

**Dated 30.05.2023**

**CORRIGENDUM -1**

**(Tender Reference No. CO/DIT/PUR/2023-24/380)**

In reference to the Request for Proposal (RFP) Document for Augmentation, Refresh of EMS & Security solution of Bank, Tender reference no. CO/DIT/PUR/2023-24/380 dated 09.05.2023, all interested bidders are hereby informed that the Changes/Clarifications/Revisions/Addendum as per Corrigendum are to be taken into account for bid submission. Bidders are requested to note and comply accordingly.

**The last date of bid submission is extend from 07/06/2023 to 15/06/2023 by 15:00 hrs.**

<b>SN o</b>	<b>Page No</b>	<b>Point/Section/Clause/ Sub clause</b>	<b>Query T_380</b>	<b>Bank's Response</b>
1	Page 13	7/7.1/4	Bidder is required to provide OEM Professional Services for EMS components, EPP, etc.-Please change the clause from "Bidder is required to provide OEM Professional Services for EMS components, EPP, etc." to "Bidder is required to provide Professional Services for EMS components, EPP, etc."	No change. Please be guided by the RFP terms.
2	Page 15	7/7.1/38	The Proposed Solution should support all heterogeneous OS, Database, Hypervisor, Container Platforms etc - Please help us understand the scope of this point as the solutions mentioned in the RFP are supported on Windows OS with Oracle or MS SQL DB or are shipped with built DBs	The Proposed Solution should support all heterogeneous OS, Database, Hypervisor, Container Platforms etc. - This clause is in reference to EPP, EDR, Server Monitoring etc. solutions run on heterogeneous environments. for example - EPP for Windows/Linux/Other OS, EDR for Windows/Linux/Other OS etc.
3	Tech Spec s	1.EPP-34	The proposed solution must support adding whitelisting and Black listing of Url's/Domain.- a) Malicious Domains are blocked using the web reputation technology. B) Custom URLs and Domains can be blocked using FW Policy. C) However for whitelisting domains, pls. consider using web	No change. Please be guided by the RFP terms.

			security technologies for better control and security.	
4	Tech Specs	2. EDR-22	The Successful bidder has to deploy EDR agent on multiple OS like Windows, Linux/Unix and CentOS - Windows, Linux and Mac Supported for EDR. Can we exclude Unix from the requirement.	Bidder has to comply the point through additional software.
5	Page 29	7 /7.2.8.1 /8	The bidder has to host the ISMS documents in the helpdesk portal which are being operated and maintained manually now.- Require more information about ISMS documents? How Helpdesk should maintain them? Are they some sort of Knowledge documents?	ISMS is an internal document where Bank intends to create workflow in the Ticketing Tool for ISMS processes.
6	Tech Specs	2.EDR -78	Solution must have Detection and Response and events correlation across Server, Endpoints to reduce overall MTTD, MTTR & MTTP for CBI.- Please provide the KPI's for us to estimate the scope in delivering these key parameters.	KPI will be provided to successful bidder.
7	Tech Specs	3. Sandboxing /1	The proposed solution should be an on premise, dedicated hardware appliance with purpose built operating system that integrates with other security products locally on the network and also to deliver network sandbox rapid response updates to endpoints when a new threat is detected enabling faster time-to-protection and reducing the spread of malware. The solution should perform the functions such that no on premise data to be shared outside of the banks premises to public cloud. The solution should be tightly integrated with EDR solution and must share the threat intelligence for coordinated attack prevention & detection. -- Can this clause be changed to "The proposed solution should be an on premise, dedicated hardware appliance with purpose built operating system that integrates with other security products locally on the network as	Data should go to only OEM's database for Threat intelligence and AV definition.

			well as with current Endpoint Security solution to update them with threats identified by the proposed Sandboxing Solution thus enabling faster time-to-protection and reducing the spread of malware. The solution should perform the functions such that no on premise data to be shared outside of the banks premises to public cloud. The solution should be tightly integrated with EDR solution and must share the threat intelligence for coordinated attack prevention & detection."?	
8	Tech Specs	3. Sandboxing /4	The proposed solution must be on premise and capable to perform local analysis of the sample submissions with no analyzed data going outside bank's infrastructure. EDR solution must send the files to sandbox solution for static & dynamic analysis. The file submission should be automated completely by having the Brower plugin for files downloaded through web. --- Can this clause be changed to "The proposed solution must be on premise and capable to perform local analysis of the sample submissions. EDR solution must send the files to sandbox solution for static & dynamic analysis. The file submission should be automated completely by having the Brower plugin for files downloaded through web."? as by design the signature, anomaly and behavior of the analyzed files are updated in our Global Intelligence Network which in return updates the other Symantec security solutions implemented in the bank.	Data should go to only OEM's database for Threat intelligence and AV definition.

9	Tech Specs	3. Sandboxing /5	<p>The proposed appliance should uses static, heuristic and behavior analysis, web, and file reputation, to detect ransomware and advanced threats and detect multi-stage malicious downloads, outbound connections and command and control from malicious attachments and URLs. --- Can this clause be changed to "The proposed appliance should uses static, heuristic and behavior analysis, web, and file reputation, to detect ransomware and advanced threats and detect multi-stage malicious downloads, malicious attachments and URLs."? as blocking and controlling outbound connections to C&amp;C is a feature of Endpoint Protection and Proxy Solution</p>	The proposed solution should be able to provide the required feature either through EPP solution or EDR solution or through Sandboxing Solution.
10	Tech Specs	3. Sandboxing /10	<p>The proposed solution should not share the locally identified threat intelligence update outside of the bank's premises. -Can this Clause be removed from , "The proposed solution should not share the locally identified threat intelligence update outside of the bank's premises." as by design the signature, anomaly and behavior of the analyzed files are updated in our Global Intelligence Network which in return updates the other Symantec security solutions implemented in the bank.</p>	Data should go to only OEM's database for Threat intelligence and AV definition.
11	Tech Specs	3. Sandboxing /11	<p>The proposed solution should detect multi-stage malicious downloads, outbound connections and command and control from malicious attachments and URLs.--- Can this Clause be removed, as this one is a duplication of Clause no 5.</p>	The proposed solution should be able to provide the required feature either through EPP solution or EDR solution or through Sandboxing Solution.

12	Tech Specs	3. Sandboxing /14	The proposed solution should support Windows 7/8/10 and Microsoft 2012/2012 R2/2016/2019 /2022 operating environments for sandboxing. This requirement should be based on virtual execution and should not be Hardware or chip based function.--- Can this Clause be changed to, "The proposed solution should support Windows 7/10 operating environments for sandboxing. This requirement should be based on virtual execution and should not be Hardware or chip based function."	No change. Please be guided by the RFP terms.
13	16	44 / 7. Scope of Work, 7.1 Scope Summary	44. The Annual Technical Support (ATS) cost should be minimum 20% per year of the product cost of respective line item (All Years ATS to be same i.e. same percentage) o For example- If the solution cost for a particular item is Rs.100 as quoted for specific solution. In that case, ATS cost of Solution shall be of minimum 20 % of total cost of solution cost for that item i.e. Rs. 20 per year. And ATS cost for four years should be minimum = $20 \times 4 = 80\%$ of total solution cost as quoted for respective line items.----- EPP,EDR, Sandboxing licenses are with annual subscription basis. So the subscription value is going to remain same year on year. So the % defined for ATS & AMC may not be relevant for the subscription based licenses.	No change. Please be guided by the RFP terms.
14	10	Eligibility Criteria point# 12 -Bidder should have experience of having Supplied & implemented EPP Solution for at least 10000 Devices in at least one Scheduled Commercial Bank in India / PSU/ Govt. Organization	Bidder/OEM should have experience of having Supplied & implemented EPP Solution in at least one Scheduled Commercial Bank in India / PSU/ Govt. Organization	Please Refer to Corrigendum 1 for Revised Eligibility Criteria

15	65	Project timelines- Delivery of in-scope Application software and system software at DC and DRC -Deliver at Bank's location within 6 weeks from the date of acceptance of purchase order	Delivery of in-scope Application software and system software at DC and DRC - Deliver at Bank's location within 10 weeks from the date of acceptance of purchase order	Please Refer to Corrigendum 1 for Revised Timelines
16	65	Project timelines- Delivery of in-scope Hardware at DC and DRC -- Deliver at Bank's location within 14 weeks from the date of acceptance of purchase order	Delivery of in-scope Hardware at DC and DRC - Deliver at Bank's location within 18 weeks from the date of acceptance of purchase order	Please Refer to Corrigendum 1 for Revised Timelines
17	69	Penalty- The Liquidated Damages (LD) shall be 1% of amount for services including delivery and installation or goods which have been delayed for each week or part thereof (above 3 days will be treated as a week) for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract value.	The Liquidated Damages (LD) shall be 0.5% of amount for services including delivery and installation or goods which have been delayed for each week or part thereof (above 5 days will be treated as a week) for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract value.	No change. Please be guided by the RFP terms.
18	81	Payment Terms - New Application - (Ex. EDR, Asset Management Solution, APM Solution etc.) and for existing application bidder quoting new Solution instead of existing solution	80% - on delivery of License 10% On Successful Installation and acceptance of Solution /Application/Tool 80% - On submission of documentary proof of "Back to Back Agreement with OEM" to Bank for renewal	Please Refer to Corrigendum 1 for revised Payment Terms

19	81	Payment Terms- Existing Application ATS (1st Year) - (Ex. ITSM, Network Monitoring Tool, Server Monitoring Tool, EPP, etc.) – Yearly	10% - Successful Upgradation to latest version of software of Application / Tool. If already on the latest version payment will be released along with delivery 80% - On submission of documentary proof of “Back to Bank Agreement with OEM” to Bank for renewal 10% - On Successful Commissioning and Sign off by Bank of Solution/Application/Tool as per Scope of Work	Please Refer to Corrigendum 1 for revised Payment Terms
20	82	Payment Terms - Software ATS 2nd year onwards - System Software (OS, DB, etc.)	20% - Successful Upgradation to latest version of software Application / Tool and Sign off from Bank for upgradation. If already on latest version payment will be released on submission of documentary proof of “Back to Bank Agreement with OEM” to Bank for renewal 80% - On delivery of License 20% - On Successful Installation of Software	Please Refer to Corrigendum 1 for revised Payment Terms
21	82	Payment Terms - Delivery of Hardware (Appliance) – New	80% - On delivery of Hardware / Appliance based solution 20% - On Successful Installation of hardware/ Appliance based solution	Please Refer to Corrigendum 1 for revised Payment Terms
22	9	Eligibility Criteria. Pt 6	It is requested to please ensure that Bidder should have back to back authorization from OEM for Augmentation & AMC of x86 servers along with software ATS requirements as there are high chances that bidder may try to supply local/refurbished components in order to become L1. This will eventually impact the OEM warranty as materials are not purchased back to back from OEM. Hence in order to ensure Bank gets smooth support from OEM it is requested to get authorized and genuine products back to back from OEM only and not from local distributors/partners. Hence it is requested that Bidder should have OEM Authorization for this requirement too.	Bidder has to provide MAF for the components quoting in the tender as per Banks requirement.

