

(RFP Ref: GEM/2025/B/6943753 dated 28.11.2025)

Bank floated open tender by publishing the RFP in Bank's website and GeM portal for Selection of System Integrator for support, maintenance and management services for the tools implemented under IT Service Management (ITSM), IT Asset Management, Network Management Solution (NMS) and IPAM (Ref: GEM/2025/B/6943753 dated 28.11.2025). In response to the Pre-Bid meeting held on 05.12.2025 and queries raised by the bidders related to RFP terms, please find the below clarification and amendments to RFP.

**Response to the Pre-Bid Queries received for the RFP for Selection of System Integrator for support, maintenance and management services for the tools implemented under IT Service Management (ITSM), IT Asset Management, Network Management Solution (NMS) and IPAM (Ref: GEM/2025/B/6943753 dated 28.11.2025)**

**Amended Clauses (Table-1):**

Amendment				
S.No.	Page No	Para No.	Existing RFP Clause	Amended RFP Clause
1	24	8.1 Eligibility Criteria -Item 4	<p>Bidder should have experience of providing support and maintenance services for Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) during last five financial years till RFP publishment date in at least two Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and maintaining the solutions in at least one Scheduled Commercial Banks / Financial / Insurance Institutions / Government Organizations / PSU in India.</p> <p>Relaxation only for MSE/ Start-up:</p> <p>The MSE/Start-up bidder should have experience of minimum three years in providing support, maintenance and management services for Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) during last five years till RFP publishment date to at least one Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and maintaining the solutions in at least one Scheduled Commercial Banks / Financial / Insurance Institutions / Government Organizations / PSU in India.</p>	<p>Bidder should have experience of providing support and maintenance services for Information Technology Services Management (ITSM) / IT Asset Management / Network Management Solution (NMS) during last five financial years till RFP publishment date individually in at least two Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and maintaining the solutions in at least one Scheduled Commercial Banks / Financial / Insurance Institutions / Government Organizations / PSU in India.</p> <p>Relaxation only for MSE/ Start-up:</p> <p>The MSE/Start-up bidder should have experience of minimum three years in providing support, maintenance and management services for Information Technology Services Management (ITSM)/ IT Asset Management/ Network Management Solution (NMS) during last five years till RFP publishment date to at least one Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and maintaining the solutions in at least one Scheduled Commercial Banks / Financial / Insurance Institutions / Government Organizations / PSU in India.</p>
2	25	8.1 Eligibility Criteria -Item 5	<p>Bidder should have deployed minimum 08 manpower in managing the Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) in single order during last five financial years till RFP publishment date to at least two Scheduled Commercial Banks (of at least 1000 branches) / Financial Institutions/ Government Organisations/PSU in India. As on date of RFP, bidder must be supporting and maintaining ITSM, IT Asset Management, NMS in at least one organization with at least 06 resources for a Scheduled Commercial Bank / Financial / Insurance</p>	<p>Bidder should have deployed minimum 04 manpower in managing the Information Technology Services Management (ITSM) / IT Asset Management / Network Management Solution (NMS) during last five financial years till RFP publishment date individually to at least two Scheduled Commercial Banks (of at least 1000 branches) / Financial Institutions/ Government Organisations / PSU in India. As on date of RFP, bidder must be supporting and maintaining ITSM/ IT Asset Management / NMS in at least one organization with at least 04 resources for a Scheduled Commercial Bank/Financial / Insurance Institutions/ Government Organisations / PSU in India.</p>

