirement: "3. The solution must have the ability to integrate with cloud-based assets/services and mobile platforms."
207	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 3. The solution must have the ability cloud-based and mobile platforms and services.	Please Clarify, Does Bank want Solution run from Cloud Based Platform from Day 1 or Solution should be compatible to run from Cloud ? Also Mobile Platform managed or MDM ?	<u>The RFP Clause is modified as below:</u> ii) Desirable Technical Requirement: "3. The solution must have the ability to integrate with cloud-based assets/services and mobile platforms."
208	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 3. The solution must have the ability cloud-based and mobile platforms and services.	Please Clarify which mobile platforms are currently used in Bank	<u>The RFP Clause is modified as below:</u> ii) Desirable Technical Requirement: "3. The solution must have the ability to integrate with cloud-based assets/services and mobile platforms." Reply: Android & iOS.
209	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 4. The Solution must have ability platform configuration information, and extract all software including its components/features (like IIS etc.) residing within those platform, along with usage information.	Is there requirement for capturing details of middleware on the system then we need ITOM module where we can also perform monitoring of the same. Request you to share the required license count in the Bill of Material & Price Detail sheet (Annexure 14)	Kindly refer Amendment-5 to this RFP. The Solution should capture details of middleware among other things.
210	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 5. The proposed solution must have ability to make Inventory all enterprise, Data Center, Mobile, cloud and SaaS Software.	Please Clarify, which Cloud Vendor, which SaaS Application and Mobile Software (If MDM is needed, then for how many Mobile Devices).	The proposed solution must have ability to make Inventory all Enterprise, Data Center, Mobile, Cloud, and SaaS Software. IAAS and PAAS through agent based approach or IP schmea and SAAS through API Integration
211	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 5. The proposed solution must have ability to make Inventory all enterprise, Data Center, Mobile, cloud and SaaS Software.	Inventory for Cloud VM need Agent on Respective VM's and SaaS Subscription can be manually included. Will that meet the demand ?	The proposed solution must have ability to make Inventory all Enterprise, Data Center, Mobile, Cloud, and SaaS Software. IAAS and PAAS through agent based approach or IP schmea and SAAS through API Integration.
212	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 6. The Solution must have ability to support the International Organization for Standardization (ISO) 19770-2 standard for Software Identification (SWID) tags.	The Solution must have ability to support Software Identification (SWID) tags or Application ID from their respective Software Catalogue, which should be maintained and constantly updated. Kindly Change this point and mention OEM should have database of Publishers/Software which will be constantly updated and shared with customer on regular interval, as SWID is not an defacto standard in the market.	The Solution must have ability to support Software Identification (SWID) tags or Application ID from their respective Software Catalogue, which should be maintained and constantly updated



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213	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 6. The Solution must have ability to support the International Organization for Standardization (ISO) 19770-2 standard for Software Identification (SWID) tags.	The ISO-19770-2 certification is only related to SW identification ID tagging hence request you to remove this clause. To ensure the proposed software is secure, it should have ISO 27001 & ISO 27034-1 certification from a verification or certification agency which has global recognition	The Solution must have ability to support Software Identification (SWID) tags or Application ID from their respective Software Catalogue, which should be maintained and constantly updated
214	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 6. The Solution must have ability to support the International Organization for Standardization (ISO) 19770-2 standard for Software Identification (SWID) tags.	Specific ISO standard is Vendor locking and restricting other OEMs to participate. Request to remove this clause.	The Solution must have ability to support Software Identification (SWID) tags or Application ID from their respective Software Catalogue, which should be maintained and constantly updated
215	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 6. The Solution must have ability to support the International Organization for Standardization (ISO) 19770-2 standard for Software Identification (SWID) tags.	As this is not a mandatory requirement, request you to remove this point.	The Solution must have ability to support Software Identification (SWID) tags or Application ID from their respective Software Catalogue, which should be maintained and constantly updated
216	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 6. The Solution must have ability to support the International Organization for Standardization (ISO) 19770-2 standard for Software Identification (SWID) tags.	We do not have this currently - Kindly request to remove this Clause	The Solution must have ability to support Software Identification (SWID) tags or Application ID from their respective Software Catalogue, which should be maintained and constantly updated
217	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 8. The Solution should able to generate logs/Events and it should be pushed to RSA SIEM, IT GRC Solution.	Logs collection is job of standard logger software or event monitoring is job or EMS software and this is not in scope of ITAM or discovery solutions. Please delete this clause since IT Asset management software do not capture logs/events	Bidder has to comply with the RFP terms.