23		Annexure 2	Can we get the service tag list to check the supportability for extended warranty support for all Products	The Serial Number may be obtained from OEM
24	81	Payment Terms New Application (Ex. EDR, Asset Management Solution, APM Solution etc.) and for existing application bidder quoting new Solution instead of existing solution- 30% On delivery of Licenses 30% On Successful Installation and acceptance of Solution /Application/Tool 40% On Successful Commissioning and Sign off by Bank of Solution/Application/Tool as per Scope of Work	Request Bank to amend this as 60% on delivery , 30% on On Successful Installation and acceptance of Solution /Application/Tool 10% On Successful Commissioning and Sign off by Bank of Solution/Application/Tool as per Scope of Work	Please Refer to Corrigendum 1 for revised Payment Terms

25	81	<p>Payment Terms Existing Application ATS (1st Year) (Ex. ITSM, Network Monitoring Tool, Server Monitoring Tool, EPP, etc.) – Yearly-- 30%</p> <p>On submission of documentary proof of “Back to Back Agreement with OEM” to Bank for renewal 30%</p> <p>Successful Upgradation to latest version of software of Application / Tool. If already on the latest version payment will be released along with delivery 40%</p> <p>On Successful Commissioning and Sign off by Bank of Solution/Application/Tool as per Scope of Work</p>	<p>Request Bank to amend this as 70%</p> <p>On submission of documentary proof of “Back to Back Agreement with OEM” to Bank for renewal 20%</p> <p>Successful Upgradation to latest version of software of Application / Tool. If already on the latest version payment will be released along with delivery 10%</p> <p>On Successful Commissioning and Sign off by Bank of Solution/Application/Tool as per Scope of Work</p>	<p>Please Refer to Corrigendum 1 for revised Payment Terms</p>
26	82	<p>Payment Terms Software ATS 2nd year onwards-- 60%</p> <p>On submission of documentary proof of “Back to Bank Agreement with OEM” to Bank for renewal 40%</p> <p>Successful Upgradation to latest version of software Application / Tool and Sign off from Bank for upgradation. If already on latest version payment will be released on submission of documentary proof of “Back to Bank Agreement with OEM” to Bank for renewal</p>	<p>Request Bank to amend this 100%</p> <p>On submission of documentary proof of “Back to Bank Agreement with OEM” to Bank for renewal as if it is under OEM renewal then under renewal -OEM gives all latest version only. And for OEM ATS - it is OEM renewal only and Bidder has to pay advance only to OEM for renewal.</p>	<p>Please Refer to Corrigendum 1 for revised Payment Terms</p>

27	82	Hardware Appliance – AMC – New / Existing Solution- Quarterly AMC will be paid quarterly in arrears	Please help to amend this as AMC will be Yearly advance as this is Product renewal only and OEM takes advance payment only.	Please Refer to Corrigendum 1 for revised Payment Terms
28	66	AMC / ATS - Annexure 2- BOQ -AMC of Existing Hardware AMC	Please help for serial number of Asset for AMC of Hardware. And Please share the existing infra /version details for ATS of existing solution	The Serial Number may be obtained from OEM
29	11	Eligibility Criteria -- The Proposed OEM"s ITAM Solution should have been supplied and implemented in at least one Scheduled Commercial Bank in India having minimum 1000 branches	Request you please amend the clause as " The Proposed OEM"s ITAM Solution should have been supplied and implemented in at least one BFSI "	Please Refer to Corrigendum 1 for Revised Eligibility Criteria
30	13	Scope --The bidder is required to augment, supply, install existing Dell x-86 Servers at Bank's DC and DRC	Request Bank to Clarify this term as Supply of x86 server as there is no Supply of X86 servers	Only augmentation of Server is required.
31	13	Annexure 2- BOQ- REDHAT	Please help to clarify that What will be the implementation scope for Red Hat VDC (Virtual Datacentre)	The bidder has to install the software in the VM architecture as per Bank requirement.
32	N/A	Annexure 12 - Technical Specification- EPP - Highly Accurate Machine Learning: 20. Machine learning module should be able to extract multiple features from file for ex: who, when, where info, import table, header, opcode, packer existence etc. and compare it with machine learning model and predict the maliciousness of the file.	Modification Requested: Machine learning module should be able to extract multiple features from file for ex: who, when, where info, import table, header, opcode, packer existence and compare it with machine learning model and predict the maliciousness of the file based on technical feasibility of the solution.	No change. Please be guided by the RFP terms.
33	N/A	Annexure 12 - Technical Specification - EPP -	Clarification Requested: Request Bank to provide clarification	The solution should be able to provide log to

		Centralized Management console and Visibility: 65. The management console should support API integration to integrate programmatically with another security tools.	on existing security solution which they are looking for API integration with Centralized Management Console	SIEM and SOAR solution of the Bank
34	N/A	Annexure 12 - Technical Specification--- EPP - PSP support: 67. The proposed OEM vendor should provide highest level of support and should assign a designated Technical Account Manager( TAM) on OEM payroll for addressing all critical issues whenever a support ticket is raised	Clarification Requested: Request bank to clarify requirement for OEM TAM onsite or remotely support.	Remote access to the server will not be provided to outside Bank network. As per the criticality of the event OEM has to provide the support on call or onsite support. The bidder has to maintain the SLA clause of the RFP.
35	N/A	Annexure 12 - Technical Specification -- EPP - Alerts and Reports: 85. The proposed solution should be integrated with the Bank's current security and IT operation systems like SOC, AD, email and SIEM (& SOAR)	Information Requested: Does bank requesting proposed solution to direct integration with SOAR or via SIEM? Request Bank to Share Existing SIEM & SOAR detail for bidder to validate integration compatibility with proposed solution.	The proposed solution should be directly integrated with the Bank's security and IT operation systems like SOC, AD, email and SIEM (& SOAR). The solution is of RSA.
36	N/A	Annexure 12 - Technical Specification--- EDR: 17. Integration with multiple tools.	Information Requested: Request Bank to share details on Multiple tools mentioned in this requirement so bidder can validate compatibility in advance. Also, request Bank to share total number of integration expected in this project with EDR solution.	It should be integrated with EPP, SIEM, SOAR and other regulatory requirement during the contract period.
37	N/A	Annexure 12 - Technical Specification-- EDR: 21. Bidder has to install all the agents on all the endpoints	Clarification Requested: Bidder has to deploy agent on all systems remotely from Centralize location of the Bank? Also, request Bank to provide any existing remote deployment tool which bidder can use to deploy agent on all systems which include	Bidder may install the agent remotely from centralized location. Bank is using KACE tool for the deployment of agents.

			Windows, MAC, Linux etc. environment	
38	13	7.1 Scope Summary -9. The Bidder can quote for the new solution for any of the existing solution and till the time new solution is implemented as per Bank requirement, Bidder is required to provide the AMC/ATS support for the existing solution running in the Bank till the new solution is made live. For the new solution Bidder has to include the product cost, implementation cost and ATS cost in their commercial proposal.	Information Requested: Request Bank to provide existing Solution Details so Bidder can validate technical capability / feasibility for providing the support.	Please refer to Section 7 of the RFP for the existing solution details in Scope of Work.
39	15	7.1 Scope Summary - 24. During the period of the contract, all upgrades/updates or requirements in hardware, software, licensing, implementation of upgrades/patches/version changes etc., due to whatsoever reason including but not limited to EOL or EOS, shall be done by the bidder within stipulated time but not later than one month without any additional cost to the Bank. EOS/EOL solution will not be accepted and if any solution is declared EOS/EOL during the period of contract, the bidder shall do the necessary	Modification Requested: Request Bank to Remove this Clause or remove no cost clause on Hardware, Software License, as this may depends on Bank environment changes at every upgrade on Hardware, Software license (OS, DB license or solution feature license) may require additional cost as per technical feasibility of the existing solution.	No change. Please be guided by the RFP terms.

		upgrade as stated above, at no additional cost to the Bank.		
40	15	7.1 Scope Summary - 33. The bidder shall do regular backup of the solutions as per the defined Bank's backup policy.	Clarification Requested: for Backup, Bank will provide existing Backup solution for DB, File and Folder or Bidder have to factor separately?	Bidder has to manage and monitor backup of the solution.
41	16	7.1 Scope Summary -- 36. The successful bidder shall migrate all the data from existing solution in Bank to new Solutions procured through this RFP.	Information Requested: Request Bank to provide information on Existing solution details.	Please refer to Section 7 of the RFP for the existing solution details in Scope of Work.
42	28	7.2.6 Integrated Dashboards with Display Panel/TV --- Dashboard should display asset list and capture details including name, location, owner, branch, IP address, platform details etc.	Modification Requested: Dashboard should display asset list and capture details including name, location, owner, branch, IP address, platform details etc. as per technical feasibility of the solution.	No change. Please be guided by the RFP terms.
43	28	7.2.6 Integrated Dashboards with Display Panel/TV-- Dashboard should have option for reports like but not limited to disk space utilization, peak memory utilization etc.	Modification Requested: Dashboard should have option for reports like but not limited to disk space utilization, peak memory utilization etc. as per Technical Feasibility of the Solution.	No change. Please be guided by the RFP terms.
44	43	7.2.8.6 Endpoint Protection Solution -- 27. The bidder shall ensure that faults and failures intimated by Bank are set right within 24 hours of being informed of the same.	Modification Requested: The bidder shall ensure that faults and failures intimated by Bank are set right within 24 hours of being informed of the same as per solution technical feasibility.	The bidder has to maintain the Service levels given in the RFP.

45	44	7.2.8.6 Endpoint Protection Solution --- 30. The successful bidder has to resolve any operating system and application software, etc. problems for successful installation and operations.	Modification Requested: Request Bank to modify / remove this clause as installing Operating system or any Bank's Application will require Bank Other Dept. support Team as per respective OS and Application Owner and support Team.	The bidder has to resolve any issue pertaining to EPP in the end devices.
46	44	7.2.8.6 Endpoint Protection Solution --- 33. During the support period, the successful bidder should maintain the acceptance criteria and shall be responsible for all costs relating to service, Maintenance (preventive and corrective), technical support and transport charges from and to the sites in connection with the maintenance of the Solution.	Modification Requested: Request Bank to exclude any Hardware Transport charges between Bank DC, DR or any branch location.	The transport charges are relating to movement of bidder resources for providing the maintenance and Technical support at DC and DRC.
47	16	7 -Scope of Work, Point 44  The Annual Technical Support (ATS) cost should be minimum 20% per year	20% ATS cost is too high and not that we worked in any RFP. OEM have standard payment terms and we request this to be modified to 5% to 8% per annum.  Bank should give little relaxation on the payment terms for the max participation from the perspective of qualified bidder participation	No change. Please be guided by the RFP terms.

48	81	19-- General Terms, Payment Terms  New Application (Ex. EDR, Asset Management Solution, APM Solution etc.) and for existing application bidder quoting new Solution instead of existing solution  30% on delivery, 30% acceptance and 40% Sign-off	We request bank to change the payment terms, OEM have their advance payment terms with the bidders, accommodating these terms will be very difficult from qualified bidder participation perspective.  Bank should give little relaxation on the payment terms for the max participation from the perspective of qualified bidder participation	Please Refer to Corrigendum 1 for revised Payment Terms
49	81	19- General Terms, Payment Terms  Existing Application ATS (1st Year) (Ex. ITSM, Network Monitoring Tool, Server Monitoring Tool, EPP, etc.) – Yearly	For the existing application since the system and software are already installed and being used by the Bank. There is no case and option of having deferred payment with any of the payment  Bank should give little relaxation on the payment terms for the max participation from the perspective of qualified bidder participation	Please Refer to Corrigendum 1 for revised Payment Terms
50	55	20- Proposed solution must store historical transactions logs for reporting and reference further used to determine the historical trends.	What's the log retention period expected by the bank, will need for hardware sizing	log retention period will be 180 days
51	81	19	New Application request to update the payment terms to 70,20,10	Please Refer to Corrigendum 1 for revised Payment Terms
52	81 & 82	19	Existing Application ATS request to update the payment terms to 70,20,10	Please Refer to Corrigendum 1 for revised Payment Terms
53	82	19	Software ATS 2nd year onwards request to update the payment terms to 80,20	Please Refer to Corrigendum 1 for revised Payment Terms
54	82	19	System Software (OS, DB, etc) request to update the payment terms to 80,20	Please Refer to Corrigendum 1 for revised Payment Terms

