

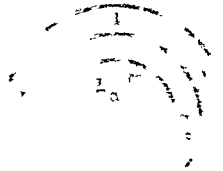
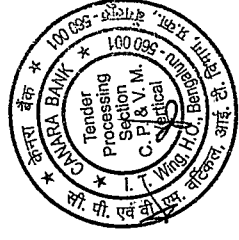
Replies for the Pre Bid Queries for the GeM Bid ref no. GEM/2023/B/4044781 dated 05/10/2023

Selection of Service Provider for Supply,
Installation, Implementation and Maintenance of
Enterprise Mobility Management Solution for a period of Three (3) Years in Canara Bank

Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
1			Bid Submission Timelines	General Query	Requesting the Bank to consider extending the Bid Submission Timelines to at least 6 weeks from the date of receipt of the Pre-bid responses from the Bank.	Bidder has to comply with the RFP timelines
2	13	Section C - Deliverable and Service Level Agreements	1 - Project Timelines	1.2. The selected bidder should Supply, Installation, Implementation and Maintenance of Enterprise Mobility Management solution as per RFP and go-live of the Solution should be completed within twelve (12) weeks from the date of acceptance of the Purchase Order or thirteen (13) weeks from the date of issuance of the order whichever is earlier	Requesting the Bank to amend this clause as below: The selected bidder should Supply, Installation, Implementation and Maintenance of Enterprise Mobility Management solution as per RFP and go-live of the solution should be completed within twenty-four (24) weeks from the date of acceptance of the Purchase Order or twenty-five (25) weeks from the date of issuance of the order whichever is earlier. Also since this has dependency both from bank & bidder - Hence this has to be mutual	Bidder has to comply with the RFP terms and conditions
3	12	Section C - Deliverable and Service Level Agreements	1 - Project Timelines	1.5. Bidder has to Install, Customize, Integrate and Implement the customized solution within three (03) weeks from the date of delivery of Licences	Requesting the Bank to amend this clause as below: Bidder has to Install, Customize, Integrate and Implement the customized solution within eight (08) weeks from the date of delivery of Licences	Bidder has to comply with the RFP terms and conditions



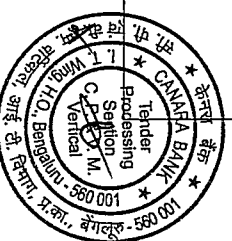
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4	12	Section C - Deliverable and Service Level Agreements	1 - Project Timelines	1.7.Bidder has to complete Full project implementation/documentation/training and Go-Live within two (02) weeks from the date of User Acceptance Test	Requesting the Bank to amend this clause as below: Bidder has to complete Full project implementation/documentation/training and Go-Live within four (04) weeks from the date of User Acceptance Test	Bidder has to comply with the RFP terms and conditions
5	16	Section C - Deliverable and Service Level Agreements	6 - Uptime	6.4.The selected bidder should consider high-availability (active-passive) at DC & DR with RPO of 15 minutes and RTO of 120 minutes.	Kindly specify the details of the Bank's DC & DR environments	DC is located in Bengaluru and DR is located in Mumbai Further details will be shared with the successful bidder
6	17	Section C - Deliverable and Service Level Agreements	8 - Onsite Resources	8.2.Bidder shall depute three (03) L1 and one (01) L2 Onsite resource/s at the Bank's premises for Helpdesk Support for managing day to day issues related EMM.	Kindly specify the timings of the Helpdesk support to be provided by the onsite L1 and L2 resources	The timing will be decided by Bank as per operational requirement



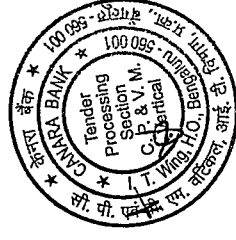
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7	17	Section C - Deliverable and Service Level Agreements	8 - Onsite Resources	8.2. Bidder shall depute three (03) L1 and one (01) L2 Onsite resource/s at the Bank's premises for Helpdesk Support for managing day to day issues related EMM.	As the bank is talking about 30000 end points to start with & subsequently up to 50K - We request bank to relook at the additional resources.. 3 L1 handling 30K will be extremely difficult .. We would request atleast 6 - 8 L1 & 2 - 3 L2 & 1 L3 - Considering the size & complexity of the bank.	Bidder has to comply with the RFP terms and conditions
8	18	Section C - Deliverable and Service Level Agreements	8 - Onsite Resources	8.12. The selected bidder has to submit following KYC documents for onsite engineer 8.12.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only 8.12.2. Address Proof (Local and Permanent)- Duly attested photocopy by candidate and selected bidder HR.... Aadhar Card, Relieving letter, Passport, BGV	Requesting the Bank to consider HR Letter confirming BGV from the Successful bidder. Aadhar, KYC etc are personal to employee & it is important that we maintain confidentiality	Bidder has to comply with the RFP terms and conditions
9	34	Section E - Selection of Bidder	5 - Bidders Presentation /Site Visits / Product Demonstration/POC	5.2. The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank. Hence, Bidder is required to arrange the required software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.	Kindly specify the scope for this PoC	Bidder to demonstrate the capability which has been specified in the RFP.