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Amendment				
S.No.	Page No	Para No.	Existing RFP Clause	Amended RFP Clause
			Institutions/ Government Organisations /PSU in India. Relaxation only for MSE/ Start-up: The MSE/Start-up bidder should have deployed minimum 04 manpower in supporting and maintaining Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) during last five years till RFP publishment date in at least one Scheduled Commercial Banks (of at least 1000 branches) / Financial / Insurance Institutions/ Government Organisations /PSU in India. As on date of RFP, bidder must be supporting and managing at least one organization with at least 03 resources for Scheduled Commercial Banks / Financial / Insurance Institutions/ Government Organisations/PSU in India.	Relaxation only for MSE/ Start-up: The MSE/Start-up bidder should have deployed minimum 04 manpower in supporting and maintaining Information Technology Services Management (ITSM)/ IT Asset Management/ Network Management Solution (NMS) during last five years till RFP publishment date in at least one Scheduled Commercial Banks (of at least 1000 branches) / Financial / Insurance Institutions/ Government Organisations /PSU in India. As on date of RFP, bidder must be supporting and managing at least one organization with at least 03 resources for Scheduled Commercial Banks / Financial / Insurance Institutions/ Government Organisations/PSU in India.
3	25	8.1 Eligibility Criteria -Item 7	The Bidder must have a minimum of 5 support centres covering major cities across the country, including Chennai and Mumbai.	The Bidder must have a minimum of 4 support centres covering major cities across the country, including Chennai and Mumbai.
4	26	8.1 Eligibility Criteria -Item 10	Bidder must submit Manufacturer's Authorization Form (MAF) including the GeM Bid Reference Number & Warranty Details from its OEMs	Bidder must submit Manufacturer's Authorization Form (MAF) including the GeM Bid Reference Number from the OEMs M/s OpenText and M/s Cisco.  For other OEM components, declaration along with necessary supporting document (backend support from OEMs either directly or via Reseller etc.) should be submitted by the bidder.
5	34 & 91	UCMDB enhancement scope	Build "Installed Software" queries and generate software usage reports via Jasper	Build "Installed Software" queries and generate software usage reports via reporting / analytical tool.
6	71	Exit Clause	In the event, the Agreement between the Bank and the Successful Bidder comes to an end on account of termination or by the expiry of the term / renewed term or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.	In the event, the Agreement between the Bank and the Successful bidder comes to an end on account of termination or by the expiry of the term/ renewed term or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.  Service provider shall be legally obliged to cooperate fully with both the bank and new service provider(s) to ensure there is a smooth transition. Service provider shall ensure safe removal/ destruction of data, hardware and all records (digital and physical), as applicable. Service provider is prohibited from erasing, purging, revoking, altering or changing any data during the transition period, unless specifically advised by the regulator/bank.

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Amendment				
S.No.	Page No	Para No.	Existing RFP Clause	Amended RFP Clause
7	73, 112	Force Majeure & Pre-Contract Integrity Pact	Liquidated Damages	Liquidated Damages: If the Successful Bidder fails to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the Invoice price of the undelivered / unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% contract value.

**Pre-Bid Queries & Response: (Table-2)**

S.No.	Page No	Para No.	Description	Query details	Bank's Responses
1	22	Clause 7 Bid Security (Earnest Money Deposit)	Bid Security (Earnest Money Deposit) - The Bidder should submit at the time of online submission of Bid, as part of its bid, a bid security/ EMD in the form of DD/ Fund transfer/ Bank Guarantee issued by a Scheduled Commercial Bank located in India (other than Indian Bank), in the form provided in the Bidding Documents (Annexure-XII) for a sum of Rs.50,00,000/- (Rupees Fifty Lacs Only) valid for 225 days from the last date of bid submission	Request exemption from submission of EMD for bidders having annual turnover above ₹500 Crore, in line with prevailing procurement guidelines followed by several PSUs/Banks.  Justification: Large organisations with strong financials present minimal risk to the Bank. Exempting high-turnover bidders encourages wider participation and reduces administrative processing without compromising bid security.	It is clarified that the General Terms and conditions of GeM are to be followed on Bid Security (Earnest Money Deposit). No change to the RFP.
2	23	8.1 Eligibility Criteria - Item 1	The Bidder/ Parent Company should be registered in India as per Company Act 1956 /2013 in India and should be in existence for last 5 years from the date of issuance of RFP. Bidding by a Consortium or Joint Venture is not permitted under this RFP.	The scope of work involves multiple components such as ITSM, IT Asset Management, NMS, cloud, security, and managed services. Requesting to allow Consortium/ Joint Venture.	No change to the RFP. Please adhere to RFP Terms and Conditions.
3	24	8.1 Eligibility Criteria - Item 3	The average annual turnover of the Bidder should be Rs.50 Crore or above in last three financial years	Request a revision of the turnover criteria to ₹4.5 crore.	No change to the RFP. Please adhere to RFP Terms and Conditions.
4	24	8.1 Eligibility Criteria - Item 4	Relaxation only for MSE/ Start-up: The MSE/Start-up bidder should have experience of minimum three years in providing support, maintenance and management services for Information Technology Services Management	Please make it one bank with branches upto 300.	No change to the RFP. Please adhere to RFP Terms and Conditions.

