

**Corrigendum - 1 for Tender Reference Number: CO:DIT:PUR:2022-23:359 Request for Proposal for Privileged Identity Management Solution (PIMS) ,
Central Bank of India.**

Sl. No.	Page No of RFP	Clause No./ Page No.	Existing Clause	Type of Change	Revised Clause / Addition / Clarification
1	8	2. Eligibility Criteria, Point No. 3	The bidder must have average turnover of minimum ₹50 crores in the last three financial years (i.e. 2019-20, 2020-21, 2021-22) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies.	Amendment	The bidder must have average turnover of minimum ₹50 crores in the last three financial years (i.e. 2019-20, 2020-21, 2021-22) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies. For FY 2021-22, if audited Balance Sheet is not available with bidder, then Certificate from CA should be submitted mentioning the same along with 2018-19 audited balance sheet.
2	8	2. Eligibility Criteria, Point No. 4	The bidder should have made operating profits in each of last three financial years (i.e. 2019-20, 2020-21, 2021-22).	Amendment	"The bidder should have made operating profits in each of last three financial years (i.e. 2019-20, 2020-21, 2021-22). For FY 2021-22, if audited Balance Sheet is not available with bidder, then Certificate from CA should be submitted mentioning the same along with 2018-19 audited balance sheet."
3	8	2. Eligibility Criteria, Point No. 5	The bidder should be an Authorized Vendor/Partner of OEMs. The bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank and must be having back-to-back support from OEM. One System Integrator can bid only with one OEM as regards PIM solution is concerned. If OEM is bidding directly, they cannot submit another bid with any System Integrator	Amendment	The bidder should be an Authorized Vendor/Partner of OEMs. The bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank and must be having back-to-back support from OEM. One System Integrator can bid only with one OEM as regards PIM solution is concerned. However, same solution can be proposed by different bidders. If OEM is bidding directly, they cannot submit another bid with any System Integrator
4	8	2. Eligibility Criteria Point No.6	Bidder should have implemented proposed PIM solution in at-least two projects as an Authorized Vendor/Partner of the OEM in last five years.	Amendment	Bidder should have implemented proposed PIM solution in at-least one project as an Authorized Vendor/Partner of the same OEM in last five years.
5	13	8. Delivery Schedule	<p>☑ Delivery of Complete Solution including hardware / software - Within 3 weeks from the date of Purchase Order</p> <p>☑ Complete Implementation (including customization) - Within 4 weeks from the delivery or within 7 weeks from the date of Purchase Order, whichever is earlier.</p> <p>The Warranty of the Hardware/software will be for 3 years and will commence from date of Full Go Live and the licenses purchased if any should be procured in the name of the "Central Bank of India" through their OEM and should be delivered within two weeks from date of Delivery of the Hardware.</p>	Amendment	<p>Complete Implementation of the solution should be done within 8 weeks from the date of PO. Fine tuning/customization if any should be completed within next two weeks.</p> <p>The Warranty of the Hardware/software will be for 3 years and will commence from date of Full Go Live and the licenses purchased if any should be procured in the name of the "Central Bank of India" through their OEM and should be delivered within two weeks from date of Delivery of the Hardware.</p>

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6	25	22.1 Payment Terms	<p>Payment will be released by the concerned department at Bank's Central office. All the Payment shall be made in INR only. Payment terms are as under:</p> <p>☐ No advance payment will be made</p> <p>☐ 40% of Hardware Cost and License Cost will be made on delivery of the Hardware and Software Licenses</p> <p>☐ 30% of Hardware Cost and License Cost will be made after acceptance of successful implementation of the solution by Bank.</p> <p>☐ 70% of the implementation cost will be made after acceptance of successful implementation of the solution by Bank.</p> <p>☐ 20% of Hardware Cost and Licence Cost and implementation cost will be made after satisfactory working of solution for 6 months after successful implementation.</p> <p>☐ 10% of total payment (excluding support & maintenance cost and Hardware AMC) will be made after five years of successful implementation or on the submission of performance Bank Guarantee. However, this payment will not be released before 6 months of successful implementation of the solution.</p> <p>Support & maintenance cost will be made on quarterly basis at the end of each quarter</p> <p>☐ Hardware AMC cost will be made on quarterly basis at the end of each quarter</p> <p>☐ The payments will be released through NEFT / RTGS/account credit after deducting the applicable LD/Penalty, TDS if any. The Successful Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code, GSTIN, State Code, State Name, HSN Code etc.</p>	Amendment	<p>Payment will be released by the concerned department at Bank's Central office. All the Payment shall be made in INR only. Payment terms are as under:</p> <p>. No advance payment will be made</p> <p>Hardware and Software/License Cost:</p> <ul style="list-style-type: none"> • 60% of Hardware Cost and License Cost will be made on delivery of the Hardware and Software Licenses • 30% of Hardware Cost and License Cost will be made after acceptance of successful implementation of the solution by Bank. . 10% of Hardware Cost and Licence Cost will be made after satisfactory working of solution for 3 months after successful implementation and submission of Performance Bank Guarantee whichever is later. <p>Implementation charges:</p> <ul style="list-style-type: none"> • 90% of implementation charges will be made after acceptance of successful implementation of the solution by Bank. • 10% of implementation charges will be made after satisfactory working of solution for 3 months after successful implementation and submission of Performance Bank Guarantee whichever is later. <p>Support & maintenance cost will be made on quarterly basis at the end of each quarter</p> <p>☐ Hardware AMC cost will be made on quarterly basis at the end of each quarter</p> <p>☐ The payments will be released through NEFT / RTGS/account credit after deducting the applicable LD/Penalty, TDS if any. The Successful Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code, GSTIN, State Code, State Name, HSN Code etc.</p>
7	49	Annexure1A Point 89	Secured Vault platform - main password storage repository should be highly secured (built-in firewall, hardened machine etc.)	Amendment	Secured vault platform - main password storage repository should be highly secured environment like built-in firewall and/or hardening and/or encryption or any other advanced/prevaling technology.