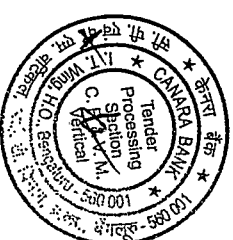
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Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification
10	38	Section F - Ownership and Awarding of Contract	7 - Project Execution	The entire project needs to be completed expeditiously. The Bank and the selected Bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the Bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected Bidder.
				Requesting the Bank to consider the project kick-off meeting to be scheduled within 14 days from the date of acceptance of the purchase order.
				Bidder has to comply with the RFP terms and conditions



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11	39	Section F - Ownership and Awarding of Contract	11 - Execution of Agreement	11.1. Within 21 days from the date of acceptance of the Purchase Order/LOI, the selected Bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.	Requesting the Bank to consider the signing of the agreement within 45 days from the date of acceptance of the purchase order / LOI.	Bidder has to comply with the RFP terms and conditions
12	59	Annexure - 2	Pre-Qualification Criteria	2 - The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	We request bank to consider total 20 % of total TCO as you see we do not have enough OEM supporting MII at this stage. Also bank to clarify the preference ?	Bidder has to comply with the Gem guidelines and RFP terms and conditions



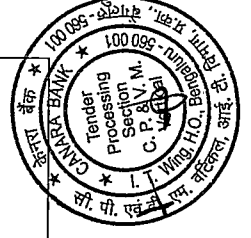
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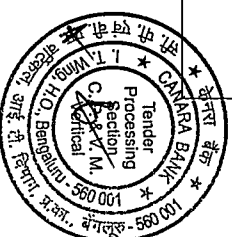
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13	60	Annexure - 2	Pre-Qualification Criteria	5 - The Bidder should have successfully implemented Enterprise Mobility Management for a minimum of 5,000 users/devices in at least one Scheduled Commercial Bank /BFSI/ PSU/ Government Organization during last three financial years(2020-21, 2021-22 & 2022-23) in India.	Requesting the Bank to amend this clause as below: The Bidder / OEM should have successfully implement for a minimum of 5,000 users/devices in at least one Scheduled Commercial Bank /BFSI/ PSU/ Government Organization during last three financial years(2020-21, 2021-22 & 2022-2023) in India.	Bidder to refer the Corrigendum-1
14	67	Annexure - 7	List of Major Customers of the Bidder in Last 3 Years and References	List of Major Customers of the Bidder in Last 3 Years and References	Requesting the Bank to consider the references of Bidder / OEM here	Bidder to refer the Corrigendum-1
15	69	Annexure - 9	1. General	f - As the late sign-off of any solution may impact the Warranty / AMC timelines under back-to back agreements of bidder with OEM, they are advised to take care of the same in their agreements with OEMs. The Bank will not consider any request for adjustments in such cases and will seek full five-year active life of each solution with full OEM support & services.	Kindly clarify the significance of 5 years mentioned here, as the duration of the contract is mentioned as 3 years	Bidder to refer the Corrigendum-1



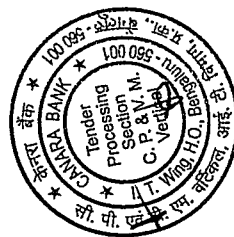
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16	71	Annexure - 9	2 - Gap Analysis and Customization	a - The bidder, in coordination with OEM should do a gap analysis and submit a detailed study of the Bank's infrastructure and requirements, road map mentioning all the pre-requisites, timeframe of mile-stones/ achievements leading to the full operationalization of the solution vis-à-vis Bank's requirement. The bidder has to develop the project plan, get it approved by the Bank and OEM and then implement the project based on timelines agreed. The Breach of agreed timelines will attract penalties mentioned in Service Level Agreement section of RFP. In Solution design the Security best practices should be taken care of by design team. All Solution's Architecture deployment & configurations done at the Bank should be vetted by OEM /bank authorized third party before Sign-Off from Bank.	Kindly clarify the timelines by which this gap analysis should be performed	The OEM/Bidder has to customise the application as per the requirement of the Bank.
17	72	Annexure - 9	7 - Compliances	b - Data captured in the solution should not be stored outside the Bank's Network.	For SaaS based solution, this clause may not be applicable. Requesting the Bank to therefore remove this clause.	Bidder to refer the Corrigendum-1
18	73	Annexure - 9	9 - Other Requirement	b - The solution should provide Custom Integrations at no additional cost	Kindly provide details of the custom integrations that needs to be supported by the solution	The details shall be shared to the successful bidder



