

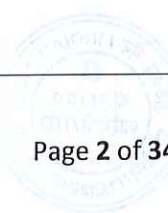
Clarifications for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for “Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support”.

S.no	References	Existing Clause	Queries / Changes Requested	Clarification from Bank																		
1	Page 2 point no 6) and page 8 EMD	Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Point No. 1 & 2	In Page 2, MSE/NSIC are exempted from EMD. But in Page 8, clearly mentioned MSME are too exempted from paying EMD? Please clarify.	It is clarified that only MSEs are exempted as per RFP terms and condition. Please refer Page No 7 Clause 12.f.																		
2	Page no 11 Clause 5.1	<p>Successful bidder has to Supply, design, install and implement the required hardware and software for commissioning IT asset management software solution as follows for which list would be provided by bank.</p> <table><thead><tr><th>S.no.</th><th>License Type</th><th>License Count</th></tr></thead><tbody><tr><td>1.</td><td>IT Assets</td><td>36,000</td></tr><tr><td>2.</td><td>Non-IT Assets</td><td>24,000</td></tr><tr><td>3.</td><td>Local Admin</td><td>Unlimited</td></tr></tbody></table>	S.no.	License Type	License Count	1.	IT Assets	36,000	2.	Non-IT Assets	24,000	3.	Local Admin	Unlimited	<p>Provides License request count as IT-Asset - 36000, Non-IT Assets – 24000 & Local Admin – Unlimited. But we need clarity as below to arrive at the Solution & BOM.</p> <p>PC – No's. ? Servers – No's. ? Routers – No's. ? Networking Switches – No's. ? ATM/Kiosk - No's. ? Non – IT & Non-IP Assets – No's. ?</p> <p>No. of Location where no. of PC & Server is more than 20 Qty and those locations details (For Planning on Network requirement & Local Repository Pre-requisites) - ?</p>	<p>Below are the approximate details of assets :</p> <table><tbody><tr><td>PC- 20000</td></tr><tr><td>Sever -3500</td></tr><tr><td>Router-3500</td></tr><tr><td>Switches - 4000</td></tr><tr><td>ATM/Kisok-5000</td></tr><tr><td>NON IP Asset - 24000(Printers, scanners, modem, UPS, etc.)</td></tr></tbody></table> <p>There are approximately 100+ Locations where workstation & servers count is more than 20. Details will be shared with the successful Bidder.</p>	PC- 20000	Sever -3500	Router-3500	Switches - 4000	ATM/Kisok-5000	NON IP Asset - 24000(Printers, scanners, modem, UPS, etc.)
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			Can you provide counts of server, endpoints/clients and network devices	
			Kindly define the IT and non-IT asset types with the count.	
			Non IT assets consist of which devices	
			The unlimited admin users is a single vendor compliance class. Kindly provide the total number of admin users accessing the solution.	It is clarified that solution should cater to approximate 200 Admin users.
			How many admins and asset managers will log into the system.	
3	Page 11 Clause 7.3	The successful bidder should provide on-site support to INDIAN BANK at Chennai on any calls/ticket raised.	Is bank expecting an resident engineer for this requirement or this is on demand basis?	It is clarified that the bidder has to provide support for on demand basis.
4	Page 11 Clause 7.4	The successful bidder should co-ordinate by providing on-site support for any calls /tickets raised in DC and DR site.	Request to clarify that This will be limited to the solution provided.	It is clarified that the bidder must provide support for the quoted solution.
5	Page 11 Clause 7.6	If the situation warrants any activity to be performed directly at our DR site , adequate engineers must be provided based on the need to immediately carry out and complete the activities as required, at DR site.	Request to clarify that This will be limited to the solution provided.	