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8	52	Annexure1A Point 123	Secured platform - main password storage repository/Vault should be highly secured and hardened machine	Amendment	Secured vault platform - main password storage repository should be highly secured environment like built-in firewall and/or hardening and/or encryption or any other advanced/prevailing technology.
9	56	Annexure-1C Undertaking letter	<p>We _____ (bidder name), hereby undertake that-</p> <ul style="list-style-type: none"> •We have not filed for bankruptcy in any country including India •We have not been blacklisted/debarred by any Government Authority/Govt/IBA/RBI/PSU/PSE/ or Banks, Financial Institutes for any reason or non implementation/delivery of the order at the time of bidding... <p>We also undertake that, at the time of bidding, not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services.</p> <ul style="list-style-type: none"> • legal case is pending against firm that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank. • We also confirm that we are not a NPA holder in any Bank/Financial Institution in India • WE confirm that no case is pending or otherwise, with any organization across the globe which affect the credibility of the Bidder in the opinion of Central Bank of India to services the needs of the Bank 	Amendment	<p>We _____ (bidder name), hereby undertake that-</p> <ul style="list-style-type: none"> •We have not filed for bankruptcy in any country including India •We have not been blacklisted/debarred by any Government Authority/Govt/IBA/RBI/PSU/PSE/ or Banks, Financial Institutes for any reason or non implementation/delivery of the order at the time of bidding. •We also undertake that, at the time of bidding, there not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services. •No legal case is pending against firm that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank. • We also confirm that we are not a NPA holder in any Bank/Financial Institution in India • We confirm that no case is pending or otherwise, with any organization across the globe which affect the credibility of the Bidder in the opinion of Central Bank of India to service the needs of the Bank.
10	66	Annexure-8 Integrity Pact	[This letter should be on the letterhead of the OEM/ Manufacturer (On OEM's Letter Head) duly signed by an authorized signatory]	Amendment	[This letter should be on the letterhead of the bidder duly signed by an authorized signatory]

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11	31	Sr no.30 - Resolution of Disputes	All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by the Bank and the other to be nominated by the Bidder. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Mumbai.	Amendment	All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to sole arbitrator or if the Parties are unable to Agree upon a sole arbitrator, to the arbitration panel of 3 (three) arbitrators, 1(one) to be appointed by each disputing Party and the third to be appointed by the 2(two) arbitrators so appointed. The Arbitration and Conciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Mumbai .and any award whether interim or final, shall be made and shall be deemed for all purposes between the Parties to be made in Mumbai, Maharashtra State, India. Subject to the aforesaid, for all matters for which the courts of law would have jurisdiction, including without limitation for an application for the appointment of an arbitrator under the provisions of section 11 of the Arbitration and Conciliation Act, 1996, the courts of law at Mumbai, Maharashtra State, India entering in to the agreement, shall have exclusive jurisdiction
12	38	Sr no. 43.3 - Compliance with laws	This indemnification is only a remedy for the Bank. Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above.	Amendment	This indemnification is only a remedy for the Bank without prejudice to any other remedies available under law. Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above.
13	40	Sr no 48 - Survival and Severability	Any provision or covenant of the RFP, which expressly, or by its nature, imposes obligations on successful bidder shall so survive beyond the expiration, or termination of this Agreement The invalidity of one or more provisions contained in this Agreement shall not affect the remaining portions of this Agreement or any part thereof; and in the event that one or more provisions shall be declared void or unenforceable by any court of competent jurisdiction, this Agreement shall be construed as if any such provision had not been inserted herein.	Amendment	Any provision or covenant of the RFP, which expressly, or by its nature, imposes obligations on successful bidder shall so survive beyond the expiration, or termination of the Agreement, the invalidity of one or more provisions contained in the Agreement shall not affect the remaining portions of the Agreement or any part thereof; and in the event that one or more provisions shall be declared void or unenforceable by any court of competent jurisdiction, the Agreement shall be construed as if any such provision had not been inserted therein.
14	16	Guarantee on System Uptime	The successful bidder is liable for a penalty as mentioned in service level agreements section i.e. Sr no. 26.	Amendment	The successful bidder is liable for a penalty as mentioned in the RFP as per applicability.
15	27	Service Level Agreement	SLA Will be calculated on monthly basis	Amendment	Penalty if any will be calculated on monthly basis
16	47	Annexure1A Point 63	It should have the capability of integration with existing backup solutions	Amendment	It should have the capability of integration with proposed backup solution