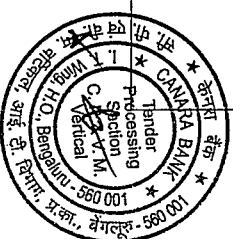
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19	78	Annexure - 10	Controls and Policies: EMM should implement granular control with comprehensive per app policies including	1 - In addition to password/PIN based authentication the solution should support integration with 2- Factor systems (Biometric & Mobile OTP)	Requesting the Bank to remove Mobile OTP as the second factor of authentication, as Mobile OTP cannot be a reliable second factor of authentication on a compromised device.	Bidder to refer the Corrigendum-1
20	78	Annexure - 10	Controls and Policies: EMM should implement granular control with comprehensive per app policies including	5 - Single sign-on authentication across native apps, with offline pin/access/authentication	Requesting the Bank to provide more clarity on this clause. Is the Bank expecting seamless SSO to other native apps of the user's mobile device through the EMM solution.	Yes, Bank expects seamless SSO to other native apps of the user's mobile device through the EMM solution.
21	78	Annexure - 10	Controls and Policies: EMM should implement granular control with comprehensive per app policies including	8 - Control attachment size limits	Requesting the Bank to provide more clarity on this clause, as this will be the controlled by the Bank's Email solution.	Bidder to refer the Corrigendum-1
22	78	Annexure - 10	Controls and Policies: EMM should implement granular control with comprehensive per app policies including	10 - Manage password policies, including length, complexity, history, expiration, and lockout.	The EMM solution will integrate with the Bank's user repository (AD) and will adhere to the password policies configured in the AD. Kindly confirm the understanding.	We concur your understanding



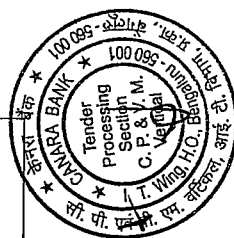
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23	79	Annexure - 10	Controls and Policies: EWM should implement granular control with comprehensive per app policies including	13 - Sync and share apps across desktop, mobile and web.	Requesting the Bank to provide more clarity on this clause. Does the Bank need device-based licenses or user based licenses. In device-based license, this will not be available.	The Solution should be able to publish the policy as well as the application on different OS such as Windows, MAC OS, iOS and Android etc.
24	79	Annexure - 10	Controls and Policies: EWM should implement granular control with comprehensive per app policies including	20 - Reporting on app downloads	Requesting the Bank to provide more clarity on this clause. Is the Bank looking for application downloading within the MDM solution. In case if this is outside the MDM solution, this is not recommended under BYOD environment.	The solution should be able to generate the report of the managed applications
25	80	Annexure - 10	Device Management for Mobile Devices	11 - The solution should integrate with Android for work and Apple DEP	Does the Bank have existing Apple DEP and Android work subscription	The details shall be shared to the successful bidder
26	81	Annexure - 10	Device Management for Mobile Devices	14 - Mobile Application Management solution should allow organizations to enable mobile workforce productivity by managing the lifecycle of securing, distributing, and retiring apps. OEM should offer their own business productivity apps and avoid relying on Third-Party business productivity apps	Requesting the Bank to provide more clarity on this clause	Solution should not be dependent on any of the third party application on application management



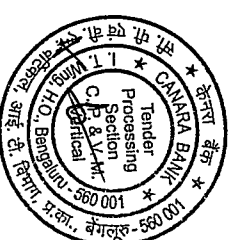
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27	81	Annexure - 10	Device Management for Mobile Devices	19 - Mobile Application Management solution should have Corporate E-mail	We understand that the Bank already has its Email Platform (O365). Hence please clarify the clause stating “Mobile Application Management solution should have Corporate E-mail”	The solution should have corporate email application with a. secure app that brings organization /corporate email, calendar, contacts, notes and tasks to the users. b. Email data at rest on the device must be protected with FIPS-certified encryption that is independent of the device to help secure organization / corporate data in the event the device passcode is compromised.
28	83	Annexure - 10	Platform Architecture	1 - Supports Platform - Android, iOS etc. and higher versions, Windows, Linux and MAC	Requesting the Bank to share the usecase for Linux OS support	Bidder to refer the Corrigendum-1
29	84	Annexure - 10	Device Management	7 - Remote troubleshooting of enrolled devices and administration.	Requesting the Bank to provide more clarity on this clause	Bidder should provide remote support to endusers who are enrolled on the proposed solution.
30	84	Annexure - 10	Device Management	13 - Monitor device status such as battery life, memory usage and CPU	Requesting the Bank to consider removing this clause, as monitoring the device status is not the desirable feature of the EMM solution	Solution should have the capability to monitor device health