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6	Page No 16 Clause 2	<p>The vendor shall, at its own expenses without any limitation, defend and indemnify the Bank against all third party claims or infringements of Intellectual Property Rights. In case of violation/ infringement IPR, the successful bidder shall after due inspection and testing get the solution redesigned for the Bank, at no extra cost. If the Bank is required to pay compensation to a third party resulting from such infringement(s), the Vendor shall be fully responsible therefore, including all expenses and court and legal fees.</p>	<p>Kindly request you to add the Below exceptions to the clause; Exclusions: The forgoing shall not apply to any infringement claim resulting from any hardware, operating system or other software that arises solely due to (a) use, operations and maintenance of the Deliverables or any 3rd party material in any manner not in accordance with the Documentation or Service Provider's instructions or recommendations, or (b) combination, modification done other than by Service Provider.</p> <p>Bidder requests for the below revised clause instead; The bidder shall procure the relevant third party OEM to indemnify, protect and save the Bank against all third-party claims, losses, costs, damages, expenses as are finally awarded by the Court in relation to action suits</p>	Please adhere to RFP terms and conditions.
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			and other proceeding, resulting from infringement of any law pertaining to patent, trademarks, copyrights in respect of all the equipment and software supplied by him. Provided the Bank promptly (i) notifies bidder in writing of the claim, (ii) supplies information requested by bidder, and (iii) allows bidder to control, and reasonably cooperates in, the defence and settlement, including mitigation efforts.	
7	Page No 16 Clause 3	Within 15 (fifteen) days of acceptance of the Purchase Order issued for the project by the Bank, the Successful Bidder shall furnish to the Bank in accordance with the conditions of the contract a performance security equivalent to 10% of the amount of the Contract valid for a period of Sixty Six months (66) with further one month claim period in the form of a Bank Guarantee. The proceeds of the performance security shall be payable to the Bank as compensation for any loss resulting from the Successful bidder's failure to complete its obligations under the Contract. The performance security will be discharged by the Bank and returned to the Successful bidder not later than thirty (30) days following the date of completion of the Successful bidder's performance obligations under the Contract.	Within 15 (fifteen) days of acceptance of the Purchase Order issued for the project by the Bank, the Successful Bidder shall furnish to the Bank in accordance with the conditions of the contract a performance security equivalent to 10% of the amount of the Contract valid for a period of Thirty Six months (36) with further one month claim period in the form of a Bank Guarantee. After that one year AMC value BG for 2	Please adhere to RFP terms and conditions.



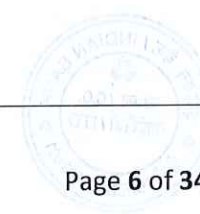
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			year AMC period.	
8	Page No 16 Clause 4	The delivery of all hardware and software should be completed within eight weeks from the date of Purchase Order. The Licences entitlement of the Bank should be provided online in the software portal of the OEM. Copy of the same with signature of the company representative should be produced for making payment.	Delivery - 10 Weeks	Please adhere to RFP terms and conditions.
9	Page 17 Clause 5	Implementation of the solution has to be done within 3 months from the date of purchase order. The Centralised system should be delivered and installed at Chennai & Hyderabad. The Client software to be installed in all PC's by the bidder. The Web IT Asset Management should be installed at Chennai Indian Bank Corporate office and to be integrated with Bank's existing Proxy Servers	We request the bank to kindly amend this clause as: Implementation of the solution has to be performed within 3 months from the date of delivery. The Centralised system should be delivered and installed at Chennai & Hyderabad locations. The Client software to be installed in all PC's by the bidder. The Web IT Asset Management should be installed at Chennai Indian Bank Corporate office and must be integrated with Bank's existing Proxy	Please adhere to RFP terms and conditions.



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			Servers.	
			Implementation - 4 Months	
			Is bank is having any tool to install the client software in all PC's. If yes the same tool is available for bidder to install the client software.	Please refer page No.36 Clause 75 of RFP.
			Deleted	
10	Page 17 clause 6.2	3 months post sign off.-10%	Requested to modify the clause as "10%-3 months post sign off." 1 months post sign off. - 10%	Please refer to amendment no 2 for revised payment terms.
		For AMC/Software, subsequent Payment will be made in every 6 months in arrears	We request the bank to kindly amend this clause as: For AMC/Software, subsequent Payment will be made quarterly in arrears.	
			Requested to modify the clause as "For AMC/Software, subsequent Payment will be made in Early Advance Every AMC/ATS Starting year"	
			Request to amend AMC rates to be payable yearly in advance	



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11	Page 19 clause 10	The SLA specifies the expected levels of service to be provided by the Bidder to the Bank. This expected level is also called the baseline. Any degradation in the performance of the solution and services is subject to levying penalties.	<p>The SLA specifies the expected levels of service to be provided by the Bidder to the Bank. This expected level is also called the baseline. Any degradation in the performance of the solution and services is subject to levying penalties. However, The overall maximum penalty, if any that can be imposed on Wipro under this proposal contract shall not exceed 5% of the Annualized Contract Value and penalty for a given month should not be more than 5% of monthly invoice value.</p> <p>Bank to kindly confirm that the warranty conditions in respect of products/software supplied will be as per the OEM/OSD warranty terms and conditions and Supplier being an authorized reseller, will pass on such warranties “as-is”, to the Bank.</p> <p>SLA Penalties- For service level failures, Bank to kindly levy penalties/LDs as agreed upon.</p>	Please refer to RFP Page No. 20-21 Clause 10.3 for clarification.
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			Kindly request you to consider the capping as 5%	
12	Page 21 clause 10.3	<p>If any information security breach occurs due to failure of IT Asset Management, a penalty of Rs. 1,00,000/- (One Lakh) per event will be deducted</p> <p>The right to levy the penalty is in addition to and without prejudice to other rights / remedies available to the Bank such as termination of contract/ invoking performance guarantee and recovery of amount paid etc,</p>	<p>Please clarify</p> <p>The right to levy the penalty is in addition to and without prejudice to other rights / remedies available to the Bank such as termination of contract/ and recovery of amount paid etc. However, The overall maximum penalty, if any that can be imposed on Wipro under this proposal contract shall not exceed 5% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.</p>	It is clarified that any security breach due to incorrect configuration/ flaw in solution will result in penalty.
13	Page 21 clause 11	If at the time of your supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified in that behalf.	Bank to kindly confirm the below verbiage inclusion in the Indemnity clause. Subject to the clause on Limitation of Liability, Indemnity would be limited to court awarded damages and shall exclude indirect and consequential loss and damages including but not	Please adhere to RFP terms and conditions.