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17	74	Performance Bank Guarantee	10) Notwithstanding anything contained herein:- i) Our liability under this Bank Guarantee shall not exceed Rs------(Rupees----- --only); ii) This Bank Guarantee shall be valid up to -----; and iii) We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before----- (date of expiry of Guarantee).	Amendment	10) Notwithstanding anything contained herein:- i) Our liability under this Bank Guarantee shall not exceed Rs------(Rupees-----only); ii) This Bank Guarantee shall be valid up to -----;(date of expiry) and iii) We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before----- ----- (date of expiry of Guarantee).
18	43	Annexure 1A SR no 17	It should be able to provide different options for 2FA options like but not limited to Email / OTP / SMS etc (supporting drivers / setup for integration should be provided by vendor without any extra cost).	Amendment	It should be able to provide different options for 2FA options like but not limited to biometric / Email / OTP / SMS etc. (supporting drivers / setup for integration should be provided by vendor without any extra cost).
19	39	Sr no. 47 - Entire Agreement; Amendments	This RFP sets forth the entire agreement between the Bank and the Successful bidder and supersedes any other prior proposals, agreements and representations between them related to its subject matter, whether written or oral. No modifications or amendments to this Agreement shall be binding upon the parties unless made in writing, duly executed by authorized officials of both parties .	Deletion	The clause stands deleted
20	6			Addition	Startup which are not MSE are exempted only from depositing bid security amount .
21	9	Sr no.2 - Eligibility Criteria		Addition	Applicable relaxation will be allowed as per Govt. guidelines, subject to submission of relevant supporting documents
22	9	Sr no.3 - Bid Security		Addition	Bid Security can also be furnished in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt of a commercial Bank or online Payment in an acceptable form.

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23	10	Sr no.4 - Performance Bank Guarantee		Addition	Performance security can also be furnished in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or online payment in an acceptable form
24	30	Sr no.28 - Guarantee on Licenses		Addition	Notwithstanding anything contrary contained herein, the Successful Bidder shall indemnify any loss suffered by the Bank owing to the breach of any obligations specified in this clause.
25	14	Sr no. 13 - Land Border sharing Clause			Further as per the amendment and insertion of Rule 144 (xi) in the General Financial Rules (GFRs)2017, no procurement shall be made in violation of restrictions as imposed by Government of India Hence the cross border bidders needs to ascertain the appropriate approvals from competent authorities before bidding."
26	11	7. Scope of Work	Bidder is expected to integrate the entire solution with Bank's existing setup e.g. Servers, databases, Network Devices, Security Devices, Directory Setup, other applications etc.	Clarification	The solution should be able to integrate with all the standard devices. If integration of any platform/application requires development efforts, the same should be developed and integrated completed without any extra charges to Bank. Though Bank is currently not having any cloud based platforms for integration with PIM, the proposed solution should be capable of integrating with cloud based platforms.
27	11	7. Scope of Work	Bidder should not put any user wise / category-wise cap on the number of any particular category (i.e Database, Network, Windows Servers, Unix/Linux systems etc) within the overall cap of 400 users / 2000 devices.	Clarification	The 400 users refers to PIM users for whom activities will be monitored exclusive of service accounts.
28	11	7. Scope of Work	UAT Setup is required only at DC. UAT environment should be completely isolated from Production environment.	Clarification	Bidder is expected to create new UAT environment separately from PIM production environment. The infrastructure provided for UAT should support testing of various PIM related activities with minimum 10 users/50 devices concurrently, without any additional cost of PIM licenses to the Bank.
29	11	7. Scope of Work	For this resource utilization report should be submitted by onsite support person to Bank on regular basis as required by Bank.	Clarification	Bank will provide monitoring tool for resource monitoring like Memory, Hard Disk etc. onsite support person should use the tool for same and also maintain the logs and submit report to Bank .Frequency of report can be decided further with successful bidder.