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			(ITSM), IT Asset Management, Network Management Solution (NMS) during last five years till RFP publishment date to at least one Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and maintaining the solutions in at least one Scheduled Commercial Banks / Financial / Insurance Institutions / Government Organizations / PSU in India.		
5	24	8.1 Eligibility Criteria - Item 4	Bidder should have experience of providing support and maintenance services for Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) during last five financial years till RFP publishment date in at least two Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and maintaining the solutions in at least one Scheduled Commercial Banks / Financial / Insurance Institutions / Government Organizations / PSU in India.	Request relaxation of this condition to " Bidder should have experience of providing support and maintenance services for Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) during last five financial years till RFP publishment date in at least one Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and maintaining the solutions in at least one Scheduled Commercial Banks / Financial / Insurance Institutions / Government Organizations / PSU in India".	Refer SN.1 of "Amended Clauses (Table-1)"
6	24	8.1 Eligibility Criteria – Item 4	Bidder should have experience of providing support and maintenance services for Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) during last five financial years till RFP publishment date in at least two Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and maintaining the solutions in at	Amend to the following clause. "Bidder should have experience of providing support and maintenance services for Information Technology Services Management (ITSM)/ IT Asset Management/ Network Management Solution (NMS) during last five financial years till RFP publishment date in at least one Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and	Refer SN.1 of "Amended Clauses (Table-1)"

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			least one Scheduled Commercial Banks / Financial / Insurance Institutions / Government Organizations / PSU in India.	maintaining the solutions in at least one Scheduled Commercial Banks / Financial / Insurance Institutions / Government Organizations / PSU in India."	
7	24	8.1 Eligibility Criteria – Item 4	Bidder should have experience of providing support and maintenance services for Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) during last five financial years till RFP publishment date in at least two Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and maintaining the solutions in at least one Scheduled Commercial Banks / Financial / Insurance Institutions / Government Organizations / PSU in India.	Request to include "NAC / Cisco ISE / NCCM / EDR / XDR / in Scheduled Commercial Bank / PSU / Govt / Private"	Refer SN.1 of "Amended Clauses (Table-1)"
8	24	8.1 Eligibility Criteria – Item 4	Bidder should have experience of providing support and maintenance services for Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) during last five financial years till RFP publishment date in at least two Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and maintaining the solutions in at least one Scheduled Commercial Banks / Financial / Insurance	Request Relaxation to have 1 Commercial Bank	Refer SN.1 of "Amended Clauses (Table-1)"

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			Institutions / Government Organizations / PSU in India.		
9	24	8.1 Eligibility Criteria – Item 4	Bidder should have experience of providing support and maintenance services for Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) during last five financial years till RFP publishment date in at least two Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and maintaining the solutions in at least one Scheduled Commercial Banks / Financial / Insurance Institutions / Government Organizations / PSU in India.	Please clarify if 2 PO can be from different entities, eg. One from PSU and one from Bank. Also, the 1000 branch reference is only for the Bank reference. Request Bank to consider 7 years period	Refer SN.1 of “Amended Clauses (Table-1)” It is also clarified that, 1) POs can be from different entities. 2) The 1000 branch reference is for the Bank reference.
10	24	8.1 Eligibility Criteria, Point 4	Bidder should have experience of providing support and maintenance services for Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) during last five financial years till RFP publishment date in at least two Scheduled Commercial Bank (of at least 1000 branches) / Financial Institutions/ Government Departments /PSU in India. As on date of RFP, bidder must be supporting and maintaining the solutions in at least one Scheduled Commercial Banks / Financial / Insurance Institutions / Government Organizations / PSU in India.	Please clarify if multiple orders from more than two customers are acceptable for showing our experience of providing support and maintenance services for Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) separately.	Refer SN.1 of “Amended Clauses (Table-1)” It is also clarified that multiple orders from more than two customers are acceptable.