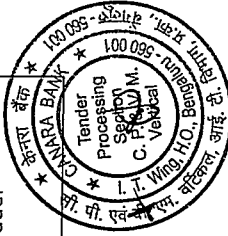
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31	84	Annexure - 10	Device Management	17 - Solution must support Geo-Fencing of the enrolled devices	Requesting the Bank to provide the usecase for Geo-Fencing. Will providing user's Geo-Location and Geo-Tagging suffice Banks requirement on this usecase.	The solution should capture the geo-location of the device.
32	85	Annexure - 10	Email Management	3 - Two factor email authentication	Requesting the Bank to provide the usecase for Two-factor email authentication. Does this mean two-step verification using password, face ID, finger print etc when accessing the email application.	Solution should have the capability to authenticate the app using any of the authentication medium such as password, face ID, finger print etc
33	86	Annexure - 10	Content Management	6 - Limit number of downloads for shared content or control content sharing and access	Requesting the Bank to clarify the number of downloads to be considered for this usecase	Solution should have the capability to restrict number of downloads category/group wise as decided by the Bank during implementation.
34	86	Annexure - 10	Self-Service Portal	1 - Provide user self-service portal to manage their own devices and corporate access (GPs, Policy and Security Management, Compliance visibility)	Requesting the Bank to provide more clarity on this clause.-Does Bank need the self-service portal for every EMM user.	The solution should have the mechanism for the end users to manage their enrolled devices



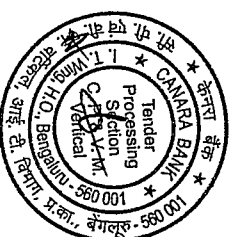
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35	13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1.2.The selected bidder should Supply, Installation, Implementation and Maintenance of Enterprise Mobility Management solution as per RFP and go-live of the Solution should be completed within twelve (12) weeks from the date of acceptance of the Purchase Order or thirteen (13) weeks from the date of issuance of the order whichever is earlier	We would require minimum 24 weeks from the date of issuance of order provided there are no dependencies from Bank . Kindly request Bank to extend the project timelines	Bidder has to comply with the RFP terms and conditions
36	13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1.3. Bidder has to deliver the Hardware/Software for Enterprise Mobility Management Solution within Five (5) weeks from the date of issuance of order or Four (4) weeks from the date of acceptance of the order whichever is earlier.	Minimum 8 to 10 weeks required from the date of issuance of order . Kindly request Bank to extend the timeline	Bidder has to comply with the RFP terms and conditions
37	13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1.6. Bidder has to complete User Acceptance Test (UAT) and Pilot Run within two (02) weeks from the date of implementation of Solution.	We humbly request you to extend to 4 weeks from the date of implementation of solution provided there are no dependencies from Bank and external agencies involved in the solution	Bidder has to comply with the RFP terms and conditions
38	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Integration & Interfaces	2.1.The selected Bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period.	We request the bank to publish the apps required to be integrated.	The details shall be shared to the successful bidder



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39	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4.Security	4.4. The selected Bidder has to do necessary changes in the configuration directed by security team of the Bank after security audits like VAPT, Code Audit etc., without disturbing the production and existing backed up copies and at no additional cost to the Bank.	Kindly let us know the interval cycles of canara bank for the VAPT and code audit , in some cases there is requirement of restart required, please suggest .	The details shall be shared to the successful bidder
40	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5.Acceptance	5.1 The Bank shall finalize the installation and acceptance format mutually agreed by the Bidder. The Bidder shall strictly follow the mutually agreed format and submit the same for claiming installation and acceptance payment	Please publish the standard format published by the bank	The details shall be shared to the successful bidder
41	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7.Warranty	7.2. The entire software deployed for this project shall be under comprehensive onsite support for the total contract period i.e. for 3 years for the Proposed Solution covering all parts including the updates, minor update of software, maintenance or support for its proper operation, functioning, performance and output as specified in the tender technical specifications from the date of project acceptance & signoff.	kindly clarify on the warrenty point	The clause itself is self explanatory. Bidder to comply with RFP timelines



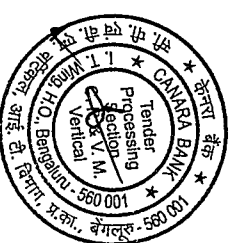
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42	22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	11.Scope involved during Contract period	11.2. If any software, license updates provided by the OSD as free of cost, it should be provided and installed & configured by the selected Bidder free of cost to the Bank during Contract Period.	As a bidder for the solution the we shall take care of only the EMM solution.	The clause itself is self explanatory. Bidder to comply with RFP timelines
43	Page. No. 1	Si. No. 5/ Annexure-2/ Pre Qualification Criteria	The Bidder should have successfully implemented Enterprise Mobility Management for a minimum of 5,000 users/devices in at least one Scheduled Commercial Bank /BFSI/ PSU/ Government Organization during last three financial years(2020-21, 2021-22 & 2022-2023) in India.	The bidder should submit Satisfactory performance certificate from clients/ copies of purchase order/work order/ reference letter from the clients to this effect.	As per our understanding, we need to submit either of the four documents for this pre-qualification criteria. Kindly confirm on the same.	We concur your understanding