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30	11	7. Scope of Work	Bidder is expected to integrate the entire solution with Bank's existing setup e.g. Servers, databases, Network Devices, Security Devices, Directory Setup, other applications etc. Bidder should not put any user wise / category-wise cap on the number of any particular category (i.e Database, Network, Windows Servers, Unix/Linux systems etc) within the overall cap of 400 users / 2000 devices. Bank reserves the right to remove / add any user / device within overall cap of 400 users / 2000 devices	Clarification	Bank's requirement is to integrate Bank's existing setup of various devices as mentioned in RFP. There should not be any category wise cap on users / devices. Bank may any point of time remove / add any user / device within overall cap of 400 users / 2000 devices. Any better/futuristic technologies for integration are allowed as per requirements / conditions prevailing as per RFP.
31	12	7. Scope of Work	Bidder shall provide post implementation technical support including any new devices integration. Bidder shall provide onsite support on 24x7x365 basis i.e. three shifts (one resource per shift) for post go live maintenance/support.	Clarification	The location for deployment of onsite support resource is DC loaction (CBD Belapur). However, scope of onsite support resource will be entire solution at DC (i.e. Primary, UAT, HA) and DR.
32	12	7. Scope of Work	Bidder shall also undertake to carry out implementation / operationalization including move, add, and delete changes / customization of such software updates, releases, Version upgrades.	Clarification	Solution should be capable for the mentioned activities as per industry standards and practices prevelant at the time. For any custom application integration process should be done without any extra charges to Bank.
33	12	7. Scope of Work	Scope of supply also includes all components, materials, accessories including racks with 42 U, redundant power supply, dimensions 600mm X 1000mm, perforated doors with dual door on backside and 1u swivel base foldable KVM Module with KVM switch having required ports and cables etc required to render the equipment's and systems offered complete in all respects even though every individual item may not have been specifically mentioned in the RFP.	Clarification	The Primary, HA and UAT setup will be at DC, Mumbai and DR setup will be at Hyderabad. The scope of supply is applicable to the entire setupall these setup as mentioned above.
34	12	7. Scope of Work	Latest Tape Drive or Library based backup solution should be provided with backup software and necessary licenses.	Clarification	Backup is required to be taken at DC side for the active setup. However, HA and DR should be in completely sync with DC as mentioned in RFP document.
35	13	10. On-site support	The on-site support should extend services like helpdesk, data backup, user management, application support , OS management ,database management/ maintenance, updation of data, patch updates, maintaining integrity of data, loading application upgrades, technical support for adhoc queries, backup / archival of data etc.	Clarification	All the activities mentioned in the clause are related to PIM solution only. However, wherever required onsite support engineer should co-ordinate with other teams for fulfilling requirements related to PIM.

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36	43	Annexure1A Point 1	The solution should be agentless without needing any agents to be deployed either on target or end points for access to the target devices and should support devices like but not limited to operating systems, databases, middle wares, network devices, security devices, storages, virtual environment etc	Clarification	Accessing target device from PIM solution should not require any agent or connector. However, for privileged user to access pim solution biometric device can be used as a 2FA while logging into PIM which can be standard biometric devices available in the industry. However, any current and futuristic options not involving agents / connectors can be proposed.
37	44	Annexure1A Point 18	It should be able to provide multi-AD / multi domain integration	Clarification	Currently Bank is having single domain however solution should be capable of integration with multi domain/multi-AD.
38	44	Annexure1A Point 25	It should provide Single Sign On [SSO] to all devices without any agents, connectors or adaptors. It should make all accesses password less.	Clarification	Accessing target device from PIM solution should not require any agent or connector. However, for privileged user to access pim solution biometric device can be used as a 2FA while logging into PIM which can be standard biometric devices available in the industry. However, any current and futuristic options not involving agents / connectors can be proposed.
39	44	Annexure1A Point 26	It should not need any agents or connectors to access the devices	Clarification	Accessing target device from PIM solution should not require any agent or connector. However, for privileged user to access pim solution biometric device can be used as a 2FA while logging into PIM which can be standard biometric devices available in the industry. However, any current and futuristic options not involving agents / connectors can be proposed.
40	44	Annexure1A Point 27	It should not need to install any clients on the end points to access the PIM solution	Clarification	Accessing target device from PIM solution should not require any agent or connector. However, for privileged user to access pim solution biometric device can be used as a 2FA while logging into PIM which can be standard biometric devices available in the industry. However, any current and futuristic options not involving agents / connectors can be proposed.

Note : Since there are no changes in the original RFP clause for few queries/requests raised by bidders, they are not included above.