55	82	19	Delivery of Hardware (Appliance) – New request to update the payment terms 70, 20,10	Please Refer to Corrigendum 1 for revised Payment Terms
56	82	19	Hardware Appliance – AMC – New / Existing Solution request to update the payment terms to quaterly advance	Please Refer to Corrigendum 1 for revised Payment Terms
57	82	19	Request to add up out of scope work in the RFP at additional cost if requested.	Detailed Scope of work is defined in the RFP document and the bidder has to successfully commission the solution. The bidder has to quote in their bid for all in scope components required for successful commissioning.
58	17	7	point 55, Whether Bank is going to install the Hardware, Application, DB, OS, VM ?	Bank will provide VM on Windows OS. For any other components Bidder has to supply, install and commission the solution on the Banks network
59	27	7.2.5	OEM Professional Services, Please clarify whether the end to end deployment is to be done by the OEM or Bidder	All the deployment is to be completed by bidder or as mentioned in the RFP document.
60	9	2	We are considering Bidder/OEM for Eligibility criteria as mentioned on the heading of the table "Eligibility of the Bidder/OEM"	In Eligibility Criteria, Bidders' (S.No 1 to 12) and OEM's (S.No 13 to 17) eligibility is clearly mentioned.
61	103	45	Request bank to consider "Bids shall remain valid for 90 days from the last date of bid submission."	No change. Please be guided by the RFP terms.
62	65	8	8.3 Request bank to consider 6 weeks from the date of delivery of hardware	Please Refer to Corrigendum 1 for Revised Timelines
63	65	8	8.4 Request bank to consider Within 10 weeks from the date of delivery of Software.	Please Refer to Corrigendum 1 for Revised Timelines

64	65	8	8.5 Request bank to consider In case of new Solution – Installation and migration of application to new solution within 14 Weeks of acceptance of Purchase Order OR Bidder has to provide AMC/ATS of the Existing Software from the date of expiry of existing AMC/ATS as per Bill of Material Annexure-2 till Migration/Upgrade of mentioned Software as per the scope of work and Minimum Technical Specification given in Annexure-12.	No change. Please be guided by the RFP terms.
65	65	8	8.6 Request bank to consider Within 30 Weeks from the date of acceptance of Purchase Order	Please Refer to Corrigendum 1 for Revised Timelines
66	69	11	Request Bank to consider The Liquidated Damages (LD) shall be 0.5% of amount for services including delivery and installation or goods which have been delayed for each week or part thereof (above 3 days will be treated as a week) for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 5% of the contract value.	No change. Please be guided by the RFP terms.
67	88	20.8	We propose to delete this clause. Liquidated damages for SLA Default	No change. Please be guided by the RFP terms.
68	96	30	We propose to modify this clause:  The Bidders aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals and limited to the value of the contract. The Bidders liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights(if any) or breach of confidentiality obligations shall be unlimited. In no	No change. Please be guided by the RFP terms.

			<p>event shall the Bank be liable for any direct, indirect, incidental or consequential damages or liability, under or in connection with or arising out of this tender and subsequent agreement or services provided. The bidder should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank. NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, OR LOSS OF DATA, OR INTERFERENCE WITH BUSINESS, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. THE LIMITATIONS SET FORTH IN THIS SECTION 15.5 SHALL NOT APPLY TO SERVICE PROVIDER'S LIABILITIES ARISING FROM ANY CLAIMS FOR PROPERTY DAMAGE, INJURY OR DEATH, INDEMNITY LIABILITIES STATED IN SECTION 14, OR SECTION 16 (CONFIDENTIAL INFORMATION).</p>	
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69	119	4	We propose to modify this clause: Notwithstanding anything to the contrary contained herein, the confidential information shall continue to remain confidential until 3 years post the termination or expiration of the agreement. it reaches the public domain in the normal course	No change. Please be guided by the RFP terms.
70	81-	Payment Terms on New Application - (Ex. EDR, Asset Management Solution, APM Solution etc.) and for existing application bidder quoting new Solution instead of existing solution- 30% On delivery of Licenses - 30% On Successful Installation and acceptance of Solution /Application/Tool 40% On Successful Commissioning and Sign off by Bank of Solution/Application/Tool as per Scope of Work	Please give relaxation on Payment term as under 70% on delivery , 30% on on Successful Installation and acceptance of Solution /Application/Tool	Please Refer to Corrigendum 1 for revised Payment Terms
71	81	Payment Terms Existing Application ATS (1st Year) (Ex. ITSM, Network Monitoring Tool, Server Monitoring Tool, EPP, etc.) – Yearly- 30% - On submission of documentary proof of “Back to Back Agreement with OEM” to Bank for renewal 30% Successful Upgradation to latest version of software of Application / Tool. If already on the latest version payment will be released along with delivery	Please give relaxation on Payment term as under 90% - On submission of documentary proof of “Back to Back Agreement with OEM” to Bank for renewal 10% -Successful Upgradation to latest version of software of Application / Tool. If already on the latest version payment will be released along with delivery	Please Refer to Corrigendum 1 for revised Payment Terms

		40% On Successful Commissioning and Sign off by Bank of Solution/Application/Tool as per Scope of Work		
72	82	Hardware Appliance – AMC – New / Existing Solution- Quarterly - AMC will be paid quarterly in arrears	Please give relaxation on Payment term as under - Yearly advance. OEM takes advance as now most of PSU consider and gives yearly advance.	Please Refer to Corrigendum 1 for revised Payment Terms
73	66	AMC / ATS - Annexure 2- BOQ- AMC of Existing Hardware AMC	Please help for serial number of Asset for AMC of Hardware.	The Serial Number may be obtained from OEM
74	11	Eligibility Criteria - The Proposed OEM"s ITAM Solution should have been supplied and implemented in at least one Scheduled Commercial Bank in India having minimum 1000 branches	Please give relaxation on " The Proposed OEM"s ITAM Solution should have been supplied and implemented in at least one BFSI / PSU.	Please Refer to Corrigendum 1 for Revised Eligibility Criteria
75	11	Eligibility Criteria- Bidder should have experience of having 1. Supplied & implemented EMS solution such as Service Desk / Network / Server Monitoring and Management tools 2) Supplied & implemented EPP Solution for at least 10000 Devices in at least one Scheduled Commercial Bank in India / PSU/ Govt. Organization	Bidder should have experience of having 1. Supplied & implemented EMS solution such as Service Desk / Network / Server Monitoring and Management tools 2) Supplied & implemented EPP Solution for at least 8500 Devices in at least one Scheduled Commercial Bank in India / PSU/ Govt. Organization	Please Refer to Corrigendum 1 for Revised Eligibility Criteria

76	90	Indemnity	<p>Kindly replace indemnity clause with below mentioned text:</p> <p>a. Indemnification The Licensor hereby indemnifies Licensee from costs and expenses arising from infringement of unaffiliated third party rights by the Software Solution provided that: (1) Licensor is given prompt notice of the claim; (2) Licensor is given immediate and complete control over defense and/or settlement of claim, and Licensee fully cooperates with Licensor in such defense and/or settlement; (3) Licensee does not prejudice in any manner Licensor's conduct of such claim; and (4) the alleged infringement is not based upon use of Software Solution in a manner prohibited under this Contract, in a manner for which Software Solution was not designed, or in a manner not in accordance with Specifications.</p> <p>b. Altered Version The Licensor shall have no liability for any claim of infringement based on (a) use of a superseded or altered version of Software Solution if infringement would have been avoided by use of a current or unaltered version of Software Solution which Licensor made available to Licensee or (b) combination, operation or use of Software Solution with software, hardware or other materials not furnished by Licensor.</p> <p>c. Liability The foregoing states Licensor's entire obligation and liability with respect to infringement of any intellectual property right.</p>	No change. Please be guided by the RFP terms.
77	98	Intellectual Property Rights	<p>Kindly add below mentioned text under Intellectual Property Rights</p> <p>Intellectual Property Rights</p> <p>a. the Licensor hereby confirms that:</p> <p>i. to the best of Licensor's knowledge, the Software Solution does not</p>	No change. Please be guided by the RFP terms.

			<p>infringe upon any intellectual property of any third party.</p> <p>ii. All Intellectual Proprietary Rights in Software Solution, Updates, Confidential Information and Trademarks belong to Licensor and have been duly procured by Licensor from authorised sources.</p> <p>b. the Licensee hereby states that;</p> <p>i. The Licensee hereby expressly disclaims any and all Intellectual Proprietary Rights in the Software Solution.</p> <p>ii. The Licensee shall promptly notify the Licensor of any unauthorized third-party duplication, distribution or use of Software Solution which comes to attention of Licensee and shall provide the Licensor with whatever reasonable assistance as necessary to (i) stop such activities and (ii) recover and / or destroy such unauthorized copies.</p> <p>iii. The Licensee shall not attempt to register any of Trademarks, company names or trade names or any logo used or associated with Software Solution nor shall the Licensee attempt to develop or in any way develop any products, which is similar to any portion of Software Solution.</p> <p>iv. All Intellectual Property Rights in respect of Software Solution delivered to Licensee under this Contract and subsequent support and services including but not limited to product fixes, modifications or enhancements that are either release generally (such as commercial product service packs) or that are provided to Licensee when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) shall belong exclusively to Licensor.</p>	
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78	100	Termination	Kindly delete below mentioned text Notwithstanding anything contained in this RFP, the Bank shall be entitled to terminate the Contract with the bidder without assigning any reason at any time by giving (90) days written notice to the bidder.	RFP Point Prevails
79	General	General	<p>Following clause is missing. Please include:</p> <p>Limitation of Liability Licensor's liability under this contract is limited to the amount of fees considerations received by it reduced by the associated costs, till such time as the Software Solution is under warranty from Licensor. After expiry of warranty and provided the Client has entered into an Annual Maintenance Contract (AMC) for maintenance and support of the Software Solution, such liability will be limited to the amount of AMC fees paid to Licensor during the calendar year of such claim. Under no circumstances shall the liability of Licensor regardless of the nature of claim whether in contract, tort, strict liability or any other theory of liability, exceed the amount mentioned above. The aforesaid limitation does not apply to any liability of the Licensor towards violation of third-party Copyrights / Intellectual Property Rights or for any loss or damages caused to the Bank's premises or property, solely attributable due to the acts of the Licensor/ Licensor's employees, representatives. The Licensor shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use, data, profit, income, business, anticipated savings, reputation, and more generally, any loss of an economic or financial nature, which may be deemed as consequential</p>	No change. Please be guided by the RFP terms.

			incident of the claim. The foregoing states and constitutes the entire obligations and liabilities of Licensor to Licensee.	
80	25	7.2.1.1.4	Please share the license count of the below mentioned applications: 1) Visual Studio Professional (standard) 2022 2) Visio professional 2021 (or Latest Version) 3) Windows Server 2022 - Device CAL	Already available in Bill of Material 1) Visual Studio Professional (standard) 2022 - 3 Number 2) Visio professional 2021 (or Latest Version) - 1 Number 3) Windows Server 2022 - Device CAL - 30500 Number
81	18	7.2.1	Can the Bidder propose the existing Antivirus solution that is being used by the bank as part of their solution?	Yes
82	Point no 3 page no. 9 Section 2 Eligibility Criteria	The bidder must have an annual turnover in India of INR 100 Crores per annum in the last three financial years (i.e. 2020-21, 2021-22, 2022-23) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies	Request CBI Bank to please relax this clause for MSE's bidder who are technically compliant and who have similar experience of implementing EMS solutions in Banks & BFSI domain. OR We request CBI bank to consider the Average turnover of last 3 years of balance sheet 2019-2020, 2020 – 2021 and 2021-2022 at least 20 Crores.	No change. Please be guided by the RFP terms.
83	Point no 12 page no. 10 Section 2 Eligibility Criteria	Bidder should have experience of having 1. Supplied & implemented EMS solution such as Service Desk / Network / Server Monitoring and Management tools 2) Supplied & implemented EPP Solution for at least 10000 Devices	We request Bank to kindly modify below clause "Supplied or Implemented or Sustenance Support of EPP Solution for at least 10000 Devices"	Please Refer to Corrigendum 1 for Revised Eligibility Criteria