218	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 8. The Solution should able to generate logs/Events and it should be pushed to RSA SIEM, IT GRC Solution.	Logs collection is job of standard logger software or event monitoring is job or EMS software and this is not in scope of ITAM or discovery solutions. Request to remove this clause if you are not looking for this use case.	Bidder has to comply with the RFP terms.
219	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 9. The solution should integrate with third party reporting software like crystal report.	Need clarity which all report of third party need to be integrated. Reports as well as software details to be provided before bidding.	Details will be shared with successful Bidder.
220	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 10. The solution should have integration of call tracking and ticketing with the existing system.	We can provide RestAPI to Integrate. Customer don't have currently Call tracking/ticketing system, it is up to the system which comes up in future. In that situation how do we say YES ?	The solution should have API integration for call tracking/ticketing system.



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221	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 10. The solution should have integration of call tracking and ticketing with the existing system.	What is the existing ticketing System ? As Integration, we can provide RestAPI, respective OEM has to take care of the Integration. What is the use case of doing integration of proposed IT Asset Management solution with Call Tracking tool, please clarify?	The solution should have API integration for call tracking system
222	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 10. The solution should have integration of call tracking and ticketing with the existing system.	We can provide RestAPI to Integrate. Customer don't have currently Call tracking/ticketing system, it is upto the system which comes up in future. In that situation how do we say YES ? Remarks: Let's ask for more clarity and an use case for this point	The solution should have API integration for call tracking/ticketing system.
223	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 10. The solution should have integration of call tracking and ticketing with the existing system.	Please provide clarity on the call tracking and ticketing tool information.	Details will be shared with successful Bidder.
224	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 11. The solution must have ability to SaaS Usage Reporting.	Need more information on this	The proposed solution must have ability to make Inventory all Enterprise, Data Center, Mobile, Cloud, and SaaS Software. IAAS and PAAS through agent based approach or IP schmea and SAAS through API Integration
225	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 11. The solution must have ability to SaaS Usage Reporting.	This is not part of IT Asset Management. Request you to remove the point	Bidder has to comply with the RFP terms.
226	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 11. The solution must have ability to SaaS Usage Reporting.	SaaS Subscription Purchased has to be manually included and compared for reporting against number of machine installed with SaaS Client Packages on number of machines (e.g. O365)	The proposed solution must have ability to make Inventory all Enterprise, Data Center, Mobile, Cloud, and SaaS Software. IAAS and PAAS through agent based approach or IP schmea and SAAS through API Integration.
227	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	A. IT Assets Management Solution	ii) Desirable Technical Requirement: 10. The solution should have integration of call tracking and ticketing with the existing system.	We can provide RestAPI to Integrate. Customer don't have currently Call tracking/ticketing system, it is upto the system which comes up in future. In that situation how do we say YES ? Kindly provide more clarity and an use case for this point	The solution should have API integration for call tracking system.
228	43	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	Vendor Management System	Is the Asset Management and VMS require Integration? Or can it be delivered separately.	Integration is required.



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229	44	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	5.3. The solution should have SLA management provision e.g. ability to define SLA/LD at system, organisation, or at site level.	Do we need to Integrate with any SLA Management Module or tool should have inbuilt capability of Vendor SLA Information? In case of Inbuilt SLA Management, Does the requirement considering the Vendor Tickets/Request/Incident Management & assigning the tickets to vendor also, to automate the SLA Management for Vendor?	SLA information will be entered manually.
230	44	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	5.3. The solution should have SLA management provision e.g. ability to define SLA/LD at system, organisation, or at site level.	Do we need to Integrate with any SLA Management Module or will user enter manually the SLA Information	SLA information will be entered manually.