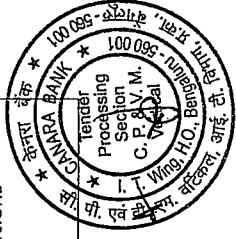
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44	77	Annexure-10	Technical / Functional Requirements	Mobile Device Management/SL No 1 EMM should simplify mobility management, integrating mobile device management (MDM), mobile application management (MAM), Mobile Browser Management (MBM), Mobile Content Management (MCM), Mobile Email Management (MEM), Mobile Identity Management (MIM) into one comprehensive, single console solution.	Is the Primary requirement of Bank to secure Corporate Android Mobile /Tab device with Kiosk mode or Laptop Management? What is the primary operating system of device?	The details shall be shared to the successful bidder
45	78	Annexure-10	Technical / Functional Requirements	Mobile Device Management/SL No 8 Recognize multiple devices per user and support tenant wise separate permission for number of devices.	Could you kindly elaborate what Bank is referring to as "tenant wise separate permission for number of devices" ?	The solution should have the capability to define different groups as per the requirement of the bank for various types of enrolment
46	79	Annexure-10	Technical / Functional Requirements	Controls and Policies/ SL No 14 Provide access to content repositories, such as SharePoint, Windows File Share, Box, Google Drive, etc.	Is Bank looking to enable Personal Google Drive and Box in Corporate container? Kindly confirm	No, Bidder has to comply with RFP terms and conditions
47	81	Annexure-10	Technical / Functional Requirements	Device Management for Mobile Devices/SL No 18 Mobile Application Management solution should add security by wrapping app to apply a layer of security and policy management, with/without a SDK or source code changes	Does Bank has a inhouse developed Mobile application which Bank wants to secure and distribute to Mobile device? Kindly confirm	Yes, bank has various inhouse developed mobile application



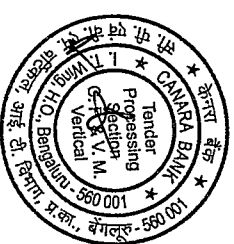
Replies for the Pre Bid Queries for the GeM Bid ref no. GEM/2023/B/4044781 dated 05/10/2023						
Selection of Service Provider for Supply, Installation, Implementation and Maintenance of Enterprise Mobility Management Solution for a period of Three (3) Years in Canara Bank						
Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
48	82	Annexure-10	Technical / Functional Requirements	Device Management for Mobile Devices/SL No 21 E-Mail should support a wide variety of mail servers, such as Microsoft Exchange, Office 365, Zimbra, using Microsoft Exchange ActiveSync	What is the primary email infrastructure which Bank is currently using? and does users have email access to Mobile device? kindly confirm	Solution should support O365, Zimbra with the cabability to develop the integration with others. Yes, email access is required on mobile as well as laptops/PCs
49	83	Annexure-10	Technical / Functional Requirements	Device Management/ SL No 10 View application and network performance and data usage with proactive alerting when approaching user thresholds. .	Kindly confirm what application and network performance Bank is referring to here ?	Solution should have the capability to monitor device health
50	29	RFP-ATC	6. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:	6. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:	As per the General Terms and Conditions on GeM 4.0 (Version 1.12) dt 16th August 2023, The Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s) are exempted from furnishing the Bid Security. Kindly confirm on this.	The Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s) are exempted from furnishing the Bid Security. The Bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.
51	20	RFP-ATC	10. Penalties & Liquidated damages	total Penalty/LD to be recovered under above clause shall be restricted to 10% of the total value mentioned in Table -A of Annexure-16.	The Liquidated damages under this section are too stringent increasing the risk exposure of the bidder hence we request you to reduce the Maximum Liquidated Damages to 5%	Bidder has to comply with the RFP terms and conditions



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Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
52	59	Annexure 2	Annexure-2 Pre-Qualification Criteria	The Bidder should have annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 & 2022-2023). This must be the individual company turnover and not of any group of companies.	Considering the complexity and criticality of such projects, we suggest to allow participation only from the well-established bidders with proven track record of maintaining at least 500 crores INR as yearly turnover. This will allow participation from high quality.	Bidder has to comply with the RFP terms and conditions
53	59	Annexure 2	Annexure-2 Pre-Qualification Criteria	The Bidder should have annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 & 2022-2023). This must be the individual company turnover and not of any group of companies.	kindly request to consider the last 3 financial years as FY2019-20, FY2020-21, FY2021-22. For Most of the companies the FY 22-23, the audited financials are not ready and in progress.	Bidder to refer the Corrigendum-1
54	1	Annexure 9	Annexure 9	The solution deployed should be compliant with Bank's IS, IT and Cyber Security policies, internal guidelines, regulatory requirements and countrywide regulations and laws from time to time.	Service Integrator can only know if a particular product can be suggested as part of Solution based on compliance points in RFP. Please clarify how we can at this stage understand what are the additional compliance points that are in Bank's IS, IT and Cyber Security policies, internal guidelines, regulatory requirements.	The details shall be shared to the successful bidder