84	Point no. 6 page 13 7 Scope of Work 7.1 Scope Summary	The bidder is required to augment, supply, install existing Dell x-86 Servers at Bank's DC and DRC. Bidder is also required to provide AMC and maintain the same for the period of contract. For existing Dell x-86 servers details refer to Annexure – 02: Bill of Material	We request bank to remove this point from the RFP as OEM will support and share best prices to existing incumbent vendor of the Bank.	No change. Please be guided by the RFP terms.
85	Point no. 23 page 14 7 Scope of Work 7.1 Scope Summary	The bidder shall replace and upgrade the out-of-support, out-of-service, end-of-life (EOL), end of support (EOS) undersized infrastructure elements as soon as the respective OEM announced the same at no additional cost to the bank throughout the 5 years of contract period. The bidder shall carry out such Replacement & upgradation of components (Appliance & Software) before due date. Failure to replace within three months of intimation by Bank will be treated as violation of SLA, Bank will procure the new solution as same, and cost will be deducted from payables/ payments as penalty or by invoking performance guarantee	We request bank to remove this point from the RFP as OEM will support and share best prices to existing incumbent vendor of the Bank.	No change. Please be guided by the RFP terms.
86	Section 7.2.1 Point	In case the bidder is quoting for a new solution, bidder has to install the solution	We request Bank to please remove the clause and request bank to please ask the existing vendor to Support for additional 6 months for the smooth	No change. Please be guided by the RFP terms.

no. 6 Page no. 19 7.2.1 Existi ng and New Appli catio ns	<p>(software on Client PC"s, Operating System, Database, Application etc. any other component to make the system live) on the VM infrastructure on Windows environment and commission the system on the Banks network before 30.09.2023. In case the bidder is not able to make the solution commission on the Banks network before 30.09.2023, the Successful Bidder should renew the existing licenses till the time; the new solution is commissioned on the Banks network. Bidder has to provide all the components to make the solution successfully live on the Banks environment. The Bank's preferred DB is Oracle DB as bank already has Oracle ULA in place. In case if Bidder proposes any database other than Oracle DB, the Bidder has to provide the same in Annexure – 02: Bill of Material. The bidder needs to ensure that any other software required to make solution operational, bidder needs to factor the same in Annexure – 02: Bill of Material.</p>	<p>migration of the solutions as the existing vendor have the current infra &amp; solution visibility and the successful bidder can focus on the delivery of the solutions mentioned in the RFP. "In case the bidder is not able to make the solution commission on the Banks network before 30.09.2023, the Successful Bidder should renew the existing licenses till the time; the new solution is commissioned on the Banks network. Bidder has to provide all the components to make the solution successfully live on the Banks environment."</p>	
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87	Point no. 34. b. Page 35 7.2.8 .4	Network Management System (NMS) - 34. b) Quick identification of network and application reliability and performance issues with deep packet inspection	Our proposed can provide detailed Net Flow analysis. We would need more information on deep packet inspection w.r.t Bank requirement	Solution should be able to examine and manage network reliability and traffic by packet filtering to locate, identify, and reroute packets with specific data or payloads.
88	Point no. 38. Page 36 7.2.8 .4	Network Management System (NMS) - 38. Solution shall have the capability to configure different polling speeds for different devices in the managed infrastructure with capability to poll critical devices using minimum 30 second poll periods.	We request bank to please modify this clause to for only key ports polling can be reduced to 1 min	No change. Please be guided by the RFP terms.
89	Point no. 3 page no. 18 7.2.1 Existing and New Applications	The bidder may renew the existing licenses and install the additional feature in the existing system as per the technical Specifications given in the RFP or bidder may quote for a new solution as per the technical Specifications given in the RFP. The bidder has to renew/Provide ATS for the licenses (Quantity as mentioned in Annexure – 02: Bill of Material) from date 01st Oct 2023 to 30th Sept 2028.	We request bank to clarify if Bank intends to bring new solution which are running successfully in other PSU bank in India. As renewal of existing solution will give edge to incumbent provider (SI/OEM) because renewal of any solution consist very less cost, whereas any bidder who intends to bring enterprise class tool which is successfully running in other PSU will come at higher cost than existing renewal. Also existing SI/OEM will have advantage over any other SI/OEM.	No change. Please be guided by the RFP terms.
90	21	7.2.1.1.3 Asset Management including HW, SW & Network	Please share the count of named and/or concurrent asset agent users needed by Bank (team which modifies assets, asset manager, etc). This is required for licensing of ITAM solution.	Number of client is mentioned in Bill of Material.
91	23	The solution should provide Device hardware and software inventory of Mobile Devices also with	Please share Bank's Mobile Device Management (MDM) solution details which would be considered for integration with ITAM solution. Our solution can integrate with an MDM	MDM solution is of VMware

		support for iOS & Android platforms	to federate mobile device inventory.	
92	24	The solution should support bare metal provisioning where-in existing servers can be re-imaged	Bare metal solution is beyond the scope of ITAM, hence request Bank to remove this point. Else please suggest if we need to include a provisioning solution.	It is requirement of the RFP
93	24	The solution must be able to perform compliance checks as PCI, SCAP 1.2 to ensure compliance as per RBI guidelines	Compliance scan is beyond the scope of an ITAM solution, hence request Bank to remove this point. Else, please suggest if we need to include any compliance/security scan solution.	It is requirement of the RFP
94	24	Sizing of Solutions (quantities)	Please advise if desktops/laptops/workstations are part of ITAM solution? We need count of desktops/laptops/workstations to license the Discovery component of ITAM solution.	Sizing is already given in Bill of Material
95	24	Server count confirmation for physical and virtual servers.	Kindly confirm count of Servers. As per page 24 it is 1900, however as per Bill Of Material, it is 950. Please also share count of physical servers of ESX and Nutanix. It is needed to calculate Discovery license of ITAM solution.	The count is already mentioned in RFP Inventory (Asset) Management 1900–Servers, it includes Physical servers of ESX & Nutanix, Virtual Servers. 100-Storage, 10500-network devices and Software
96	32	Solution should have built in reports and can generate custom reports such as Executive Report, Detection Life Cycle Report, and End Point Compliance Report, Top 10 reports for different categories and Health Reports etc. The successful bidder has to provide reports as per the Banks requirement	The 'Detection Life Cycle and End Point Compliance Report' are not part of DC monitoring/IT Operations, but part of Patching /Governance/Vulnerability detection system. Request the bank to remove these from IT Operations section.	It is requirement of the RFP.

97	33	NMS should support monitoring/managing using SNMP v3 and Rest API Integration with SDWAN controller. SDWAN and Non SDWAN devices should be managed from same platform.	NMS integration with SDWAN solution will be done basis technical feasibility. Project team would study the environment and propose best integration option during workshop phase. It is possible that available REST API may not be complete, hence request bank to change REST API to 'any technically viable' approach	It is requirement of the RFP.
98	39	Bank will not provide any remote session like team viewer, WebEx etc for any kind of installation, bug fixing, updated and upgrade on entire project tenure.	Request Bank to reconsider opening webex/remote screen sharing during project deployment phase, as OEM support may require to look into the system for expediting issue resolution.	Remote access to the server will not be provided to outside Bank network. As per the criticality of the event OEM has to provide the support on call or onsite support. The bidder has to maintain the SLA clause of the RFP.
99	41	Tools should provide reporting to design, generate, and publish scheduled, on-demand, and by-exception reports in PDF, HTML, RTF, PPT, and other formats	Standard reports from system are available in PDF, CSV. However since all data is available in centralized RDBMS, it can be extracted to report in any format as needed.	No change. Please be guided by the RFP terms.
100	13	7.1 Scope Summary	<p><u>Existing</u> Clause</p> <p>Central Bank of India intends to appoint a proven &amp; experienced Bidder to Supply, Install/ Implement, Configure and Migrate data/upgrade from existing solution to augmented solution for the EMS components such as Helpdesk Portal, Change Request Management, Ticketing tool, Server Hardware Monitoring, Network Infrastructure Monitoring, Application Performance Management Solution, Asset Management Solution, End Point Protection Solution, Endpoint Detection &amp; Response and Sandboxing Solution etc.</p> <p><u>Query/</u> Clarification</p> <p>The feasibility &amp; complexity of the migration process of Network &amp;</p>	No change. Please be guided by the RFP terms.

			<p>Server Monitoring data depends on several factors such as the specific NMS platforms architecture, database structure and the data formats used, and the compatibility between the two systems. Migration process also depends on the current NMS OEM's support like database backup activity or REST API availability for data migration.</p> <p>Looking multiple challenges we suggest authority to archive the old data as per requirement and remove the clause of data migration for Monitoring system to avoid data discrepancy and error in report.</p>	
101	16	7.1 Scope Summary/ Point 36	<p>The successful bidder shall migrate all the data from existing solution in Bank to new Solutions procured through this RFP.</p> <p><u>Query/ Clarification</u></p> <p>The feasibility &amp; complexity of the migration process of Network &amp; Server Monitoring data depends on several factors such as the specific NMS platforms architecture, database structure and the data formats used, and the compatibility between the two systems. Migration process also depends on the current NMS OEM's support like database backup activity or REST API availability for data migration.</p> <p>Looking multiple challenges we suggest authority to archive the old data as per requirement and remove the clause of data migration for Monitoring system to avoid data discrepancy and error in report.</p>	No change. Please be guided by the RFP terms.

102	Page 9 of 150 2 Eligibility Criteria	Bidder should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date of submission of RFP.	We have undergone restructuring of our company business resulting in formation of subsidiary company operational from Feb 2020 to focus on specific line of business of the RFP. Hence the subsidiary bidding company will have to relay on its parent company to comply with the Existence, Experience & financial Eligibility clauses of the RFP. Request you to consider modification as: Bidder or Bidder's Parent company (incase bidder is 100% owned subsidiary of its Parent company) should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date of submission of RFP.	Check Point No. 2 Page 11 of RFP Document, "2. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered. "
103	Page 10 of 150 2 Eligibility Criteria	The bidder must have an annual turnover in India of INR 100 Crores per annum in the last three financial years (i.e. 2020-21, 2021-22, 2022-23) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies	We have undergone restructuring of our company business resulting in formation of subsidiary company operational from Feb 2020 to focus on specific line of business of the RFP. Hence the subsidiary bidding company will have to relay on its parent company to comply with the Existence, Experience & financial Eligibility clauses of the RFP. Request you to consider modification as: Bidder or Bidder's Parent company (incase bidder is 100% owned subsidiary of its Parent company) must have an annual turnover in India of INR 100 Crores per annum in the last three financial years (i.e. 2020-21, 2021-22, 2022-23) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies	Check Point No. 2 Page 11 of RFP Document, "2. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered. "

104	Page 10 of 150 2 Eligibility Criteria	The bidder should have made operating profits in at least two financial years out of last three financial years. (i.e. 2020-21, 2021-22, 2022-23).	We have undergone restructuring of our company business resulting in formation of subsidiary company operational from Feb 2020 to focus on specific line of business of the RFP. Hence the subsidiary bidding company will have to relay on its parent company to comply with the Existence, Experience & financial Eligibility clauses of the RFP. Request you to consider modification as: Bidder or Bidder's Parent company (incase bidder is 100% owned subsidiary of its Parent company) should have made operating profits in at least two financial years out of last three financial years. (i.e. 2020-21, 2021-22, 2022-23).	Check Point No. 2 Page 11 of RFP Document, "2. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered. "
105	Page 10 of 150 2 Eligibility Criteria	The bidder should have a positive net worth in last three financial years. (i.e. 2020-21, 2021-22, 2022-23).	We have undergone restructuring of our company business resulting in formation of subsidiary company operational from Feb 2020 to focus on specific line of business of the RFP. Hence the subsidiary bidding company will have to relay on its parent company to comply with the Existence, Experience & financial Eligibility clauses of the RFP. Request you to consider modification as: Bidder or Bidder's Parent company (incase bidder is 100% owned subsidiary of its Parent company) should have a positive net worth in last three financial years. (i.e. 2020-21, 2021-22, 2022-23).	Check Point No. 2 Page 11 of RFP Document, "2. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered. "