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			<p>limited to loss of profit, anticipated savings, loss of data, loss of business.</p> <p>Bidder requests for the below revised clause instead; The bidder shall procure the relevant third party OEM to indemnify, protect and save the Bank against all third-party claims, losses, costs, damages, expenses as are finally awarded by the Court in relation to action suits and other proceeding, resulting from infringement of any law pertaining to patent, trademarks, copyrights in respect of all the equipment and software supplied by him. Provided the Bank promptly (i) notifies bidder in writing of the claim, (ii) supplies information requested by bidder, and (iii) allows bidder to control, and reasonably cooperates in, the defense and settlement, including mitigation efforts.</p>	
14	Page 21 clause 13	If the successful bidder becomes Bankrupt or insolvent, has a receiving order issued against it, compounds with	If the successful bidder becomes Bankrupt or	Please adhere to RFP terms and conditions.



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	<p>its creditors, or, if the successful bidder is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the successful bidder takes or suffers any other analogous action in consequence of debt; then the Purchaser may at any time terminate the contract by giving written notice to the Successful bidder.</p> <p>If the contract is terminated by the Purchaser in terms of this Clause, termination will be without compensation to the successful bidder provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.</p> <p>In case the termination occurs before implementation in all the locations in terms of this clause, the purchaser is entitled to make his claim to the extent of the amount already paid by the purchaser to the successful bidder.</p>	<p>insolvent, has a receiving order issued against it, compounds with its creditors, or, if the successful bidder is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the successful bidder takes or suffers any other analogous action in consequence of debt; then the Purchaser may at any time terminate the contract by giving written notice of 30 days to the Successful bidder.</p> <p>If the contract is terminated by the Purchaser in terms of this Clause, Customer shall pay Successful bidder for goods delivered and services rendered till the date of termination provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue</p>	
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			thereafter to the Purchaser. In case the termination occurs before implementation in all the locations in terms of this clause purchaser is entitled to make his claim to the extent of the amount already paid by the purchaser to the successful bidder.	
15	Page 23 clause 16	In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and successful bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, successful bidder shall continue performance of the Contract to the extent not terminated.	<p>In the event the Bank terminates the Contract in whole or in part, Customer shall pay Wipro for goods delivered and services rendered till the date of termination.</p> <p>Bank to kindly confirm that termination will not affect the Supplier's right of being paid for the services and deliverables completed successfully prior to the date of termination.</p> <p>We request to include the limit of any excess cost "</p> <p>In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such</p>	It is clarified that the Bank shall pay Supplier for goods delivered by them and services rendered by them till the date of termination.



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			<p>terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful bidder shall be liable to the Bank for any excess costs (limited to 5% of the quoted value for those particular goods or services) for such similar Goods or Services</p> <p>Please note that the contract can be terminated only for the material breach of the contract. However, a thirty days prior written notice, if the other party has committed a material breach of the contract shall be provided and if such breach has not been cured during the notice period, then the contract can be terminated. The Bank shall pay Bidder for all products and services provided up to the effective date of termination.</p> <p>Additionally, any finding on fraud or corrupt practices shall be subject to final</p>	
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			determination by the competent court.	
16	Page 25 clause 23	<p>Supplier's aggregate liability under the contract shall be limited to the contract value. This limit shall not apply to third party claims for</p> <p>a. IP Infringement indemnity. b. Bodily injury (including Death) and damage to real property and tangible property caused by supplier's negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the supplier that gave rise to claim, under this tender.</p>	<p>Notwithstanding anything contained herein, neither Party shall be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through Wipro) that may arise out of or result from this Agreement. Supplier's aggregate liability under the contract shall be limited to the fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim. This limit shall not apply to third party claims for</p> <p>a. IP Infringement indemnity.</p>	Please adhere to RFP terms and conditions.