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S.No.	Page No	Para No.	Description	Query details	Bank's Responses
11	25	8.1 Eligibility Criteria - Item 5	Bidder should have deployed minimum 08 manpower in managing the Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) in single order during last five financial years till RFP publishment date to at least two Scheduled Commercial Banks (of at least 1000 branches) / Financial Institutions/ Government Organisations/PSU in India. As on date of RFP, bidder must be supporting and maintaining ITSM, IT Asset Management, NMS in at least one organization with at least 06 resources for a Scheduled Commercial Bank / Financial / Insurance Institutions/ Government Organisations /PSU in India.	Request relaxation of this condition to " Bidder should have deployed minimum 04 manpower in managing the Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) in single order during last five financial years till RFP publishment date to at least two Scheduled Commercial Banks (of at least 1000 branches) / Financial Institutions/ Government Organisations/PSU in India. As on date of RFP, bidder must be supporting and maintaining ITSM, IT Asset Management, NMS in at least one organization with at least 06 resources for a Scheduled Commercial Bank / Financial / Insurance Institutions/ Government Organisations /PSU in India."	Refer SN.2 of "Amended Clauses (Table-1)"
12	25	8.1 Eligibility Criteria - Item 5	Bidder should have deployed minimum 08 manpower in managing the Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) in single order during last five financial years till RFP publishment date to at least two Scheduled Commercial Banks (of at least 1000 branches) / Financial Institutions/ Government Organisations/PSU in India. As on date of RFP, bidder must be supporting and maintaining ITSM, IT Asset Management, NMS in at least one organization with at least 06 resources for a Scheduled Commercial Bank / Financial / Insurance Institutions/ Government Organisations /PSU in India.	Amend to the following clause.  Bidder should have deployed manpower in managing the Information Technology Services Management (ITSM)/ IT Asset Management/ Network Management Solution (NMS) during last five financial years till RFP publishment date to at least one Scheduled Commercial Banks / Financial Institutions/ Government Organisations/PSU in India. As on date of RFP, bidder must be supporting and maintaining ITSM/ IT Asset Management/ NMS in at least one Scheduled Commercial Bank / Financial / Insurance Institutions/ Government Organisations /PSU in India.	Refer SN.2 of "Amended Clauses (Table-1)"
13	25	8.1 Eligibility Criteria - Item 5	Bidder should have deployed minimum 08 manpower in managing the Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) in single order during last	Please clarify if we can submit different POs from the same organization or if the PO reference is for a NOC services which is inclusive of the requirement asked. Request Bank to consider 7 years period	Refer SN.2 of "Amended Clauses (Table-1)"



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S.No.	Page No	Para No.	Description	Query details	Bank's Responses
			five financial years till RFP publishment date to at least two Scheduled Commercial Banks (of at least 1000 branches) / Financial Institutions/ Government Organisations/PSU in India. As on date of RFP, bidder must be supporting and maintaining ITSM, IT Asset Management, NMS in at least one organization with at least 06 resources for a Scheduled Commercial Bank / Financial / Insurance Institutions/ Government Organisations /PSU in India.		
14	25	8.1 Eligibility Criteria - Item 5	Bidder should have deployed minimum 08 manpower in managing the Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) in single order during last five financial years till RFP publishment date to at least two Scheduled Commercial Banks (of at least 1000 branches) / Financial Institutions/ Government Organisations/PSU in India. As on date of RFP, bidder must be supporting and maintaining ITSM, IT Asset Management, NMS in at least one organization with at least 06 resources for a Scheduled Commercial Bank / Financial / Insurance Institutions/ Government Organisations /PSU in India.	Pls clarify if multiple orders from more than two customers are acceptable for showing our experience of managing Information Technology Services Management (ITSM), IT Asset Management, Network Management Solution (NMS) seperately.	Refer SN.2 of "Amended Clauses (Table-1)"
15	25	8.1 Eligibility Criteria - Item 7	The Bidder must have a minimum of 5 support centres covering major cities across the country, including Chennai and Mumbai.	Request to reduce it to Minimum 4 Branches Across the Country	Refer SN.3 of "Amended Clauses (Table-1)"
16	32	5	The Selected Bidder shall take over and complete the transition activities with proper Knowledge Transfers from existing vendor and ensure continuity of support for all the existing functionalities. This will include the following; - Preparation of existing architecture (HLD & LLD) and demonstration to Bank. - Identifying the challenges in the	We would request that if successful, the Current HLD & LLD be provided and we can work on verifying the Architectures and we shall make changes based on the actual setup. Post which we can be better equipped to provide recommendations.	It is clarified that the current HLD & LLD will be provided to the Successful Bidder.