106	Page 10 of 150 2 Eligibility Criteria	Bidder should have experience of having 1. Supplied & implemented EMS solution such as Service Desk / Network / Server Monitoring and Management tools 2) Supplied & implemented EPP Solution for at least 10000 Devices in at least one Scheduled Commercial Bank in India / PSU/ Govt. Organization	We have undergone restructuring of our company business resulting in formation of subsidiary company operational from Feb 2020 to focus on specific line of business of the RFP. Hence the subsidiary bidding company will have to relay on its parent company to comply with the Existence, Experience & financial Eligibility clauses of the RFP. Request you to consider modification as: Bidder or Bidder's Parent company (incase bidder is 100% owned subsidiary of its Parent company) should have experience of having 1. Supplied & implemented EMS solution such as Service Desk / Network / Server Monitoring and Management tools 2) Supplied & implemented EPP Solution for at least 10000 Devices in at least one Scheduled Commercial Bank in India / PSU/ Govt. Organization	Check Point No. 2 Page 11 of RFP Document, "2. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered. "
107	Page 12 of 150 3 Bid Security (EMD)	An amount of Rs.1,50,00,000/- (Rs One Crore Fifty Lakh Only)- in the form of Bank Guarantee issued by a scheduled bank other than Central Bank of India for the entire period of Bid validity plus 3 months or by means of Account Payee Demand Draft / banker's cheque /RTGS/NEFT in the account no.- 3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no CO:DIT:PUR:2023-24:380 in favour of "Central Bank Of India" and payable at	Considering EMD of One Crore Fifty Lakh to be submitted for participating in this RFP, we request Bank to allow tendering EMD in form of Bank guarantee also. Request to share BG Format for tendering the EMD.	Check Annexure 11

		Mumbai/Navi Mumbai		
108	Page 65 of 150 Project Time lines	Delivery of in-scope Application software and system software at DC and DRC-----within 6 weeks from the date of acceptance of purchase order	Request to modify the clause timelines as: Delivery of in-scope Application software and system software at DC and DRC-----within 14 weeks from the date of acceptance of purchase order	No change. Please be guided by the RFP terms.
109	Page 65 of 150 Project Time lines	Delivery of in-scope Hardware at DC and DRC-----Deliver at Bank"s location within 14 weeks from the date of acceptance of purchase order	Request to modify the clause timelines as: Delivery of in-scope Hardware at DC and DRC-----Deliver at Bank"s location within 24 weeks from the date of acceptance of purchase order	Please Refer to Corrigendum 1 for Revised Timelines
110	Page 65 of 150 Project Time lines	Successful Installation of Hardware / appliance at DC and DRC-----4 weeks from the date of delivery of hardware	Request to modify the clause timelines as: Successful Installation of Hardware / appliance at DC and DRC-----8 weeks from the date of delivery of hardware	Please Refer to Corrigendum 1 for Revised Timelines
111	Page 65 of 150 Project Time lines	Successful Upgradation & Migration of Data of existing Applications----- -Within 8 weeks from the date of delivery of Software.	Request to modify the clause timelines as: Successful Upgradation & Migration of Data of existing Applications----- Within 12 weeks from the date of delivery of Software	Please Refer to Corrigendum 1 for Revised Timelines

112	Page 66 of 150 8 Project Time lines	Commissioning of new Applications – Asset Management, EDR, Sandboxing and APM Solution at DC and DR Site and client systems.- -----Within 24 Weeks from the date of acceptance of Purchase Order	Request to modify the clause as: Commissioning of new Applications – Asset Management, EDR, Sandboxing and APM Solution at DC and DR Site and client systems.-----Within 32 Weeks from the date of acceptance of Purchase Order	Please Refer to Corrigendum 1 for Revised Timelines
113	Page 81 of 150 Payment Terms	New Application (Ex. EDR, Asset Management Solution, APM Solution etc.) and for existing application bidder quoting new Solution instead of existing solution----- 30%On delivery of Licenses; -----30% On Successful Installation and acceptance of Solution /Application/Tool -----40% On Successful Commissioning	Request to modify the clause as: New Application (Ex. EDR, Asset Management Solution, APM Solution etc.) and for existing application bidder quoting new Solution instead of existing solution---- -60%On delivery of Licenses; -----30% On Successful Installation and acceptance of Solution /Application/Tool -----10% On Successful Commissioning	Please Refer to Corrigendum 1 for Revised Payment Terms
114	16-Jul	Scope of Work, Point 44  The Annual Technical Support (ATS) cost should be minimum 20% per year	20% ATS cost is too high and not that we worked in any RFP. OEM have standard payment terms and we request this to be modified to 5% to 8% per annum.  Bank should give little relaxation on the payment terms for the max participation from the perspective of qualified bidder participation	Please Refer to Corrigendum 1 for revised Payment Terms

115	81 /19	<p>General Terms, Payment Terms</p> <p>New Application (Ex.EDR,Asset Management Solution, APM Solution etc.) and for existing application bidder quoting new Solution instead of existing solution</p> <p>30% on delivery, 30% acceptance and 40% Sign-off</p>	<p>We request bank to change the payment terms, OEM have their advance payment terms with the bidders, accomodating these terms will be very difficult from qualified bidder participation perspective.</p> <p>Bank should give little relaxation on the payment terms for the max participation from the perspective of qualified bidder participation</p>	<p>Please Refer to Corrigendum 1 for revised Payment Terms</p>
116	81 /19	<p>General Terms, Payment Terms</p> <p>Existing Application ATS (1st Year) (Ex. ITSM, Network Monitoring Tool, Server Monitoring Tool, EPP, etc.) – Yearly</p>	<p>For the existing application since the system and software are already installed and being used by the Bank. There is no case and option of having deferred payment with any of the payment</p> <p>Bank should give little relaxation on the payment terms for the max participation from the perspective of qualified bidder participation</p>	<p>Please Refer to Corrigendum 1 for revised Payment Terms</p>

117	51/2	<p>The list of indicative Applications are (but not limited as below)-</p> <ol style="list-style-type: none"> <li>1. CBS</li> <li>2. FTM (IIB/ACE/CP4I)</li> <li>3. Internet Banking and Mobile Banking (Omni channel Super APP)</li> <li>4. UPI</li> <li>5. Digital Lending Platform</li> <li>6. ATM Switch</li> <li>7. FI Gateway</li> </ol> <p>Page 52 of 150 RFP for Augmentation, Refresh of EMS &amp; Security Solution of Bank</p> <ol style="list-style-type: none"> <li>8. NEFT / RTGS</li> <li>9. FOREX</li> <li>10. E Treasury</li> <li>11. HRMS</li> <li>12. ASBA</li> <li>13. CTS</li> <li>14. IMPS</li> <li>15. SWIFT</li> <li>16. V KYC</li> <li>17. GBM</li> </ol>	<p>Will need additional information of listed applications for hardware sizing and solutioning, such as number of servers/micro services, software components and TPS</p>	<p>For installing the APM Solution Bank will provide servers on VM environment on Windows OS and Oracle DB. Apart from VM environment on Windows OS and Oracle DB bidder has to provide any other required Hardware and Software for the successful implementation of the solution.</p> <p>Different applications have different TPS and it will be shared with the successful bidder. However TPS are equivalents nearer to the same size Peer Banks.</p>
118	55/20		<p>Proposed solution must store historical transactions logs for reporting and reference further used to determine the historical trends. What's the log retention period expected by the bank, will need for hardware sizing</p>	<p>Log retention Period is 180 days</p>

119	13-7.1 Scope Summary	Existing Clause Central Bank of India intends to appoint a proven & experienced Bidder to Supply, Install/ Implement, Configure and Migrate data/upgrade from existing solution to augmented solution for the EMS components such as Helpdesk Portal, Change Request Management, Ticketing tool, Server Hardware Monitoring, Network Infrastructure Monitoring, Application Performance Management Solution, Asset Management Solution, End Point Protection Solution, Endpoint Detection & Response and Sandboxing Solution etc.	<u>Query/ Clarification</u> The feasibility & complexity of the migration process of Network & Server Monitoring data depends on several factors such as the specific NMS platforms architecture, database structure and the data formats used, and the compatibility between the two systems. Migration process also depends on the current NMS OEM's support like database backup activity or REST API availability for data migration. Looking multiple challenges we suggest authority to archive the old data as per requirement and remove the clause of data migration for Monitoring system to avoid data discrepancy and error in report.	For the EMS components such as Helpdesk Portal, Change Request Management, Ticketing tool the bidder has to migrate the data to the new solution.
120	16 - 7.1 Scope Summary / Point 36	The successful bidder shall migrate all the data from existing solution in Bank to new Solutions procured through this RFP.	<u>Query/ Clarification</u> The feasibility & complexity of the migration process of Network & Server Monitoring data depends on several factors such as the specific NMS platforms architecture, database structure and the data formats used, and the compatibility between the two systems. Migration process also depends on the current NMS OEM's support like database backup activity or REST API availability for data migration. Looking multiple challenges we suggest authority to archive the old data as per requirement and remove the clause of data migration for Monitoring system to avoid data discrepancy and error in report.	No change. Please be guided by the RFP terms.

121	15 - 7.1 Scope Summary / Point 28	Existing Clause: The Bank will provide required infrastructure. However, the bidder will share the sizing requirements of the infra / hardware/ server/ database etc. for successful deployment of proposed solution along with their bid. Oracle Database/Windows OS on VM infra will be provided by the Bank, if other Database is being proposed by the bidder/OEM, then the cost of the DB License has to be proposed accordingly in Annexure – 02: Bill of Material.	<u>Query/ Clarification:</u> Our understanding is that "In case of any other OS required (other than window OS) for application deployment, then the same OS need to provide and maintain by bidder". Please clarify.	Yes
122	16- 7.1	Scope Summary/ Point 42 - Existing Clause: Solution should support installation on Windows and various flavors of the Linux environment.	<u>Query/ Clarification:</u> Our understanding is that" Solution should support installation either on Windows or various flavors of the Linux environment". Please confirm.	No change. Please be guided by the RFP terms.
123	34 - 7.2.8 .4 Network Management System (NMS)/ Point 30	Existing Clause: DC and DRC nodes should SYNC automatically. DC and DR nodes should function as individual monitoring interfaces for all the devices with option of data SYNC between DC and DRC. The solution should provide seamless upgrade facility for all the components supplied in the solution.	<u>Query/ Clarification:</u> Our understanding is that "There will be Active Passive instance at DC & DRC respectively keeping data in Sync. In case of DC fail, DRC will become active and will take up all the devices monitoring load. Please confirm.	DC and DR should work independently and the devices should SYNC with both DC and DR management servers.

124	37 - 7.2.8 .4	Network Management System (NMS)/ Sizing of solution - Point 1 - Existing Clause: High Availability/DR Infrastructure: Solution/all components in DC & and DR in standalone with all the related required items/ accessories. DC and DR should be fully redundant and capable of the entire load at any point of time.	<u>Query/</u> Clarification: Our understanding is that "There will be Active Passive instance at DC & DRC respectively keeping data in Sync. At any given point of time, DC will act as active instance to monitor all the devices. In case of any failure of DC Instance, DRC will act as an active instance and will take up the entire device monitoring load. Please confirm.	DC and DR should work independently and the devices should SYNC with both DC and DR management servers.
125	40- 7.2.8 .5	Server Monitoring Solution/ Sizing of solution - Point 1- Existing Clause: Initial Licenses Required: Initially 900 with increase of 50 year on year  Initially Bank will procure 1000 number of licenses for Server Monitoring which will be increased every year by 50 numbers.	<u>Query/</u> Clarification: Here there is an ambiguity in server monitoring count, is it 900 or 1000 license required for BOQ submission ? Requesting authority to provide exact count of server monitoring license.	In the 1st year the count is 900 and increase of 50 client licenses year on year as mentioned in Bill of Material.
126	66-8 Proje ct Time lines / Point No. 6	Existing Clause: Commissioning of new Applications – Asset Management, EDR, Sandboxing and APM Solution at DC and DR Site and client systems.	<u>Query/</u> Clarification: Considering the given project timeline for various components like Hardware delivery with Installation and Software delivery with installation, the time duration given for respective components seems overlapping. Need clarification on EMS software commissioning timeline considering interdependency on hardware delivery with installation. What will be commissioning timeline of new solution like Helpdesk Portal, Change Request Management, EMS/ Server Hardware and Network Monitoring Application	Please Refer to Corrigendum 1 for Revised Timelines

127	Anne xure 12	EDR-The Telemetry data should be retained for 7 years. Separate Database and its management application should be provisioned for keeping the Data for 7 years	The Telemetry data should be retained for 180 days, security logs for one year & log export to external syslog / SIEM server to meet the 7 year requirement.	Log retention Period is 180 days
128	Anne xure 12	EDR-Solution should be capable for policies creation to control USB/devices usage based controls.	Request to move this requirement under EPP section.	The functionality should be provided by either through EPP solution or EDR solution.
129	Anne xure 12	EDR-The proposed solution should support to integrate with third party threat Intelligence feeds	request to move this requirement under threat intelligence sharing section or change the requirement to "The proposed solution should support IOC management from 3rd party"	The functionality should be provided through EPP solution or EDR solution.
130	Anne xure 12	EDR-• Add to Suspicious Repository -to be shared with existing deployed products	request to move this requirement under threat intelligence sharing section	The functionality should be provided through EPP solution or EDR solution.
131	Anne xure 12	EDR-Solution should provide Advanced Threat Intelligence platform, unlimited structured threat intelligence gathering from combination of Commercial, Open source, user led, community based, and industry driven with proactive advisory solution capability from OEM	request to move this requirement under threat intelligence sharing section	The functionality should be provided through EPP solution or EDR solution.
132	Anne xure 12	EDR-Solution should support zero trust policy for files downloaded from untrusted sources on web. Solution must sanitize all the active content / scripts from the file before it deliver to end user.	Please clarify if bank is looking for zero trust policy to remove the ransomware and other malware code and sanitize the files downloaded by user? Also clarify is phishing & the identity protection to be covered in the EDR platform.	Solution should support zero trust policy for files downloaded from untrusted sources on web. Solution must sanitize all the active content / scripts from the file before it deliver to end user.