231	44	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	5.3. The solution should have SLA management provision e.g. ability to define SLA/LD at system, organisation, or at site level.	Do we need to Integrate with any SLA Management Module or will user enter manually the SLA Information Remarks: Even if done manually, does the Quest software have the ability to define SLA/LD manually and track/report on it?	SLA information will be entered manually.
232	44	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	5.3. The solution should have SLA management provision e.g. ability to define SLA/LD at system, organisation, or at site level.	Do we need to Integrate with any SLA Management Module or will user enter manually the SLA Information Even if done manually, does the Quest software have the ability to define SLA/LD manually and track/report on it?	SLA information will be entered manually.
233	44	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	5.7. The solution should support to update/map SAFF details/asset ID subsequently, for each asset on release of payment and capitalization under each payment/ invoice for every order.	What is SAFF & Where to update the SAFF detail?	The System should generate a report (SAFF) with purchase order details and inventory details of assets as per the format provided by the Bank.
234	45	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	6.4. The solution should provide option to view LD/ Penalty, if any, due to non-performance of the vendor of any milestone under each PO wise and a consolidated vendor wise per annum.	Is it manual enter of Penalty/LD detail against milestone/project under PO and provide consolidated penalty? Or is any integration with SLA/Penalty management and need to show? Or Do we need to integrate with any Penalty Management or User will Add Penalty using Input Form	SLA information will be entered manually. However, The Solution should calculate the LD/Penalty based on the SLA information entered.
235	45	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	6.4. The solution should provide option to view LD/ Penalty, if any, due to non-performance of the vendor of any milestone under each PO wise and a consolidated vendor wise per annum.	Do we need to integrate with any Penalty Management or User will Add Penalty using Input Form. The expectation from the Bank is that the Asset management software will be able to track LD/Penalty against a particular vendor. Is this possible in your tool?	SLA information will be entered manually. However, The Solution should calculate the LD/Penalty based on the SLA information entered.
236	45	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	6.4. The solution should provide option to view LD/ Penalty, if any, due to non-performance of the vendor of any milestone under each PO wise and a consolidated vendor wise per annum.	Do we need to integrate with any Penalty Management or User will Add Penalty using Input Form. Remarks: The expectation from the Bank is that the Asset management software will be able to track LD/Penalty against a particular vendor. Is this possible in your tool?	SLA information will be entered manually. However, The Solution should calculate the LD/Penalty based on the SLA information entered.

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237	45	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	6.4. The solution should provide option to view LD/ Penalty, if any, due to non-performance of the vendor of any milestone under each PO wise and a consolidated vendor wise per annum.	Do we need to integrate with any Penalty Management or User will Add Penalty using Input Form.	SLA information will be entered manually. However, The Solution should calculate the LD/Penalty based on the SLA information entered.
238	46	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	7.8. The solution should be able to support future revenue budgeting/ projections for next 2-3 years basing on present revenue expenditure	Projection is based on what and all parameters?	Systems should be able to give details of future payments commitments based on the Purchase Orders (Mile-stone payments, AMC/ ATS etc)
239	46	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	7.9. The solution should be able to account for provisioning and prepaid expenses(basing on captured data of revenue payments).	Not Clear, Please elaborate more. How many User will access the tool	The license is enterprise-wide.
240	46	<u>Annexure-7</u> Technical & Functional Requirement of IT Assets and Vendor Management Solution	B. Vendor Management Solution:	8. <u>Performance Management (Rating & audit)</u> : The solution should be able to put in key performance indicators (KPI's) with the provision to add/ delete the KPI's as and when required. Also should be able to define the matrix based rating for each parameter.	Is the mentioned Information (Company Particular, Business Particular, Legal Issue & Obligation, Business Position) are all consider as KPI, or is it Management Information to be capture?	System should generate a request of Risk assessment of Vendors as per the format provided.