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S.No.	Page No	Para No.	Description	Query details	Bank's Responses
			existing setup, if any, and solution plan. The end-to-end management, maintenance and support of all the components inter alia hardware, hypervisor, databases, software/applications etc. as mentioned in this RFP shall be the responsibility of the Systems Integrator.		
17	32	6	Facility Management shall start after the successful take over of the project by the Selected Bidder from existing vendor except for the OEM L2 engineer which shall start from the second year onwards	Kindly share some clarification on the OEM L2 Engineer. Are we to include the cost of said resource or the bank has an agreement with the OEM directly.	It is clarified that the cost of the OEM L2 resource is to be factored. Please refer Page 58 of RFP, section "manpower requirement" and Page 99, "Commercial Bid". No changes to the RFP.
18	NA	Contract Period	Contract duration not clearly specified	Request Bank to confirm exact contract duration (3 or 5 years) and renewal terms. Essential for pricing and resource planning.	It is clarified that, as stated in page 65 of RFP, the contract period is 3 years. No changes to the RFP.
19	31	Bidder Scope of Work, Point 1	The Selected Bidder shall arrange adequate onsite resources (minimum two L2) for take over from the current vendor. No charges, whatsoever will be paid for the take over period.	The RFP mentions on page 61 (Timeframe for Completion of Project, Point 1) that the project takeover will begin after 4 weeks from the issuance of the PO. Point 3 in the same section states that FMS will also begin after 4 weeks, and page 65 notes that the contract period begins only after the takeover. Based on this, kindly confirm whether the takeover period is considered part of the FMS transition phase and whether this period should be explicitly factored into the project scope.	It is clarified that, as stated in Page 61 (clause 4, SN.1) of RFP, the project takeover to be completed within 4 weeks of issuance of PO. As stated in page 32 (Point No. 6) of RFP, FMS will start post project take over. The transition period will not be considered for FMS. No changes to the RFP. Please adhere to RFP Terms and Conditions.
20	31	Bidder Scope of Work, Point 4	It is the responsibility of the Selected Bidder to take over from current vendor within the time as decided by the Bank. The transition period for taking over the activities including related documentations from current vendor shall be as prescribed in this RFP or the purchase order or	The takeover schedule is not clearly defined, and there are contradictions across sections regarding the actual project start date (noted as 4 weeks after PO issuance). To plan resources and transition timelines accurately, we request clarification on the exact takeover schedule and duration.	It is clarified that, as stated in Page 61 (clause 4, SN.1) of RFP, the project takeover to be completed within 4 weeks of issuance of PO. No changes to the RFP. Please adhere to RFP Terms and Conditions.