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			<p>b. Bodily injury (including Death) and damage to real property and tangible property caused by supplier's negligence. For the purpose for the section, contract value at any given point of timer means the aggregate value of the purchase order placed by bank on the supplier that gave rise to claim under this tender.</p> <p>Bank to kindly confirm the below provided revision to the clause: Supplier's aggregate liability under the contract shall be limited to 50% of the annual contract value.</p> <p>Kindly request you to add Below Clause to LOL clause; Neither party shall be liable to the other party for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that loss or damage was reasonably foreseeable or that party</p>	
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			<p>was aware of the possibility of that loss or damage arising. The limitations set forth in this section shall apply even if any other remedies fail of their essential purpose.</p> <p>The Bidder shall in no event be liable for indirect, consequential, incidental or special damages, loss of/damage to, data, loss of profit, business, goodwill and third-party claims, even if Bidder has been advised of possibility of such damages.</p>	
17	Page 25 clause 26	<p>The Bank reserves the right to increase or decrease the quantities mentioned in the bidding document up to an extent of 25% of quantity mentioned in the bid without any change in unit price and other terms and conditions. If Bank decides to place “Repeat Order”, the same shall be placed by the Bank within 6 months from the date of Purchase Order.</p>	<p>The Bank reserves the right to increase or decrease the quantities mentioned in the bidding document up to an extent of 25% of quantity mentioned in the bid. However, the Fixed Price, as mentioned in the Commercial schedule, is valid within a dead band of $\pm 5\%$ of the baseline volumetric of the respective resource unit that is provided as part of RFP. For assets volumes above +5% threshold of the baseline</p>	Please refer to amendment no.5



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			volumetric, additional resources will be charged at ARC 'Additional Resource Charge' to reflect additional marginal cost to Service Provider, while credits known as RRC 'Reduced Resource Credit' will be granted to Customer for reduction in resources consumed, for service volumes below -5% of the baseline volumetric. If Bank decides to place "Repeat Order", the same shall be placed by the Bank within 6 months from the date of Purchase Order.	
18	Section-IV ELIGIBILITY CRITERIA Page 27 Clause 4	The bidder should be ISO 27001 certified and should have a valid current certificate	<p>This clause should be only for Bidder and not for OEM. This is a Security Process Certification for a Company/Org to maintain their Internal security process of their IT Infrastructure, How this eligibility criteria helps for Bank to decide product purchase?</p> <p>If any Company (ISO:9001 certified) is 100% subsidiary</p>	It is clarified that the ISO 27001 certificate is required for the Bidder Only.



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			of its parent company that holds ISO 27001 certification. Can we provide the same for the below clause	
19	Page 28 Clause 1.1	Successful bidder has to configure the management solution in Data centre (DC) site and Disaster recovery (DR) site with HA. Bank will provide necessary IT infrastructure for configuring the solution in DC and DR site. Bidder has to provide the required software licenses including database for installing and configuring the solution in high availability (HA) mode	Whether Database is Open source or Enterprise version and if any obligation at Bank side for the same	It is clarified that Database should be enterprise version and not open-source
			Failover between DC - DR, should it be manual or automatic?	It is clarified that failover between DC and DR should be automatic
			What is the RTO and RPO requirement?	It is clarified that RTO and RPO requirements are defined as per Banks policy, which will be communicated to the successful bidder
			BMC to provide product licenses of its products. Databases licenses should be provided by customer.	It is clarified that all required/ necessary licenses for solution to be provided by the Bidder.
20	Page 29 Clause 5	Upload of Asset data using QR Codes/Bar Codes	Is it compulsory that the tool has this capability?	It is clarified that solution should support upload of Asset data using QR Codes or Bar Codes.
			We support only Bar code	
21	Page 30 Clause 6	Asset Tagging: 1. User Tagging: For proper management of the IT Assets, each asset must be tagged to a user/owner for which Asset Tagging capability should be available in	For Dynamic Updating of User Location mapping/Tagging will be managed by Customer?	It is clarified that the Bank will facilitate the process.



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		the system. Tagging shall be implemented either through Active Directory interface or any other interface as required by the bank. This tagging should be dynamic and should cater to situations such as movement of asset/movement of user/addition or deletion of components & peripherals in the IT Asset and reflect ch.	While Physical Tagging done by Bank at multiple Location, Customer should have their own Barcode Printer to maintain a series. Barcodes should be generated and the applied to systems	It is clarified that the unique/ custom code should be generated for individual assets. QR code/ Barcode are optional.
		2. Physical Tagging: For all IT Assets physical tagging of Assets is required, as per the Tagging Scheme advised by the bank, Physical Tagging will be done by bank Team. The Software should generate the tags.	Physical tagging consider as Barcode if yes then customization required of not?(like asset name , number etc)	It is clarified that solution should be able to customize the field as required.
			What type of tags - Barcode or QR, or any other custom tags	It is clarified that the unique/ custom code should be generated for individual assets. QR code/ Barcode are optional.
22	Page 30 Clause 7	The inventory information should be stored along with date stamps & track changes like installation/ un-installation, configuration changes, user/owner changes etc along with functionality of XML tagging	Inventory Changes will have XML Tagging and User Changes can be Reported via Alert/Email Only. Request to Change as “XML tagging/Email Alert” Support related to Functionality of XML tagging and the exact requirement details	Please adhere to RFP terms and conditions.