133	Anne xure 12	Technical specification-Sandbox-The proposed solution should support dynamic URL scanning to detect zero-day phishing attacks.	request to move this requirement to be moved in EDR requirement with revision "The proposed solution should support dynamic URL & form scanning to detect zero-day phishing attacks using ML based engines"	The functionality should be provided through EPP solution or EDR solution or Sandboxing solution.
134	Anne xure 12	Technical specification-Threat Intelligence sharing- The proposed solution has to be integrated with EPP and EDR solution to analyze suspicious files automatically	The proposed solution has to be integrated with EPP and EDR solution for IOC management	No change. Please be guided by the RFP terms.
135	Anne xure 12	Technical specification-Threat Intelligence sharing-The proposed solution should be able to share threat intelligence with integrated third-party vendor products or services such as SIEM systems	The proposed solution should be able to receive the threat intelligence feeds for the threat prevention.	No change. Please be guided by the RFP terms.
136	Anne xure 12	technical specification-Threat Intelligence sharing-The proposed solution must be able to obtain threat intelligence from public threat feeds	The proposed solution must be able to obtain threat intelligence from public threat feeds or provide threat intelligence natively	No change. Please be guided by the RFP terms.
137	Anne xure 12	technical specification-Threat Intelligence sharing-Clarification - Threat sharing	Clarify if bank already has TIP (threat intelligence platform) in SOC or bidder has to provide the new solution.	Bidder has to provide the solution
138	13	7.1 Scope Summary-layered security approach- End point security strategy suggestion	End point protection & EDR solution to be tightly integrated and must follow the layered security approach to protect the bank users. The solution to be deployed with two different agents from two separate OEM's.	No change. Please be guided by the RFP terms.
139	81	General Terms, Payment Terms  New Application (Ex. EDR, Asset	We request bank to change the payment terms, OEM have their advance payment terms with the bidders, accommodating these terms will be very difficult from qualified	Please Refer to Corrigendum 1 for Revised Payment Terms

		Management Solution, APM Solution etc.) and for existing application bidder quoting new Solution instead of existing solution  30% on delivery, 30% acceptance and 40% Sign-off	bidder participation perspective.  Bank should give little relaxation on the payment terms for the max participation from the perspective of qualified bidder participation	
140	81	General Terms, Payment Terms  Existing Application ATS (1st Year) (Ex. ITSM, Network Monitoring Tool, Server Monitoring Tool, EPP, etc.) – Yearly	For the existing application since the system and software are already installed and being used by the Bank. There is no case and option of having deferred payment with any of the payment  Bank should give little relaxation on the payment terms for the max participation from the perspective of qualified bidder participation	Please Refer to Corrigendum 1 for Revised Payment Terms
141	55	Proposed solution must store historical transactions logs for reporting and reference further used to determine the historical trends.	What's the log retention period expected by the bank, will need for hardware sizing	Log retention Period is 180 days
142	81	Payment Terms : Hardware Appliance – AMC – New / Existing Solution: AMC will be paid quarterly in arrears	We hereby request bank to consider payment terms yearly in advance, since bidder will paying the OEM's in advance only.	No change. Please be guided by the RFP terms.
143	81	Software ATS 2nd year onwards	Please clarify the same will be provided at the start of the year after showcasing B2B agreement with the OEM + Successful up gradation to latest version	It will be on yearly basis at start of the respective year on submission of documentary proof of “Back to Bank Agreement with OEM” to Bank for renewal + On Successful up gradation to latest version

144	Page 10 Eligibility of Bidder / OEM - Point 12	Bidder should have experience of having 1. Supplied & implemented EMS solution such as Service Desk / Network / Server Monitoring and Management tools 2) Supplied & implemented EPP Solution for at least 10000 Devices in at least one Scheduled Commercial Bank in India / PSU/ Govt. Organisation	We request Bank to modify the PQC as below: Bidder should have experience of having 1. Supplied & implemented EMS solution such as Service Desk / Network / Server Monitoring and Management tools 2) Supplied & implemented EPP Solution for at least 2000 Devices in at least one Scheduled Commercial Bank in India / PSU/ Govt. Organisation <b>OR</b> Bidder should have experience of having 1. Supplied & implemented EMS solution such as Service Desk / Network / Server Monitoring and Management tools 2) Supplied & implemented EPP Solution for at least 10000 Devices in at least one Scheduled Commercial Bank in India / PSU/ Govt. Organization / Any enterprise in India	Please Refer to Corrigendum 1 for Revised Eligibility Criteria
145	Annexure 12-	Technical Specification for EPP - 53: The proposed solution must support Device control - Whitelisting/Blacklisting of devices.	As per our understanding this device control feature is specific to Windows and MAC endpoints and this would not be applicable in Server environment. Hope our understanding is correct.	Required on Windows Antivirus client
146	Annexure 12- Technical Specification for EPP	<b>54:</b> The proposed solution must be able to restrict device access on endpoints by assigning rights to Read, Read/Write, Write and Deny Access. The Devices that are able to be restricted must include the following: - USB Storage Drives (Also able to disable autorun) - CD-ROM - Floppy Disk - Network Drives	As per our understanding this device control feature is specific to Windows and MAC endpoints and this would not be applicable in Server environment. Hope our understanding is correct.	Required on Windows Antivirus client

147	Anne xure 12-	Technical Specification for EPP - 55 : The proposed solution must support Allow/Block Actions for the supported devices	As per our understanding this device control feature is specific to Windows and MAC endpoints and this would not be applicable in Server environment. Hope our understanding is correct.	Required on Windows Antivirus client
148	Anne xure 12- Tech nical Speci ficati on for <b>EPP</b>	<b>56:</b> The proposed solution must support Network Devices, USB, Mobile Storage, Non-Storage devices, Modems, Bluetooth adapter, Com/LPT , Imaging Devices, Wireless Nic, Infrared devices	As per our understanding this device control feature is specific to Windows and MAC endpoints and this would not be applicable in Server environment. Hope our understanding is correct.	Required on Windows Antivirus client
149	Anne xure 12-	Technical Specification for EPP - 57: The proposed solution must support various permission -Full Access, Read only, Modify	As per our understanding this device control feature is specific to Windows and MAC endpoints and this would not be applicable in Server environment. Hope our understanding is correct.	Required on Windows Antivirus client
150	Anne xure 12-	Technical Specification for EPP - 58: The proposed solution should provide option to whitelist USB devices based on device model and serial ID	As per our understanding this device control feature is specific to Windows and MAC endpoints and this would not be applicable in Server environment. Hope our understanding is correct.	Required on Windows Antivirus client
151	Anne xure 12-	Technical Specification for EPP - 51: Solution should support automatic intelligence of applications and versions for Productivity tools like Adobe, etc. (admin need not find all dll/sha/path himself)	As per our understanding all application control features are specific to Windows and MAC endpoints and this would not be applicable in Server environment. Hope our understanding is correct.	Required on Windows Antivirus client
152	Anne xure 12-	Technical Specification for EPP - 48: The proposed solution should integrate with AD for enforcing user-based policies.	As per our understanding all application control features are specific to Windows and MAC endpoints and this would not be applicable in Server environment. Hope our understanding is correct.	Required on Windows Antivirus client
153	Anne xure 12-	Technical Specification for EDR - 1 : Bidder is required to supply &	As per our understanding the solution should have management console either on prem or on cloud hosted in	Bank should be able to manage the EDR environment through a

		implement end-to-end EDR solution including management server at DC and DRC.	the India region to address data sovereignty and localization. Hope our understanding is correct.	web based portal and dashboard.
154	Anne xure 12- Tech nical Speci fication for <b>EDR</b>	<b>2</b> : The Telemetry data should be retained for 7 years. Separate Database and its management application should be provisioned for keeping the Data for 7 years	As per the Cert-in guideline ( <a href="https://cert-in.org.in/PDF/CERT-In_Directions_70B_28.04.2022.pdf">https://cert-in.org.in/PDF/CERT-In_Directions_70B_28.04.2022.pdf</a> ), telemetry should be stored for 180 days in the India Region. Hence request Bank to change the clause to "The Telemetry data should be retained for 180 days".	The retention period of data for telemetry will be 180 days.
155	Anne xure 12-	Technical Specification for EDR - 8: Solution should be capable to search the incident in data repository locally for investigate and remediation.	We are proposing an EDR solution hosted on the cloud instance in the India region to address data sovereignty and localization. Hence request Bank to change the clause to "Solution should be capable to search the incident for investigate and remediation".	Solution should be capable to search the incident for investigation and remediation.
156	Anne xure 12-	Technical Specification for EDR - 13: Solution should be capable for policies creation to control USB/devices usage based controls.	This functionality will be achieved through the EPP solution. Hope this understanding is correct	This functionality should be achieved through EDR or EPP solution.
157	Anne xure 12-	Technical Specification for EDR - 63 : Block -IP address	This functionality will be achieved through the EPP solution, as the EDR solution would not take any real-time blocking actions at the endpoints for the IP address, hash, domain, and file. Hope our understanding is correct	This functionality should be achieved through EDR or EPP solution.
158	Anne xure 12-	Technical Specification for EDR - 64 : Block Hash	This functionality will be achieved through the EPP solution, as the EDR solution would not take any real-time blocking actions at the endpoints for the IP address, hash, domain, and file. Hope our understanding is correct	This functionality should be achieved through EDR or EPP solution.
159	Anne xure 12-	Technical Specification for EDR - 65 : Block Domain/URL	This functionality will be achieved through the EPP solution, as the EDR solution would not take any real-time blocking actions at the endpoints for the IP address, hash, domain, and file. Hope our understanding is correct	This functionality should be achieved through EDR or EPP solution.