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S.No.	Page No	Para No.	Description	Query details	Bank's Responses
			other communication in this regard from the Bank.		
21	32	Bidder Scope of Work, Point 6	Facility Management shall start after the successful take over of the project by the Selected Bidder from existing vendor except for the OEM L2 engineer which shall start from the second year onwards.	The RFP specifies one L3 and two L2 engineers for upgrades, enhancements, and fixes. However, the OnM/FMS team does not include an L3 resource, and the OEM L2 engineer becomes available only in the second year. Having no support of OEM L3 resources in FM/OnM Resource model for Year 1 would hinder the activities for the upgrade, enhancements and fixes with those one L3 and two L2 resources. For the role of L2 Considering that enhancements, integrations, and complex tasks often exceed 8 hours and require higher expertise, kindly clarify how such activities should be handled during the 2 Years of OEM L2 Engagement.	It is clarified that, the manpower requirement is as stated in page 58 of RFP, section "manpower requirement" and Page 99, "Commercial Bid". No changes to the RFP. Please adhere to RFP Terms and Conditions.
22	32	Bidder Scope of Work, Point 14	As part of the upgradation, enhancement and fixes, the activities detailed below shall be carried out by OEM by deploying onsite resources ( minimum of one L3 engineer and two L2 engineers with minimum two year experience at respective levels on OEM payroll) from OEM on-roll M/s OpenText for a period of at least one year. No FMS/manpower charges will be applicable for these resources. The deployed OEM resources will undertake and complete the upgradation, enhancement and fixes activities with bank signoff.	The requirement states that OEM resources (1 L3 and 2 L2) will be deployed for upgrades, enhancements, and fixes. However, several tasks may require coordination with OnM/FMS support engineers, who currently do not include an L3 resource. Additionally, the OEM L2 engineer is available only from year two onwards. Kindly clarify how these dependencies should be managed and whether support resources outside the OEM team may be engaged for specific tasks.	It is clarified that, the manpower requirement is as stated in page 58 of RFP, section "manpower requirement" and Page 99, "Commercial Bid". No changes to the RFP. Please adhere to RFP Terms and Conditions.

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23	34	Bidder Scope of Work, Point 18	The Selected Bidder shall maintain the applications, system software, hypervisor, databases, other components etc. with the latest stable version as per the recommendation of the respective OEM. The migration/upgradation to the version has to be completed within three months of release of the new version. No additional cost/charges will be paid by the Bank other than as mentioned in this RFP.	Many OT products follow a quarterly release cycle, which implies continuous upgrades through the year. We request confirmation whether upgrades can be consolidated and performed annually instead of quarterly. If upgrades must follow the three-month requirement, we will need to factor additional roles (e.g., Architect/L3) for planning and executing complex upgrade activities. Please advise on the acceptable approach.	No changes to the RFP. Please adhere to RFP Terms and Conditions.
24	34	Bidder Scope of Work, Point 20	The Selected Bidder shall engage the OEM or the professional services of the OEM (no third party allowed) for health check-up, resolving long pending issues, device/solution performance check-up, configuration audit, review of architecture, fine-tuning, usage of features available, etc. for the solutions under the scope, on a yearly basis at no extra cost to the Bank. The observations/recommendations thereof have to be rectified/implemented by the Selected Bidder within one month of release of the report.	Please confirm whether the Bidder is required to engage OEM resources every year for activities such as health checks, architecture reviews, performance tuning, etc. Additionally, implementation of recommendations will require higher-level expertise, whereas the FM/OnM resource model outlined in pages 55–59 includes only L1 and L2 roles. Should additional skilled resources (L3/Architect) be factored into the proposal?	It is clarified that, the manpower requirement is as stated in page 58 of RFP, section "manpower requirement" and Page 99, "Commercial Bid". No changes to the RFP. Please adhere to RFP Terms and Conditions.
25	31–38	Bidder Scope of Work	Most section in the Bidder scope of work talks of at no extra cost, no extra charges, no additional cost/charges	We request confirmation whether this implies that no additional cost can be proposed during the contract period for any activity mentioned in these sections. Should all potential activities-including resource dependencies and upgrade efforts-be fully included upfront in the commercial proposal?	No changes to the RFP. Please adhere to RFP Terms and Conditions.