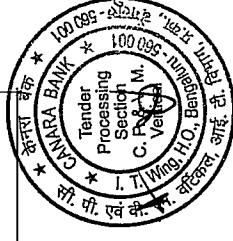


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Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
55	77	Annexure 10	Annexure 10	EMM should simplify mobility management, integrating mobile device management (MDM), mobile application management (MAM), Mobile Browser Management (MBM), Mobile Content Management (MCM), Mobile Email Management (MEM), Mobile Identity Management (MIM) into one comprehensive, single console solution.	Should all the features be in only one agent and is it mandatory or any relaxation for multiple agents. If so, can they be two different OEMs	Clause is self explanatory, Bidder has to comply with RFP terms and conditions
56	85	Annexure 10	Annexure 10	Email Management	what email clients are there at client side	The details shall be shared to the successful bidder
57	1	Annexure 9	Annexure 9	Bank has decided to procure Enterprise Mobility Management Solution which is used to centrally manage the devices and push policies, whitelist applications, secure email access to corporate email and to securely wipe data from the devices remotely.	How many endpoints are in scope	The details shall be shared to the successful bidder
58	1	Annexure 9	Annexure 9	Bank has decided to procure Enterprise Mobility Management Solution which is used to centrally manage the devices and push policies, whitelist applications, secure email access to corporate email and to securely wipe data from the devices remotely.	Any restriction on On-premise/cloud/Hybrid kind of solution.	Bidder to refer the RFP document - Annexure 9 (Scope of Work) and to comply with RFP terms and conditions.



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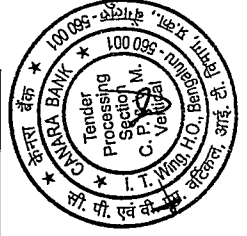
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Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
59	1	Annexure 9	Annexure 9	Bank has decided to procure Enterprise Mobility Management Solution which is used to centrally manage the devices and push policies, whitelisted applications, secure email access to corporate email and to securely wipe data from the devices remotely.	Any existing OEM for EMM. If so, is it fully deployed and kindly provide the OEM details.	Necessary details will be shared with the selected bidder
60	34	RTP-ATC	RTP-ATC	5.2. The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank. Hence, Bidder is required to arrange the required software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.	On the hardware, does bank provide the Hardware for POC if prerequisites are given by Bidder or is it bidder's responsibility to procure Hardware and software for POC	The details will be shared with the successful bidder during the course of POC
61	77	Annexure-10	Mobile Device Management	10. Support multi-tenant architecture, multi domain with customized branding	Are there any other subsidiaries to be also onboarded on different tenant?	No, Bidder has to comply with RFP terms and conditions
62	78	Annexure-10 Technical s & functional requirement	Controls and Policies: EMM should implement granular control with comprehensive per app policies including:	12.Supports S/MIME signing and encryption	Need some more details	Bidder to comply with RFP terms and conditions



Replies for the Pre Bid Queries for the GeM Bid ref.no. GEM/2023/B/4044781 dated 05/10/2023

Selection of Service Provider for Supply, Installation, Implementation and Maintenance of Enterprise Mobility Management Solution for a period of Three (3) Years in Canara Bank						
Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
63	80	Annexure-10 Technical s & functional requirement	Device Management for Mobile Devices	10.Mobile Device Management solution must have a unified device management across mobile operating systems, including iOS, MAC, Android, Linux and Windows through a central console	Can you remove linux from the supported list?	Bidder to refer the Corrigendum-1
64	85	Annexure-10 Technical s & functional requirement	Email Management	9.The Solution should support browser based as well as Client Based like Outlook etc. on various OS platform such as Android, iOS, MAC, Windows etc.	Need clarity	Bidder should comply to RFP terms and conditions "The Solution should support browser based as well as Client Based like Outlook etc. on various OS platform such as Android, iOS, MAC, Windows etc"
65		Scope of work	4. Data Transfer and Migration:	a.After the end of the contract period, the bidder should help Bank in migration of current database to the new vendor selected at no additional cost. The bidder will have to provide full support to the new vendor selected till the successful implementation of the portal (till portal goes live) at no additional cost.	Can you remove this clause?	Bidder has to comply with the RFP terms and conditions