160	Anne xure 12-	Technical Specification for EDR - 66 : Block File	This functionality will be achieved through the EPP solution, as the EDR solution would not take any real-time blocking actions at the endpoints for the IP address, hash, domain, and file. Hope our understanding is correct	This functionality should be achieved through EDR or EPP solution.
161	Anne xure 12- Tech nical Speci ficati on for <b>Sand boxi ng</b>	<b>4:</b> The proposed solution must be on premise and capable to perform local analysis of the sample submissions with no analyzed data going outside bank's infrastructure. EDR solution must send the files to sandbox solution for static & dynamic analysis. The file submission should be automated completely by having the Brower plugin for files downloaded through web.	As per our understanding EDR solution is hosted on Cloud instance in the India Region, which has got inbuilt Sandboxing feature. We will provide separate on-premise sandboxing solution which will integrate with EPP and external security solutions over ICAP. Hope our understanding is correct.	Yes, Bidder may provide EDR and its Sandbox solution on premise or cloud. For EPP and its Sandbox solution bidder has to provide on premise.
162	Anne xure 12- Tech nical Speci ficati on for <b>Sand boxi ng</b>	<b>38:</b> The proposed solution has to be integrated with EPP and EDR solution to analyses suspicious files automatically	As per our understanding EDR solution is hosted on Cloud instance in the India Region, which has got inbuilt Sandboxing feature. We will provide separate on-premise sandboxing solution which will integrate with EPP and external security solutions over ICAP. Hope our understanding is correct.	Yes, Bidder may provide EDR and its Sandbox solution on premise or cloud. For EPP and its Sandbox solution bidder has to provide on premise.
163	RFP docu ment page no 42	<b>6:</b> In case the bidder is not able to make the solutions commission on the Banks environment before 30.09.2023, Bidder should renew the existing licenses of Broadcom Symantec and provide support for the existing Broadcom Symantec Systems in	In case of deployment of EPP in bank environment we would need 4 months from the PO date to start the UAT and deployment. Hence would request bank to consider extension with existing solution for 3 / 6 months.	No change. Please be guided by the RFP terms.

		the Bank till the time the new solution is commissioned on the Banks environment.		
164	Page 47	Appnomics Licenses	The bidder has to renew the Appnomic software licenses from date 1st March 2024 to 30.09.2028. How many licenses Bank have?	Currently Bank have 6 licenses of HEAL V5.0 whose ATS is till 28.02.2024. The prices for the 6 licenses will start from 01.03.2024.
165			We are very keen to participate in the in the tender # CO:DIT:PUR:2023-24:380 for Augmentation, Refresh of EMS & Security solution of Bank. Currently bid submission due on 07thJun 2023. Our team are working on the solution and interacting the OEM's for their inputs to finalize the solution as per the RFP requirement. Since, we need the inputs from OEM's and fully dependent on the OEM's to finalize the techno-commercial proposal as per RFP requirement. Kindly extension the bid submission at least 3 weeks from the current submission date i.e. upto – 28th Jun 2023.	The last date of bid submission is extend from 07/06/2023 to 15/06/2023 by 15:00 hrs.
166	Page 20	7/7.2.1.1/k	EDR solution should have the capability of writing custom alerts for endpoints -Can we use CBI SIEM or SOAR to write custom alerts and response actions.	Capability should be provided through EDR or EPP solution
167	Page 66	Pt 9 / subclause-3	The bidder shall provide perpetual licenses and the bank is free to procure AMC/ATS for all or part of the licenses provided in this contract.- Please change this to Subscription as all our licenses have moved to this model.	Bidder can supply perpetual/subscription model. Bidder has to clearly mention in their bid about the model chosen.

168	Page 15	7/7.1/37	Solution installation should support Docker, Containers & Virtual cloud for easy deployment and building on premises - Can this clause be removed for proposed security solutions as the solutions that are being proposed is for on-premise DC?	Point deleted from Scope Summary
169	Tech Specs	1.EPP-51	Solution should support automatic intelligence of applications and versions for Productivity tools like Adobe, etc. (admin need not find all dll/sha/path himself)- Can we remove this clause as this feature was deprecated for better performance on the endpoint?	Solution should support blacklisting or whitelisting of productivity tools using publisher name.
170	Tech Specs	2. EDR-7	EDR solution should have the capability of writing custom alerts/queries for endpoints.- Can we comply this if we can achieve with the help of SIEM and SOAR Integration. Custom alerts\queries can be written in SIEM.	Capability should be provided through EDR or EPP solution
171	Page 15	7/7.1/39	The Proposed solution should be able to be deployed in Container form bundled into a single package consisting of all libraries, binaries, configuration and all its dependencies. It should be able to run independently irrespective of Operating System (OS) Distribution and underlying physical infrastructure. The bidder shall ensure that container deployment architecture should not limit the application performance, which would be otherwise available in non-container (traditional) deployment - Can this point be removed as the solutions proposed in this RFP are meant for monitoring on-prem Network and Environment?	Point deleted from Scope of work

172	Page 15	7/7.1/42	Proposed solutions should have very high-scale architecture on a platform that scales efficiently. The solution should support 64-bit architecture environments for high scalability. Solution should support installation on Windows and various flavours of the Linux environment. Solutions should have extensible architecture for easy integration and automation. Solution installation should support Dockers Containers & Virtual cloud for easy, deployment on-premises. Should support multiple-deployment options – Centralized, Distributed and hybrid deployments with option for a centralized operations console view (Dashboard) -This clause is pretty broad for all solutions mentioned in the RFP. Can this be removed or narrowed down to each solution?	Point deleted from Scope of work
173	24	The solution should support enforcing Storage encryption on the device and storage card.	Please elaborate this use-case in relation to ITAM. The ITAM solution stores its data in RDBMS which is secure.	Point is deleted from ITAM SOW
174	Tech Specs	3. Sandboxing /12	The proposed solution should have a on-premises management solution for centralized deployment of hotfixes, critical patches, firmware, sandboxing virtual images or serve as threat intelligence sharing platform.--- Can this clause be changed to, " The proposed solution should have a on-premises management solution for deployment of hotfixes, critical patches, firmware, sandboxing virtual images or serve as threat intelligence sharing platform."	Clause is revised as: "The proposed solution should have an on-premises management solution for deployment of hotfixes, critical patches, firmware, sandboxing virtual images or serve as threat intelligence sharing platform."
175	Annexure 12	technical specification-Sandbox-The proposed solution should support Structured Threat Information expression (STIX) for user-defined detection and third party integrations.	request to move this requirement under threat intelligence sharing section or change the requirement to "The proposed solution should support Structured Threat Information expression (STIX) / REST API for user-defined detection and third party integrations"	Clause is revised as "The proposed solution should support Structured Threat Information expression (STIX) / / REST API for user-defined detection and third party integrations."

176	Anne xture 12	technical specification- Threat Intelligence sharing-Shared threat intelligence must be able to compatible with public standard STIX	Shared threat intelligence must be able to compatible with public standard STIX/REST API's	Clause is revised as "Shared threat intelligence must be able to compatible with public standard STIX / REST API's"
177	66	AMC / ATS - Annexure 2- BOQ -AMC of Existing - FEB 25 to Sept 28	It is very difficult for price discovery of Forward AMC which starts from Year 2025 now as there are various dependencies for OEM. USD Fluctuation and availability of parts. OEM gives price validity maximum for one year. If order will be placed to OEM then they do the billing now. Hence request to give relaxation on Billing term. Please take the billing upfront now	1.Bidder may renew ATS prices for existing SFTP solution or bidder may quote for a new solution for SFTP as per the Annexure -12- Revised Technical Specification sheet "SFTP". 2.The DELL networker Backup Licenses ATS is removed from the sheet "Software ATS Of EXISTING Solutions (DC/DRC)" of Annexure -2 Bill of Material. 8 Dell Emc - Networker Software 8.1 Unix Storage Node 8.2 Networker Virtual Edition Client 8.3 Networker Client 8.4 Networker module for databases and applications, Windows, Linux 8.5 Windows Storage Node 8.6 DD VE Capacity License 8.7 Storage Disk Device Enabler Please refer to the Annexure-2 Revised Bill of Material

178	13	Scope - The Bidder can quote for the new solution for any of the existing solution and till the time new solution is implemented as per Bank requirement, Bidder is required to provide the AMC/ATS support for the existing solution running in the Bank till the new solution is made live.	Request Bank to confirm that is Bidder is required to provide the OEM confirmation on Existing product support if quorting for new.	The bidder has to provide ATS support for the existing software till the new solution is commissioned in the Bank. Bidder has to give undertaking for the same and the respective existing OEM has to provide ATS support for the period.
179	N/A	Annexure 2- Bill of material - Hardware-Sandboxing Hardware Requirement 1	Clarification Requested: is Bank looking for HA in Sandboxing as HA will require minimum 2 in each DC & DR location or DC-DR Active Passive Cluster? Also, should bidder also need to factor Hardware for UAT separately?	HA is not required for Sandbox, However Bidder has to factor - in UAT setup for EPP, EDR, EMS, ITAM, Appnomics. Bidders should provide additional licenses for the UAT setup as per requirement. For EDR bidder has to supply and commission Hardware for the UAT setup.
180	N/A	Annexure 2- Bill of material - Hardware--EDR Hardware Requirement	Clarification Requested: Request Bank to provide clarity on below queries. A. is Bank looking for HA for EDR Hardware? B. does bank will provide require Infra for Servers or Bidder has to factor including Server Rack, Hardware, OS License, DB license for DC & DR location for EDR. Also, should bidder also need to factor Hardware for UAT separately?	A. HA for EDR hardware is required by the Bank. B. For EDR Solution Bidder has to supply Hardware (Server and Storage) Software ( OS and Application) and commission the same at DC and DR including UAT setup at DC. Bank can provide Oracle Database software. If any other Database software is required for the successful installation than the bidder has to provide the required licenses.

181	N/A	Annexure 12 - Technical Specification -EDR: 32. The successful bidder should provide compliance certificate for proposed solution	Information Requested: Request Bank to provide any specific Compliance requirement from EDR solution.	The point is deleted from Technical specification of EDR, However if any Statutory requirement comes the bidder has to comply in the solution.
182	N/A	Annexure 12 - Technical Specification---- Sandboxing: 3. The proposed solution appliance should support Active / Passive deployment and clustering for High Availability and load balancing	Clarification Requested: Request Bank to provide clarity on Active-Passive Requirement, Does bank looking for DC-DR Active-Passive (2 Hardware Appliance) or DC (active-Passive) and DR (active-Passive) total 4 Hardware appliance	DC DR should be active passive mode for Sandbox solution
183	42	7.2.8.6 Endpoint Protection Solution--- 5. Bidder is required to Supply and upgrade exiting MS SQL database to the latest supported version.	Clarification Requested: Request Bank to clarify if Bidder has to provide new MS SQL License? Also, request Bank to share Existing DC -DR MS SQL Architecture and License Version Details with utilization.	For Symantec EPP solution bidder has to upgrade MS SQL Database to latest version. Bidder has to supply the MS SQL licenses in the tender.
184	64	7.6	SIT & UAT, there is no clear information on the UAT part. Does bank require the UAT setup of all the solutions which has been asked in this RFP?	Bidder has to factor - in UAT setup for EPP, EDR, EMS, ITAM, Appnomics. Bidders should provide additional licenses for the UAT setup as per requirement. For EDR bidder has to supply and commission Hardware for the UAT setup.
185	24	The solution should support PCI compliance scan for integrated endpoints at DC and DRC	PCI Compliance scan is beyond the scope of an ITAM solution, hence request Bank to remove this point. Else, please suggest if we need to include any compliance/security scan solution.	This clause stands deleted.

186	24	The solution should Support Ability to manage and enforce policies Settings such as the following : . Password Enabled . Password Length . Require Alphanumeric Password . Inactivity Timeout . Wrong Attempts Before Wipe	Policy Enforcement is beyond the scope of ITAM domain, hence request Bank to remove this point from ITAM scope.	Point is deleted from ITAM SOW.
187	30	The solution should have the ability to operate all functionality available in the incident, problem, change, assets etc. via a mobile app on iPhone or Android phone	Mobile App is primarily for end-user and agents on field. These user group works on Request, Incident and Asset which are part of Mobile App. For Change and Problem, HTML5 UI is available on PC and mobile browser alike. Request Bank to change mobile app to 'mobile browser'	The clause is revised as "The solution should have the ability to operate all functionality available in the incident, problem, change, assets etc. via a mobile app/browser on iPhone or Android phone
188	31	Bill of Material, ITSM user quantities	Please confirm that 100 ITSM resolvers are Named or Concurrent type of license?	Concurrent Type of licenses
189	40-	Server Management/ Point No. 4 - Existing Clause: Should support agent based monitoring.	<u>Change request:</u> In order to provide complete visibility of IT infrastructure including servers with micro level monitoring (on need basis) through which granular level details can be captured along with flexibility of monitoring through agent and agentless approach. Hence, we request the authority to modify the above clause in the Server Monitoring specification:  "The Server Monitoring solution must provide agentless as well as agent based monitoring for server infrastructure. The agents should be able to set polling interval as low as 1 second with low overhead on target server infrastructure."	The clause is revised as "Should support agent based/ agentless monitoring."