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		Asset Tracking: Solution should be capable to identify and track change in the location of assets, increase or decrease the number of assets, track assignment status and user information.	Asset Tracking will be done manually or automatic	It is clarified that solution should be capable in tracking the changes done on the assets.
23	Page 31 Clause 9	<p>License Management</p> <p>Bank purchases licenses for multiple applications based on the number of users/servers/core/processors etc. Solution should have the capability to manage such licenses as following:</p> <ul style="list-style-type: none"> Should support licensing management for all major licensing solution providers such as Oracle, Microsoft, RedHat, IBM etc. Should provide details such as Quantity of licenses purchased and deployed in AIX, Windows and Linux Operating system. Should maintain the Catalogue of software from all major OEMs/Principals and should alert the admins regarding updates released on periodic basis. Should have the capability to manage the entitlement of the licenses based on user (through AD/IP segment etc.) Should provide for real time monitoring and trigger alerts based on the criteria set by the admin and 	Windows MAC and Linux are supported (RedHat, SuSe Ubuntu, Raspbian) can do readymade for other platform needed customization , so include “allowed customization for non-standard platform” so requesting to include “allowed customization for non-standard platform”	It is clarified that the Bank allows customization for non-standard platform.
			<p>What will be the medium of real time monitoring alert</p> <p>Real time monitoring will be too much over ahead for desktop or devices under ITAM and it not relevant for ITAM also, “so kindly change to periodical or scheduled monitoring”</p>	It is clarified that the solution should be capable to trigger alerts with respect to changes observed in the asset as soon as the asset is connected back to the network.



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		<p>provide for license metering.</p> <p>Removal of un-licensed software identified in machines in which client software is installed.</p>	<p>Real time alerts are not possible by asset management solution. Only if there is any changes detected in hardware/software/network alerts can be triggered. Real time alerts are applicable only for monitoring solutions</p>	
24	Page 31 Clause 12	<p>Basic Asset Management Functionalities: Apart from the functionalities stated above,</p> <ul style="list-style-type: none"> The solution should provide & support API integration with Network Management Software and Active Directory, LDAP etc. <p>The solution should also have the capability to integrate with e-mailing System and short message services.</p>	<p>Request Bank to let us know the NMS tool currently being used.</p> <p>Is SMS Gateway is on premise with bank and what gateway service application is being used?</p>	<p>It is clarified that the requested details will be shared with the successful bidder.</p>
			<p>IT is understood Bank will meet the OEM Pre-requisite to integrate with these Solutions</p>	<p>It is clarified that the bidder has to integrate with existing SMS gateway/vendor.</p>
25	Page 31 Clause 13	<p>Asset management solution must manage assets from purchase to salvage i.e. from the beginning to the end of an asset's life cycle</p>	<p>it is Understood Post GRN Data of Assets will be made available to the Deployed ITAM Solution</p>	<p>It is clarified that goods received note (GRN) will be provided.</p>
26	Page 32	<p>The solution should maintain an up-to-date inventory of</p>	<p>Need Clarity on number of</p>	<p>Please refer to clarification no 2</p>



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	Clasue 14	distributed hardware and software assets in Bank's IT infrastructure. As the Bank have wide branch network with Zonal offices acting as Local admins, the solution should be capable to offer local admin roles to bank's staff with all capabilities based on role assigned to them	Branch and Zonal Office, No. of Local Admins each locations (This will help us to size SOW better)	
27	Page 32 Clasue 16	The Solution should have capability for discovery of end-user computing devices based on range of IP addresses or IP subnets even for branches which are connected via MPLS WAN Network and VSATs with bandwidths ranging from 64 kbps to 10 mbps.	Can you mention network architecture of Indian Bank	It is clarified that the details will be provided to the successful Bidder
28	Page 32 Clasue 18	The solution should be capable of integrating with Microsoft Active Directory and LDAP for user authentication etc.	It is understood only one of the Authentication method will be used and based. Specification SAML or OAUTH is not clarified and need for SSO is not provided	Please adhere to RFP terms & conditions.
29	Page 32 Clasue 19	Solution should provide agent less facility and an out-of-box agent deployment tool for installing agents and it should be able to take feeds from Active Directory, Domains and manually. It should also support the following agent deployment methods – Active Directory Group Policies, software distribution tools, manually installing the agent.	Agents less facility are only for network devices. Rest of the operating systems such as Linux, Windows are managed only with help of agents.	It is clarified that the discovery of IP based assets should be performed without agent.
30	Page 32 Clause 22	The solution should support local distribution points through preferred servers and peer downloading	<div> Please remove peer downloading, as this creates security loopholes and more resource requirement for each site </div> <div> Need more clarity on this point with respect to use case. </div>	It is clarified that endpoint(s) should be able to download from nearest relay servers.