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26	36	Scope of work (35)	Bank may consider purchasing new/additional licenses during the contract period and the Selected Bidder has to deploy the additional licenses and manage the solutions without any extra cost to the Bank.	Request clarify how the cost of licenses and the change in support cost would be accommodated	It is clarified that additional licenses are not under the scope of this RFP. Support cost will be payable as per the ATS charges under this RFP. No changes to the RFP.
27	36	Scope of work (36)	The Selected Bidder shall be responsible for configuration, and integration of new/additional licenses/components with the existing licenses/ components of the solutions as per scope of this RFP.	How will the cost be factored for the scope of work	It is clarified that no additional charges are applicable other than as specified under this RFP. No changes to the RFP. Please adhere to RFP Terms and Conditions.
28	36	Scope of work (45)	Bank may perform Vulnerability Assessment/ Penetration testing (VAPT) / Risk assessment and the Selected Bidder shall comply with the observations at no extra cost to the Bank.	Please clarify if the scope can be fixed or the cost can be charged separately.	It is clarified that no additional charges are applicable other than as specified under this RFP. No changes to the RFP. Please adhere to RFP Terms and Conditions.
29	37	Scope of work (54)	The Selected Bidder, alongwith OEM resources, shall provide necessary support during DR Drill, or any other such activity undertaken by the Bank without any additional cost to the Bank.	Please clarify on the no. of drills to be factored.	It is clarified that the DR Drills are carried out on a quarterly basis currently. No changes to the RFP.

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S.No.	Page No	Para No.	Description	Query details	Bank's Responses
30	38	Scope of work (55)	Selected Bidder shall participate in planned/unplanned drills even in short notice and ensure all the steps and best practices are followed during DR Drill and Switchover time, DR Drill SOP to be updated regularly if any change in network/application architecture.	Please clarify on the no. of drills to be factored.	It is clarified that the DR Drills are carried out on a quarterly basis currently. No changes to the RFP.
31	38	Scope of work (57)	The Selected Bidder shall provide the FM services from the Bank's premises at Chennai. Bank may, with due intimation, shift the operations to the secondary site at Mumbai or any other location as decided by the Bank and accordingly the System Integrator shall arrange to provide the FM services from such location.	Can the bidder charge for the activity mentioned	It is clarified that no additional charges are applicable other than as specified under this RFP. No changes to the RFP. Please adhere to RFP Terms and Conditions.
32	58–59	Man Power Requirement Notes (a)	As per above mentioned table, engineers must report on all working days of the Bank. The General Shift timing will be 10:00 Hrs to 18:00 Hrs IST. The engineers should be available as per the timings required by Bank in case of Drills, planned/unplanned activity, Incident etc.	The RFP does not define the Bank's working days clearly. Additionally, availability for planned/unplanned activities beyond standard hours falls under overtime or on-call support. Point (c) also indicates that if branches in other states operate, those days count as working days. Page 64 states 18 leaves per engineer. Kindly clarify: (a) the definition of working days per month, (b) whether overtime/on-call should be factored, and (c) whether working days across multiple states should be considered for resource planning.	It is clarified that, all days shall be treated as working days, except Sundays, the 2nd and 4th Saturdays, and National Holidays as declared under the NI Act. No changes to the RFP. Please adhere to RFP Terms and Conditions.
33	59	Man Power Requirement Notes (c)	In case of primary location is not accessible due to any unforeseen circumstances, reasonable number of engineers should be deployed at Bank's DR Site for managing operations during such period, within 24 hours of intimation by the bank.	Please confirm the location of the Bank's DR site (its mentioned Mumbai and or others any site). If it is outside Chennai, should we provision standby/backup resources at the DR site to meet the 24-hour deployment requirement?	It is clarified that Bank's DR Site is at Mumbai, please refer Page 38 of RFP. No changes to the RFP.
34	59	NA	The Hardware Details for AMC coverage The infrastructure includes the 'Cisco Intersight SaaS' software for management.	We request Bank to share the Serial Numbers, Support Type and Start Date and End Date of Hardware AMC	It is clarified that 1) Sufficient details as required for coordinating with OEM is shared in Page 59 of RFP. 2) As mentioned in page 61 of RFP, AMC