190	Anne xure 12	EDR- technical specification- Bidder is required to supply & implement end-to-end EDR solution including management server at DC and DRC.	Bidder is required to supply & implement end-to-end EDR solution including management server at DC and DRC or alternatively cloud management	The clause is revised as "Bidder is required to supply & implement end-to-end EDR solution including management server at DC and DRC or Cloud. Bank should be able to manage the EDR environment through a web based portal and dashboard."
191	Anne xure 12	EDR-The EDR sensor should provide remote shell to the system to get access and mitigate a malicious activity; it includes network isolation, and remote access.	The EDR sensor should provide remote shell/command execution to the system to get access and mitigate a malicious activity; it includes network isolation, and remote access.	The clause is revised as "The EDR sensor should provide remote shell/command execution to the system to get access and mitigate a malicious activity; it includes network isolation, and remote access."
192	Anne xure 12	EDR-Orchestrate and automate immediate response and track actions with security playbooks	Orchestrate and automate immediate response and track actions with security playbooks/ automated remediation procedures	The clause is revised as "Orchestrate and automate immediate response and track actions with security playbooks/ automated remediation procedures."
193	Soft ware ATS 2nd year onw ards	On submission of documentary proof of "Back to Bank Agreement with OEM" to Bank for renewal	Request to confirm that payment for ATS will be at the start of the year only on submission of Back to Bank Agreement with OEM and after Successful Upgradation to latest version of software Application / Tool and Sign off from Bank for upgradation	It will be on yearly basis at start of the respective year on submission of documentary proof of "Back to Bank Agreement with OEM" to Bank for renewal
194	Page 12	Performance Bank Guarantee- 4(i)	The Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank other than Central Bank of India, in the format given by the Bank in Annexure-10, for 3% of the total project cost valid for 66 months, (5 years for total project period plus 6 months for claim period) validity of	Revised Clause: The Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank other than Central Bank of India, in the

			PBG starting from its date of issuance.	format given by the Bank in Annexure-10, for 10% of the total project cost valid for 66 months, (5 years for total project period plus 6 months for claim period) validity of PBG starting from its date of issuance.
195		Clarification		Bidder is required to provide one onsite OEM Developer for doing changes in software of Application Performance Management Solution during the period of contract and one separate L2 resource should be provided by Bidder for doing operational, monitoring, management activities during the period of contract.
196		New Addition	Is Bank looking for extending the scope of AMC/ATS after 5years.	Bank has the option for extending the AMC/ATS of the in scope components for additional 1 year after expiry of the contract at the same cost of 5th year AMC/ATS cost of this tender.

### **Revised Payment Terms**

Item Description	Percentage Payment	Milestone
New Application (Ex. EDR, Asset Management Solution, APM Solution etc.) and for existing application bidder quoting new Solution instead of existing solution	70%	On delivery of Licenses
	20%	On Successful Commissioning and Sign off by Bank of Solution/Application/Tool as per Scope of Work
	10%	3 Months Post Successful Commissioning and Sign off of Solution / Application/Tool or against submission of Bank Guarantee of equivalent amount valid for 3 months.
Existing Application ATS	70%	On submission of documentary proof of “Back

(1 <sup>st</sup> Year) (Ex. ITSM, Network Monitoring Tool, Server Monitoring Tool, EPP, etc.) – Yearly		to Back Agreement with OEM” to Bank for renewal
	20%	On Successful Commissioning and Sign off by Bank of Solution/Application/Tool as per Scope of Work
	10%	3 Months Post Successful Commissioning and Sign off of Solution / Application/Tool or against submission of Bank Guarantee of equivalent amount valid for 3 months.
Software ATS 2 <sup>nd</sup> year onwards	60%	On submission of documentary proof of “Back to Bank Agreement with OEM” to Bank for renewal
	40%	Successful Upgradation to latest version of software Application / Tool and Sign off from Bank for upgradation. If already on latest version payment will be released on submission of documentary proof of “Back to Bank Agreement with OEM” to Bank for renewal
System Software (OS, DB, etc)	60%	On delivery of Licenses
	40%	On Successful Installation of Software
Delivery of Hardware (Appliance) – New	60%	On Delivery of Hardware/Appliance based solution
	30%	On Successful Installation of Hardware/Appliance based solution
	10%	3 Months Post Successful Implementation of Hardware/Appliance based solution
Hardware Installation Cost	100%	Post Successful Implementation of Hardware/Appliance based solution
Hardware Appliance – AMC – New / Existing Solution	Quarterly	AMC will be paid quarterly in arrears
Implementation Services	100%	Acceptance of Successful Commissioning of application
FM Services (Bidder/OEM)	Quarterly	FMS Charges shall be paid quarterly in arrears
Professional Services / Other Cost	Annually	On submission of documentary proof of “Back to Back Renewal with OEM for Professional Service” for the year
Additional Professional Service Man-days for the period of 5 years	On Actuals	On Actual availing the Professional Services

### **Revised Timelines**

#	Activity	Time Period for Completion
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#	Activity	Time Period for Completion
1	Delivery of in-scope Application software and system software at DC and DRC	Deliver at Bank's location within 6 weeks from the date of acceptance of purchase order
2	Delivery of in-scope Hardware at DC and DRC	Deliver at Bank's location within 16 weeks from the date of acceptance of purchase order
3	Successful Installation of Hardware / appliance at DC and DRC	6 weeks from the date of delivery of hardware
4	Successful Upgradation & Migration of Data of existing Applications <ul style="list-style-type: none"> <li>• Helpdesk Portal, Ticketing Tool, Change Request Management</li> <li>• Server Hardware Monitoring Application</li> <li>• Network Device and Link Monitoring</li> <li>• End Point Protection for Servers and Client</li> <li>• Application Performance Management and Monitoring</li> </ul>	Within 8 weeks from the date of delivery of Software. Bidder has to provide AMC/ATS of the existing software from the date of expiry of existing AMC/ATS as per Bill of Material Annexure-2.
5	ATS of Existing Software and migration to new solution <ul style="list-style-type: none"> <li>• Helpdesk Portal, Change Request Management</li> <li>• Server Hardware Monitoring Application</li> <li>• Network Device and Link Monitoring</li> <li>• End Point Protection for Servers and Client</li> <li>• Application Performance Management and Monitoring</li> </ul>	<p>In case of new Solution – Installation and migration of application to new solution within 10 Weeks of acceptance of Purchase Order <b>OR</b> Bidder has to provide AMC/ATS of the Existing Software from the date of expiry of existing AMC/ATS as per Bill of Material Annexure-2 till Migration/Upgrade of mentioned Software as per the scope of work and Minimum Technical Specification given in Annexure-12.</p> <p>In case if Bidder opts to continue with existing solution in such case, Bidder has to provide AMC/ATS of the existing software from the date of expiry of existing AMC/ATS as per Bill of Material Annexure-2.</p>
6	Commissioning of new Applications – Asset Management, EDR, Sandboxing and APM Solution at DC and DR Site and client systems.	Within 28 Weeks from the date of acceptance of Purchase Order

### **Revised Eligibility Criteria**

Sr.	Eligibility of the Bidder/OEM	Documents to be submitted	Compliance (Y/N)
1.	Bidder should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date of submission of RFP.	Copy of the Certificate of Incorporation issued by Registrar of Companies/Registrar of firms and full address of the registered office of the bidder	
2.	Bidder should be registered under G.S.T and/or tax registration in state where bidder has a registered office	Proof of registration with GSTIN	
3.	The bidder must have an annual turnover in India of INR 100 Crores per annum in the last three financial years (i.e. 2020-21, 2021-22, 2022-23) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies	Copy of audited Balance Sheet and Certificate of the Chartered Accountant for preceding three FYs.	
4.	The bidder should have made operating profits in at least two financial years out of last three financial years. (i.e. 2020-21, 2021-22, 2022-23).	Copy of audited Balance Sheet and Certificate of the Chartered Accountant for preceding three FYs.	
5.	The bidder should have a positive net worth in last three financial years. (i.e. 2020-21, 2021-22, 2022-23).	Certificate of the Chartered Accountant for preceding three FYs.	
6.	The Bidder should be a certified or an Authorized partner of the OEM of the offered solution	Copy of MAF from respective OEMs as per format to be submitted. 1. EMS Solution 2. EPP 3. ITAM 4. APM 5. EDR 6. Any Other OEM MAF	
7.	At the time of bidding, the Bidder should not have been blacklisted /debarred/ by any Govt. / IBA/RBI/PSU /PSE/ or Banks, Financial institutes for any reason or non-implementation/ delivery of the order. Self-declaration to that effect should be submitted along with the technical bid.	Submit the undertaking self-declaration on Company's letter head	

Sr.	Eligibility of the Bidder/OEM	Documents to be submitted	Compliance (Y/N)
8.	At the time of bidding, there should 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	Submit the undertaking self-declaration on Company's letter head	
9.	Bidder/OEM should not have - <ul style="list-style-type: none"> <li>• NPA with any Bank /financial institutions in India</li> <li>• Any case pending or otherwise, with any organization across the globe which affects the credibility of the Bidder and OEM in the opinion of Central Bank of India to service the needs of the Bank</li> </ul>	Submit self-declaration on Company's letter head.	
10.	Bidder/ OEMs should have service/support infrastructure at Mumbai/ Hyderabad and should be able to provide efficient and effective support.	Submit the undertaking self-declaration on Bidder's /OEM's letter head	
11.	If the bidder is from a country which shares a land border with India, the bidder should be registered with the Competent Authority	Certified copy of the registration certificate	
12.	Bidder should have experience of having <ol style="list-style-type: none"> <li>1. Supplied &amp; implemented EMS solution such as Service Desk / Network / Server Monitoring and Management tools in India</li> <li>and</li> <li>2) Supplied &amp; implemented EPP Solution in One organization for at least 10000 Devices in India.</li> </ol>	Credential letter OR Copy of Sign off document, along with Purchase order/ Contract copy	
13.	The Proposed OEM's of EMS Solution such as Service Desk, Network and Server Monitoring & management Solution should have been supplied and implemented \ Operational in last 5 years in at least one Scheduled Commercial Bank in India having minimum 2000 branches	Credential letter OR Copy of Sign off document, along with Purchase order/ Contract copy	
14.	The Proposed OEM's EPP Solution should have been supplied and implemented / Operational in last 5	Credential letter OR Copy of Sign off document,	

Sr.	Eligibility of the Bidder/OEM	Documents to be submitted	Compliance (Y/N)
	years in at least one Scheduled Commercial Bank in India having minimum 2000 branches and EPP Solution implemented with at least 30000 clients	along with Purchase order/ Contract copy	
15.	The Proposed OEM's Endpoint Detection and Response (EDR) Solution should have been supplied and implemented / Operational in at least one Scheduled Commercial Bank in India with at least 7500 devices	Credential letter OR Copy of Sign off document, along with Purchase order/ Contract copy	
16.	The proposed OEM Application Monitoring (APM) solution should have been implemented for CBS during the last 5 years in at least one Scheduled Commercial Bank in India having minimum 1000 Branches	Credential letter OR Copy of Sign off document, along with Purchase order/ Contract copy	
17.	The Proposed OEM's ITAM Solution should have been supplied and implemented in at least one Scheduled Commercial Bank / Financial Institute (BFSI) / PSU/ Govt. Organization in India having minimum 1000 branches	Credential letter OR Copy of Sign off document, along with Purchase order/ Contract copy	

**Revised Bill of Material is as per**

Annexure 2- Revised Bill of Material-EMS and Security Solutions

**Revised Technical Specification is as per**

Annexure 12-Revised- Technical Specification-EMS and security Solutions