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31	Page 33 Clause 23	The Agents able to dynamically connect to the next nearest Distribution Point if the Distribution Point assigned to the agent is not available	More clarification require to understand the requirement	It is clarified the endpoint(s) should be able to connect with servers at DC & DR
			There is no need for this if the end user machines and the server is reachable.	
			Can you help me understand present architecture between HQ, ZO and branches	It is clarified that theBank follows 2-tier Architecture. Branch is directly connected to DC via MPLS.
32	Page 33 Clause 27	The Solution should have ability to track standalone executable based applications on each computer i.e. Applications that do not need to be installed but just needs to execute a standalone program.	Tracking of the software can be achieved. However, we need more clarity specific to “executable”	It is clarified that standalone application/executable/portable programs need to be tracked by the solution.
			We do not have this feature now. But we have this feature in our road map	
33	Page 33 Clause 30	Software catalogue should allow for the entry of custom developed software titles & custom classification of standard applications based on user preferences.	Need more clarity on this point with respect to use case.	It is clarified that the solution should support manual addition of software titles along with predefined catalogue.
34	Page 33 Clause 31	Solution should check for entry of new end points into the Bank’s network and trigger alerts.	Is that expected when new device on board, the notification need to be sent to bank? Real Time monitoring will be too much over ahead for desktop or devices under ITAM and it not relevant for ITAM also, “so kindly change to periodical or scheduled	It is clarified that whenever new system(s)are added to network, solution should trigger alert.



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			monitoring”	
35	Page 33 Clause 33	The Solution Should provide Scheduler to determine when the inventory scans can be scheduled for specific group of devices at pre-defined intervals.	When a asset is scanned for the first time the inventory will be fetched. Every 90 minutes we check the device status and only of there is a change in hardware/software/network the status will be reported to the main server. Hence there is no need for scheduled inventory scan	It is clarified that solution should have capability of scheduled/ on-demand scan.
36	Page 33 Clause 35	The solution should have capability to discover all unmanaged devices like desktops, servers, laptops, printers, switches and routers. Even if devices are behind firewall.	Hope Bank Provides relevant firewall port opening for such discovery Any restriction for the devices behind the firewall or any compliance to be followed for the same	It is clarified that required ports will be opened for proper functioning of solution.
37	Page 33 Clause 40	The solution should provide desktop admin capability to take remote control of endpoints for maintenance purposes. This feature should support copying files to remote devices	Yes limited function remote control is available built-in, can we provide 3 rd Party Integrated tool? Are you expecting any client management system?	It is clarified that licensed 3 rd party solution can be utilized to provide requested functionality. It is clarified that the solution should be able to manage the assets.
38	Page 34 Clause 41	The solution should have the ability to configure machines in all power saving modes	Need more clarity on this point with respect to use case.	It is clarified that the solution should be able to change/ manage the system mode (for example performance/balanced/power



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				saving)
39	Page 34 Clause 42	The solution should have auditing capabilities for remote control sessions done using inventory management solutions	More clarification require to understand the requirement	It is clarified that the solution should provide audit logs.
40	Page 34 Clause 44	The solution should able to remove unauthorized, unlicensed software or any software as required from Bank's through central management console.	Whether removal from end user or from the Solution	It is clarified that the solution should be able to remove unauthorized software installed on endpoints from central console.
41	Page 34 Clause 45	The solution should have ability to execute a script before and/or after installation. It should also support custom script based execution	Need more clarity on this point with respect to use case. Who will be the owner of the scripts	It is clarified that bidder/OEM has to be provide custom script based on requirement but ownership lies with Bank.
42	Page 34 Clause 50	The solution should be able to share data with other systems/solutions and integrate with SIEM, etc. via APIs	Need more clarity on this point with respect to use case. IT AM does not integrate with SIEM. Which SIEM is running - Need to check the OEM compatibility	Please adhere to RFP terms & condition It is clarified that solution should be able to integrate with SIEM solutions like Arc-Sight, Q-Radar, etc.
43	Page 34 Clause 51	The System should be able to recognize software that is in the following: • hidden files • hidden directories	This clause to be deleted There are part of auditing solutions not with Asset Management categories	It is clarified that solution should be able to detect files set with hidden attribute.
44	Page 34 Clause 55	The System should be able to do automatic identification of the following software attributes (not exhaustive) • Product name • Product version • Manufacturer	• Product name-Yes • Product version-Yes • Manufacturer-Yes • Language-No, with custom field we can map it • File name-NO	Please adhere to RFP terms and condition.