241	49	<u>Annexure-8</u>	Scope of Work	5. The Bidder should take into consideration the performance of the system while pre-requesting Hardware requirement and should meet industry standard response time for the contract period from the date of implementation.	Will bank provide required server hardware , operating system, to implement and manage the solution at DC and DR	Refer the Clause 5.2 & 5.3 under B.Introduction
242	49	<u>Annexure-8</u>	Scope of Work	6. Bidder has to design, lay and test the solution to cater the requirements. Solution has to be deployed at Data Centre (DC) and Disaster Recovery Centre (DR) locations of the Bank and other locations as decided by Bank	Please clarify if there is HA (High Availability) requirement on DC/DR. Also, if yes, is it application module HA or Hardware HA required?	Application HA in both DC and DRC is required.
243	49	<u>Annexure-8</u>	Scope of Work	6. Bidder has to design, lay and test the solution to cater the requirements. Solution has to be deployed at Data Centre (DC) and Disaster Recovery Centre (DR) locations of the Bank and other locations as decided by Bank	Please clarify the meaning of the other locations here. Does it mean that solution would be required to implement other than DC and DRC also? Please provide the details since solution has a different licensing modules to cater the requirement	Currently ,Solution has to be implemented at DC and DRC but Solution should have the capability to extend other locations also,if required by the Bank.
244	49	<u>Annexure-8</u>	Scope of Work	6. Bidder has to design, lay and test the solution to cater the requirements. Solution has to be deployed at Data Centre (DC) and Disaster Recovery Centre (DR) locations of the Bank and other locations as decided by Bank	Please clarify if there is HA (High Availability) requirement on DC/DR. Also, if yes, is it application module HA or Hardware HA required?	Application HA in both DC and DRC is required.
245	49	<u>Annexure-8</u>	Scope of Work	9. The solution should support seamless replication of data from DC to DR.	which replication solution bank has implemented and how rare data replicated from DC to DR ,	The Solution provided by the bidder should be capable replicate the data between DC and DRC.
246	49	<u>Annexure-8</u>	Scope of Work	10. The Bidder should integrate proposed solution with bank's existing Disk-to-Disk backup, Active Directory and Patch management solution.	share us the OEM name and version related to existing Disk-to-Disk backup, and Patch management solution.	Details will be shared with successful Bidder.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
247	49	<u>Annexure-8</u>	Scope of Work	10. The Bidder should integrate proposed solution with bank's existing Disk-to-Disk backup, Active Directory and Patch management solution.	Please provide the patch management tool name and version details to check the compatibility for the integration Also clarify Patch management tool is required to be integrated with which tool either ITAM or Vendor Management tool?	Details will be shared with successful Bidder.
248	50	<u>Annexure-8</u>	Scope of Work	12. The Bidder should ensure that agent installed in all the Endpoints through the Banks Patch management tool.	Please provide the existing patch management tool and ticketing tool name which is being used by Bank currently	Details will be shared with successful Bidder.
249	50	<u>Annexure-8</u>	Scope of Work	12. The Bidder should ensure that agent installed in all the Endpoints through the Banks Patch management tool.	Provide us details of the existing patch management tool, and will bank own up for any configurational changes required to push the agent to the end points? What are the limitations and challenges bank is facing with the existing patch management tool. Can Bank confirm that existing patch management tool can deploy software agents, updates, on all the offices/branches/ ATM, etc seamlessly and without any issues irrespective of connectivity type and bandwidth.	Details will be shared with successful Bidder.
250	50	<u>Annexure-8</u>	Scope of Work	20. During the installation if the bank requires any new software/OS/Utility, Bidder has to install without any cost where the licenses of the software are with bank.	Bank has to give clarity which all software requires as it has to be included in TCO by Bidder. Please note each software, OS has licenses cost & needs to be bundle up in total TCO.	<u>The RFP Clause is modified as below:</u> "20. During the installation if the bank requires any new software/OS/Utility (DLP, AV etc.) to be installed in the system provided to the vendor for delivering the performance/scope of work as per this RFP, Bidder has to install the same without any additional cost and the licenses for the same will be provided by the Bank."
251	51	<u>Annexure-8</u>	Scope of Work	20. During the installation if the bank requires any new software/OS/Utility, Bidder has to install without any cost where the licenses of the software are with bank.	Please delete this clause since Installation of any new software/OS/Utility requires skill set and it can not be factored during the bidding stage too.	Bidder has to comply with the RFP terms.