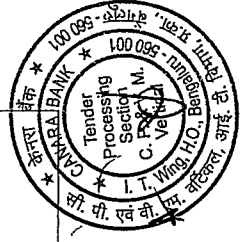
Replies for the Pre Bid Queries for the GeM Bid ref no. GEM/2023/B/404781 dated 05/10/2023

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Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
66	60	Annexure-2	Pre-Qualification Criteria	The Bidder should have successfully implemented Enterprise Mobility Management for a minimum of 5,000 users/devices in at least one Scheduled Commercial Bank / BFSI/ PSU/ Government Organization during last three financial years(2020-21, 2021-22 & 2022-2023) in India.	Private Limited Companies, State Government organizations should be considered as well.	Bidder has to comply with the RFP terms and conditions
67	59	Annexure-2 Pre-Qualification Criteria	2. The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate of local content to be submitted as per Annexure-5 as applicable.	OEM does not come under the MII clause. Can you remove this clause?	Bidder has to comply with the RFP terms and conditions



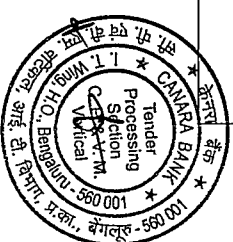
Replies for the Pre Bid Queries for the GeM Bid ref no. GEM/2023/B/4044781 dated 05/10/2023						
Selection of Service Provider for Supply, Installation, Implementation and Maintenance of Enterprise Mobility Management Solution for a period of Three (3) Years in Canara Bank						
Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
68	60	Annexure-2 Pre-Qualification Criteria	6.The Bidder should have annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 & 2022-2023). This must be the individual company turnover and not of any group of companies.	Bidder has to submit audited Balance Sheet copies for last 3 Years i.e. 2020-21, 2021-22 & 2022-2023 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	Can this be revised as average annual turnover for 3 years (i.e., 2020-21, 2021-22 & 2022-2023)?	Bidder to refer the Corrigendum-1
69	17	8. <u>Onsite Resources</u>	8.2. Bidder shall depute three (03) L1 and one (01) L2 Onsite resource/s at the Bank's premises for Helpdesk Support for managing day to day issues related EMM.	1.1. Bidder shall depute three (03) L1 and one (01) L2 Onsite resource/s at the Bank's premises for Helpdesk Support for managing day to day issues related EMM.	Please confirm if all the resources to be deployed to canarabank bengaluru location?	Yes, all the resources to be deployed to canarabank Bengaluru
70	18	9. <u>Payment Terms</u>	Delivery of Licenses/70% of Licenses for 1st year as per Annexure-16 30% of Licenses for 1st year as per Annexure-16 Sl. No. 1 of Table-A	70% Payment will be released for the Licenses delivered successfully after deducting applicable penalties and Liquidated damages as per GeM Terms for 1st year. 30% Payment will be released on successful Implementation & go-live of the Solution after deducting applicable penalties and Liquidated damages as per GeM Terms.	Can you revise the payment terms as 90% against delivery/10% on implementation and go-live	Bidder has to comply with the RFP terms and conditions



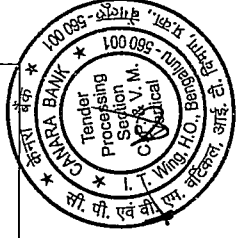
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Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
71	19	d. Onsite Resource charges	Quarterly	Payment will be quarterly basis in arrears after deducting applicable penalties and Liquidated damages(if any).	Can this be revised to quarterly in advance?	Bidder has to comply with the RFP terms and conditions
72	30	12. Submission of Bids	12.1. The Bidder has to submit their response in GeM portal before the bid end date & time mentioned in the RFP document. The physical documents (viz., EMD, Integrity Pact etc.,) should be submitted to the below mentioned officials before the bid end date & time at the Venue specified in the Bid Schedule.	12.1. The Bidder has to submit their response in GeM portal before the bid end date & time mentioned in the RFP document. The physical documents (viz., EMD, Integrity Pact etc.,) should be submitted to the below mentioned officials before the bid end date & time at the Venue specified in the Bid Schedule.	We are a MSME organisation and are exempted from paying EMD amount as per tender clause and confirm if integrity pact and EMD supporting documents to be submitted as hardcopy?	MSME organisations are exempted from EMD submission as per the GeM guidelines. Bidder has to upload the valid supporting documents for claiming the exemption in the GeM portal and the Integrity Pact has to be submitted as hard copy
73	78	Annexure-10	Mobile Device Management	Support multi-tenant architecture, multi domain with customized branding	It is possible to manage multiple groups/tenants using multiple groups in a common MDM console. Regarding rebranding, you can rebrand the console logo. Let us know if there is more to this requirement.	Bidder has to comply with RFP terms and conditions