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		<ul style="list-style-type: none"> • Language • File name • Directory file time • Executable type • Internal name • Known as • File description • File extension • File path • File date/time • File size 	<ul style="list-style-type: none"> • Directory file time • Executable type-NO • Internal name -NO Known as • File description • File extension • File path -NO • File date/time • File size - NO 	
45	Page 35 Clause 57	<p>The System should be able to return Data regarding software inventory process statistics:</p> <p>Software scan time Software scan duration Software agent version Total products reported Number of files examined</p>	Need more clarity on this ask, is that Software meant here related to ITAM tool?	Yes. It is clarified that it is related to ITAM tool.
46	Page 35 Clause 58	The System should be able to Identify software installations which occur outside approved channels	Need more clarity? Are we saying, any manual installation should be tracked?	It is clarified that Solution should track all installation and provide details of each change with alerts.
47	Page 35 Clause 63	The Solution should be capable to support each local admin to maintain cost & depreciation sheets with respect to each asset / at Aggregate level as per Bank's custom policy within ASSET Management Tool itself.	As depreciation are relevant from ERP Solution, request to consider current cost only. Please change as "cost sheets with respect to each asset"	Please adhere to RFP terms and conditions.
48	Page 36 Clause 69	The Solution should be capable of generating license compliance reports for both Windows and non-windows	Only if cost is associated to the asset / service in the	It is clarified that cost/PO copy of asset will be made available.



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		OS platforms.	asset module	
49	Page 36 Clause 70	The Solution should be capable to give each local admin the cost structure of IT operations under categories like hardware / software / AMC / Network Links etc. as output from reporting tool.	Only if cost is associated to the asset / service in the asset module	
50	Page 36 Clause 72	The Solution should operate without requiring the devices to belong to a Domain or Active Directory. The Solution shall be capable of integrating with one or more Active Directory structures if present; but should not require the schema to be extended.	More clarification require to understand the requirement	It is clarified that solution should be able to integrate with existing AD solution
51	Page 36 Clause 74	The Solution must include agent software that is deployed on all managed devices having OS(Windows 2008, 2012,2016,2019 and above. Windows Vista, Windows 7, Windows 8, Windows 10 and above).	Is patch management solution for both client and server? Is the expectation to push the OS, patch using patch management solution?	It is clarified that solution should support patch management functionality like patching OS such as Windows, Linux, etc and applications such as Microsoft Office, Outlook, IE and other application software's. Additionally, if required bank may upgrade the solution by procuring additional licenses for advanced patch management.
52	Page 36 Clause 75	The Solution must provide a remote agent deployment utility for installing agents remotely. The tool should be able to use Active Directory and Local Administrator Authentication for deploying agents to remote computers.	Is patch management solution for both client and server? Is the expectation to push the OS, patch using patch management solution?	
53	Page 36 Clause 76	The agent deployment strategy should also consider use of the following agent deployment methods: a. Active Directory Group Policies to deploy agents at domain login b. login scripts to deploy agents at domain login c. Use of existing 3rd party software distribution tools as available. D. Manually installing the agent where no other methods succeed.	Is patch management solution for both client and server? Is the expectation to push the OS, patch using patch management solution?	
54	Page 36 Clause 77	The agent should be configurable for quiet periods in which no work is done and with throttling features at client and Server sides.	Can Configured Quiet Period or disable check In for period of time as per Bank	It is clarified that solution should be scheduled to run in pre-defined times.



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			More clarification require to understand the requirement	
			Is patch management solution for both client and server?. Is the expectation to push the OS, patch using patch management solution?	It is clarified that solution should support patch management functionality like patching OS such as Windows, Linux, etc and applications such as Microsoft Office, Outlook, IE and other application software's. Additionally, if required bank may upgrade the solution by procuring additional licenses for advanced patch management.
55	Page 36 Clause 78	The Agent should be able to coexist with other end point clients like antivirus, DLP , Application whitelisting Solutions etc.	Is patch management solution for both client and server? Is the expectation to push the OS, patch using patch management solution?	It is clarified that solution should support patch management functionality like patching OS such as Windows, Linux, etc and applications such as Microsoft Office, Outlook, IE and other application software's. Additionally, if required bank may upgrade the solution by procuring additional licenses for advanced patch management.
			Please specify Anti-virus, DLP running in environment	It is clarified that agent should work with other agents. Existing solution details will be provided to successful bidder.
56	Page 36 Clause 79	The Solution must be capable of proactively reporting changes to managed devices within few minutes of	Change or Execution of any action deployed on the	It is clarified that whenever new system is added or any changes