252	50	<u>Annexure-8</u>	Scope of Work	23. The Proposed solution management for implementing has to be owned by OEM.	The proposed solution management for implementing has to be own by OEM or OEM Authorized Implementation partner	Bidder has to comply with the RFP terms.
253	50 and 51	<u>Annexure-8</u>	Scope of Work	23. The Proposed solution management for implementing has to be owned by OEM. 24. The proposed solution, which covers entire scope, should be from Single/Multiple OEM. Bidder must engage OEMs and bidder professional team/services onsite to implement the whole project. 25. The software installation, configuration, integration and implementation of the solution for the entire set up to be handled by the qualified OEM personnel only along with bidder's skilled team including project Manager.	Please allow and chage the Implementation to be owned and implemented by Bidder or OEM authorized partner if they have the capability to deliver the solution, if not then bidder has to involve OEM professional services team for the implementation	<u>The RFP Clause is modified as below:</u> "23. The Proposed solution should be implemented by OEM or OEM authorized Partner."
254	51	<u>Annexure-8</u>	Scope of Work	32. It will be the responsibility of the bidder to integrate the IT Asset Management and Vendor Management solution with Bank's existing solutions, in order to have control and visibility.	Request bank to provide details of the existing solution. We also request bank to own up for any configurations or modifications if required with the existing tool to carry out the integration of ITAM and VM solutions	Bidder has to comply with the RFP terms.
255	51	<u>Annexure-8</u>	Scope of Work	32. It will be the responsibility of the bidder to integrate the IT Asset Management and Vendor Management solution with Bank's existing solutions, in order to have control and visibility.	Please provide the details of the existing tools which is required to be integrated with IT Asset and Vendor mangement tool:- (1) Application Name (2) Application Version	Details will be shared with successful Bidder.




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256	53	Annexure 13	Manufacturer Authorization Form	Manufacturer Authorization Form	Pls allows us provide standard MAF form . As most of OEM not accepting	Bidder has to comply with the RFP terms.
257	53	Annexure 13	Manufacturer Authorization Form	Manufacturer Authorization Form	Since OEM has their own standard format. Request bank to allow us to submit MAF as per OEM's standard format	Bidder has to comply with the RFP terms.
258	58	Appendix-A	Serial No.17	17) Bidder should have central help Desk available on 24x7x365 basis for support and complaint booking. Details of the Help Desk phone no. & email ID has to be provided.	Product OEM's central help desk as per their defined support structure mechanism is sufficient. Or bank is looking out dedicated 24x7x365 help desk apart from OEM's help desk?	Bidder has to comply with the RFP terms.
259	54-57	Annexure- 14	Bill of Material	Bill of Material	How many User will access the tool	Approximately 300 users may access.
260	NA	NA	NA	NA	Following lockdown clause to be added as under: In case for what ever reason the office/bank is locked down due to unforeseen circumstances, then the buyer would make the payment in full to the extent of hardware cost and the value of services rendered.	The Clause suggested by bidder is not acceptable to the Bank. Bidder has to comply with the RFP terms.
261	NA	NA	NA	NA	Clause non Solicitation to be added as under; Neither party shall, directly or through a third party contractor, solicit/induce/entice away or endeavour to solicit/induce/entice away an employee of the other party who is directly involved with Agreement, for 5 years after such resource has ceased to be engaged for performance of services under this Agreement. Notwithstanding the foregoing, this restriction either party may hire (a) personnel who independently respond to indirect solicitation (such as general newspaper advertisements, employment agency referrals, and internet postings) not targeting the personnel of the other Party and (b) personnel who have separated or have been separated from the services of a party provided that the hiring Party did not solicit such separation.	The Clause suggested by bidder is not acceptable to the Bank. Bidder has to comply with the RFP terms.
262	NA	NA	NA	NA	Termination right to be added for Bidder/Vendor as under; Bidder/Vendor may terminate this Agreement and / or any SOW upon written notice to the Bank if Bank commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the first party.	The Clause suggested by bidder is not acceptable to the Bank. Bidder has to comply with the RFP terms.