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S.No.	Page No	Para No.	Description	Query details	Bank's Responses
					start date is 01.01.2026.
35	59 & 60	NA	Tool Suite/Product Version Details	We request Bank to share the Existing license details of Softwares	It is clarified that sufficient details as required for coordinating with OEM is shared in Pages 59 & 60 of RFP.
36	60	Other Components...ATS/Subscription coverage	The Selected Bidder shall upgrade and maintain the latest stable version during the tenure of the contract.	If the current deployment is already on a stable version, is an upgrade still mandatory during the contract period? If yes, should the cost and resources (L3/Architect roles required for planning and executing major upgrade activities) be included as part of FM/OnM support, or should such upgrades be treated as paid activities each year?	No changes to the RFP. Please adhere to RFP Terms and Conditions.
37	60	AMC and subscription components	Proof of back-lining with the respective OEMs for AMC/ATS/License coverage (Annexure-XIV) shall be submitted by the Bidder alongwith the bid and non-submission of same may lead to disqualification of bid.	Please clarify as the backlining proof is generally submitted only by the successful bidder after receiving the PO or during the start of operation	Refer SN.4 of "Amended Clauses (Table-1)"
38	61	1-Project take over	Four weeks from issuance of Purchase Order or other communication in this regard from the Bank	Requesting to extend to 7-8 Weeks	No change to the RFP. Please adhere to RFP Terms and Conditions.
39	61	Payment Terms	AMC, ATS, FMS, Upgradation and enhancements	Request Bank to consider Annually in Advance for AMC, ATS and Enhancements. As bidders we pay the OEMs upfront and hence this request.	No changes to the RFP. Please adhere to RFP Terms and Conditions.
40	62	Solution Availability and penalty (1)	Solution uptime: 100% All the application/module mentioned in the RFP should be available 100% at any point of time. For every 0.05% increase in down time, 0.5 % of monthly tool software ATS cost (as per this RFP) will be charged subject to a maximum of quarterly ATS cost as	Requesting to reduce to 99%	No change to the RFP. Please adhere to RFP Terms and Conditions.

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S.No.	Page No	Para No.	Description	Query details	Bank's Responses
			per this RFP. However, below 95.00 % uptime, Bank reserves the right to invoke the Performance Bank Guarantee (PBG) submitted by the Successful Bidder and the contract may be terminated.		
41	62	SLA Penalty	0.5% penalty per 0.05% downtime drop	Request cap on total monthly penalty at 5% of monthly billing.	No changes to the RFP. Please adhere to RFP Terms and Conditions.
42	64	Penalties	Entire Section for Penalties	Request Bank to cap the penalties to 10% of the TCV without any exceptions	No changes to the RFP. Please adhere to RFP Terms and Conditions.
43	74	Termination	Termination for Convenience	Request Bank to remove the clause	No changes to the RFP. Please adhere to RFP Terms and Conditions.
44	90	15- Compliance	Maintain High Availability at DC as well as at DR by handling replication, failover, and cluster state automatically. The required management tools shall be provided by the Successful Bidder as part of the overall scope of upgradation.	Please clarify on the management tool. The cost is not in the commercial bid format	It is clarified that the cost to be factored under the scope of upgradation as per commercial bid line item as in Table SN.4 in Page 100 of RFP. No changes to the RFP. Please adhere to RFP Terms and Conditions.
45	94	36 - Compliance	The Selected Bidder shall ensure AMC/ATS/licenses, of all components required for managing the tools, till end of the contract period as per this RFP through back-lining with OEM/vendors. The MAF from respective OEMs/vendors, in the letterhead of OEM/vendors, shall be submitted along with the bid at the time of submission of the bids.	Please clarify if the MAF is required for all OEMs. Suggest Bank to restrict to major OEMs.	Refer SN.4 of "Amended Clauses (Table-1)"
46	99	NA	L2 engineer (OEM Opentext)	We request Bank to confirm 1st Year Charges mentioned as NA. Confirm on 2nd Year and 3rd Year	It is clarified that, as stated in clause 6 of page 32 & clause 23 of page 35 of RFP, the FMS for OEM L2 will start from 2 <sup>nd</sup> year onwards. No changes to the RFP. Please adhere to RFP Terms and Conditions.