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		detecting change or upon executing any action deployed from the server.	server can be reported from time to time, but it not recommended to be done using ITAM Solution. As Real-time security alerting should be done by relevant solutions, So please mention as periodical reporting or scheduled reporting	in existing asset being done in network, solution should trigger an alert.
57	Page 37 Clause 86	The Solution should allow console operators to create and save graphical reports (e.g. pie, bar, line charts)	This kind of reporting will be huge over head to the solution, please allow an option to provide this through via BI tools, which provide much more customization & graphical reporting.	It is clarified that Bank will allow integration of licensed 3 rd party tool for providing requested functionality.
58	Page 37 Clause 90	The Solution should show trending and analysis of security configuration changes through advanced reporting.	Kindly remove this line, ITAM does not provide Security Analysis. It defeat the focus of ITAM solution Is that expected that any changes in the device configuration changes should be notified?	It is clarified that the Bank need reporting of configuration changes only.
59	Page 49 Clause 12 Indemnity	The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants.	Bank to kindly confirm the deletion of the indemnity clause in the NDA .	Please adhere to existing RFP terms & conditions



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60	Additional Query	Clause not present in RFP	Auto-Discovery and Inventory –Discovery should work without requiring agent installation (that is, agent-less discovery) while discovery Layers 2 through Layers 7 of OSI model	It is clarified that agent less auto-discovery is required (Without providing any credentials for machines).
61	Additional Query	Clause not present in RFP	Auto-Discovery and Inventory –The EMS must provide a common configuration management database that must have a single solution for discovery of networks devices, servers & desktops, using a common probe, that supports both agent less and agent based technologies using.	Please adhere to existing RFP terms & conditions
62	Additional Query	Clause not present in RFP	Auto-Discovery and Inventory –The proposed solution shall provide future scalability of the whole system without major architectural changes.	Please adhere to existing RFP terms & conditions
63	Additional Query	Clause not present in RFP	Kindly request to share Patch Management Scope of Work	Please refer clarification no. 51 for scope of work.
64	Additional Query	Clause not present in RFP	Can you help me understand your present IT Asset management process	It is clarified that requested details will be provided to successful bidder.



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65	Additional Query	Clause not present in RFP	Are you looking for server discovery and server management in addition to End point discovery and management?	It is clarified that solution should be able to discover and manage all assets including servers.
66	Additional Query	Clause not present in RFP	How is your asset team structured today? Is it centralized or clustered? How many personnel will have access to asset management module of the application?	It is clarified that requested details will be provided to successful bidder.
67	Additional Query	Clause not present in RFP	How is connectivity between Datacentre, HQ, ZO and branches designed? Is it point to point or Mesh design	It is clarified that Bank follows 2-tier Architecture. Branch is directly connected to DC via MPLS.
68		Clause not present in RFP	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	Upon successful installation of goods, The title will be transferred to Bank.
69		Clause not present in RFP	SI's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent SI performance is effected,	Please adhere to RFP terms & conditions



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			delayed or causes non-performance due to Customer's omissions or actions whatsoever.	
70		Clause not present in RFP	Vendor shall be required to bear only the Excess Cost for procurement of goods and/or services similar to those undelivered. Provided further that the Vendor shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser.	Please adhere to existing RFP terms & conditions
71		Clause not present in RFP	Successful Bidder may terminate the Agreement upon written notice to the Customer in the event that the Customer commits a material breach of the Agreement or Statement of Work, including non-payment of fees and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice.	Please adhere to RFP terms & conditions



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72		Clause not present in RFP	Bidder understands that if the Bank is making available any facilities, software, hardware or other resources in connection with performance of Services by the bidder/vendor, it agrees to obtain any licenses or approvals related to these resources that may be necessary for bidder to perform such Services/develop Materials. Bidder will be relieved of its obligations that are adversely affected by Bank's failure to promptly obtain such licenses or approvals.	Please adhere to RFP terms & conditions
73		Clause not present in RFP	Bidder requests inclusion of the following clause: Compliance of export/import laws: Each party will comply with all applicable export and import laws and associated embargo and economic sanction regulations, including those of the United States.	Please adhere to RFP terms & conditions



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74		Clause not present in RFP	Bidder requests inclusion of the following clause: Each party grants only the licenses and rights specified in the Contract. No other licenses or rights (including licenses or rights under patents) are granted either directly, by implication, or otherwise. Each party shall retain ownership of its respective pre-existing intellectual property rights	Please adhere to RFP terms & conditions
75		Clause not present in RFP	Bidder requests inclusion of the following clause: The Bidder's selection of the third-party products and equipment was formulated using Bidder's understanding of the Bank's business requirements. If these third-party products and equipment do not meet the business needs communicated to the Bidder, the Bank may (as its sole and exclusive remedy) return the third-party products and equipment to Bidder within thirty days of delivery for a full refund. Bidder shall not have any	Please adhere to RFP terms & conditions



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			responsibility for any other performance issues or any intellectual property issues associated with such third-party products and equipment.	
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