263	NA	NA	Additional Clause	Clause Proposed by the OEM to ensure that the proposed IT Asset management solution meet the comprehensive requirement of the Bank	Probable OEM should have their RnD group, technical support group, sales and implementation services running based out in India for at least 5 years from the date of RFP release.	Bidder has to comply with the RFP terms.
264	NA	NA	Additional Clause	Clause Proposed by the OEM to ensure that the proposed IT Asset management solution meet the comprehensive requirement of the Bank	Discovery should work without requiring agent installation (that is, agent-less discovery) while discovery Layers 2 through Layers 7 of OSI model.	Bidder has to comply with the RFP terms.
265	NA	NA	Additional Clause	Clause Proposed by the OEM to ensure that the proposed IT Asset management solution meet the comprehensive requirement of the Bank	Should use industry-standard protocols such as WMI, SNMP, JMX, SSH to perform discovery without requiring the installation of an agent.	Discovery process can be either Agent based or Agentless.
266	NA	NA	Additional Clause	Clause Proposed by the OEM to ensure that the proposed IT Asset management solution meet the comprehensive requirement of the Bank	Discovery system should have the ability to capture configuration files for the purposes of comparison and change tracking	Bidder has to comply with the RFP terms.
267	NA	NA	Additional Clause	Clause Proposed by the OEM to ensure that the proposed IT Asset management solution meet the comprehensive requirement of the Bank	Discovery system should be capable of supporting role-based access to various aspects of CMDB administration.	Bidder has to comply with the RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
268	NA	NA	Additional Clause	Clause Proposed by the OEM to ensure that the proposed IT Asset management solution meet the comprehensive requirement of the Bank	AM should provide a built-in workflow to suggest to the software asset managers in user organization that they should request more licenses or remove installed software that is not in use or assign rights to others users rather than procuring more licenses	Bidder has to comply with the RFP terms.
269	NA	NA	Additional Clause	Clause Proposed by the OEM to ensure that the proposed IT Asset management solution meet the comprehensive requirement of the Bank	AM will directly alert users whenever a software installation exceeds the purchased volume. AM will also automatically ensure that no additional users are able to subscribe to that software until additional licenses are made available.	Bidder has to comply with the RFP terms.
270	NA	NA	Additional Clause	Clause Proposed by the OEM to ensure that the proposed IT Asset management solution meet the comprehensive requirement of the Bank	Software License Management: o Should manage all types of software license and hence software compliance. o Should be able to recover software licenses when hardware is retired, returned (for leases). o Should track version, status, and upgrade information for each installed software package. o The tool must be able to reconcile the number of installed copies of an application with the number of permitted licenses. o Should be able to track the end-user's right to utilize software or hardware assets. o Should be able to manage and count software entitlement separately from license counters as software is installed, removed and auto discovered. o Software Asset Management should be capable of doing license compliance for vendors like HP, Microsoft, IBM (PVU), Oracle, VMware, Symantec, Autodesk, Adobe, TIBCO, RedHat, BMC etc	Bidder has to comply with the RFP terms.
271	NA	NA	NA	Additional	Can we get List of tools and repository name which needs to be integrated with solution?	Details will be shared with successful Bidder.
272	NA	NA	NA	Additional	Does all tools/repository which needs to integrate with solution do have API ?	The Solution proposed by bidder should have capability to integrate with existing tools/repository.
273	NA	NA	NA	Additional	Cloud platform is in scope ? Please provide details of public, private and hi-brid cloud.	Bank is looking for on-Premises Solution only.
274	NA	NA	NA	Additional	How many procurement repositories are there ? Name of the repositories.	300. Details shall be shared with the selected bidder.
275	NA	NA	NA	Additional	How many number of network separated zones (DMZ, MZ) are there?	Details will be shared with successful Bidder.
276	NA	NA	NA	Additional	Are there any existing discovery tools in place ? Names of those tool and what they discover?	Details will be shared with successful Bidder.
277	NA	NA	NA	Additional	Can we get user count of SAP?	Details will be shared with successful Bidder.
278	NA	NA	NA	Additional	How many Number of Oracle database instances available?	Details will be shared with successful Bidder.

Date: 17-06-2020
Place: Bengaluru


Deputy General Manager