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Selection of Service Provider for Supply, Installation, Implementation and Maintenance of Enterprise Mobility Management Solution for a period of Three (3) Years in Canara Bank						
Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
74	78	Annexure-10	Controls and Policies: EMM should implement granular control with comprehensive per app policies including:	In addition to password/PIN based authentication the solution should support integration with 2- Factor systems (Biometric & Mobile OTP)	Are you using only on-prem AD for all apps/ services? Please list if you are using any other directories or identity providers.	Bidder to refer the Corrigendum-1
75	78	Annexure-10	Controls and Policies: EMM should implement granular control with comprehensive per app policies including:	Local data storage control	Through Android's app permission management, we allow/deny/let users decide storage permissions for apps. If this is not what you are expecting, please elaborate and give an example of where this would be useful - this would be helpful to answer this better.	The solution should have the capability to manage the storage of the devices
76	78	Annexure-10	Controls and Policies: EMM should implement granular control with comprehensive per app policies including:	Require AES-256 encryption for all data (including data on SD Card)	By default mobile phones are encrypted when the passcode is set, which can be mandated through configurations, and for laptops Bitlocker and FileVault encryption can be configured. Although mandating encryption for SD card is only possible on Samsung KNOX supported devices, we can block work data from being moved / shared via SD card. Let us know if there is more to this requirement.	Bidder to comply RFP terms. Solution should have the capability for encryption such as bitlocker for windows OS etc.



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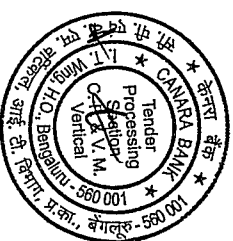
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Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
80	84	Annexure-10	Compliance	The solution should have comprehensive predefined security configuration assessment checks (settings) for different supported platforms as per industry standards such as ISO27001, PCI-DSS, and OWASP etc.	Please explain more on what you mean by pre-defined security configuration assessment checks? Give examples. There are different restrictions and profiles, which can be configured to achieve different compliance.	Bidder has to comply with RFP terms and conditions
81	85	Annexure-10	Reports and Logging	The Solution should have the capability to integrate with the SIEM solution for logging and monitoring.	Please explain which SIEM you have. And also whether it is possible to use APIs to integrate with the SIEM you are using.	The details shall be shared to the succesful bidder
82	85	Annexure-10	Email Management	Prevent unmanaged / compromised / non-compliant devices from email access	Please explain which email you use? Exchange on-prem or exchange online? Which apps are used in the devices? And what is the authentication used for the email? AD or any other? Can you also let us know how you achieve conditional access right now - is it through Intune Compliance Partnership?	Solution should support O365, Zimbra with the cabability to develop the integration with others. Solution should support AD authentication as well as local authentication. There should not be any dependency on mailing service provider for conditional access.
83	85	Annexure-10	Email Management	The Solution must have the ability to restrict the public access of Email Solution of the Bank and allow the same only on the managed / enrolled devices. There should not be any licensing dependency from the Email Solution provider to achieve the use case.	Which email solution are you using? What license are you using currently?	Solution should support O365, Zimbra with the cabability to develop the integration with others. Other details will be shared to selected bidder.



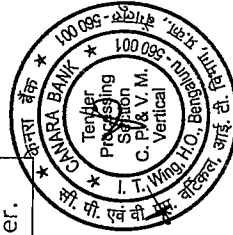
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Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
84	86	Annexure-10	Content Management	Integrates with existing on-premise repositories.	Please explain this requirement. What would you like to achieve through the integration?	The details shall be shared to the successful bidder
85	83	Annexure-10	Enterprise Mobility Management: Platform Architecture	Supports Platform - Android, iOS etc. and higher versions, Windows, Linux and MAC	You've mentioned Windows, macOS, and Linux machines a couple of times, but the requirements are mostly aligned with mobile device (Android / iOS) management. We would like to understand if managing Windows, macOS, and Linux machines are also in your priority now. If yes, how are these machines currently used in your organisation?	Bidder to refer the Corrigendum-1
86	72	Annexure-9	Scope of Work	7. Compliances: Data captured in the solution should not be stored outside the Bank's Network.	If Bank decide on Cloud model then this is Not Applicable	Bidder to refer the Corrigendum-1
87	73	Annexure-9	Scope of Work	Other Requirement: b. The solution should provide Custom Integrations at no additional cost	Product will support rest API, will share available rest API. Integration with other solution will be out of Bidder scope	Bidder has to comply with the RFP terms and conditions



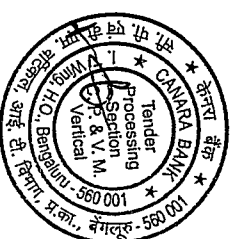
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Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
88	13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.1. The selected bidder should Supply, Installation, Implementation and Maintenance of Enterprise Mobility Management solution as per RFP and go-live of the Solution should be completed within twelve (12) weeks from the date of acceptance of the Purchase Order or thirteen (13) weeks from the date of issuance of the order whichever is earlier	It is difficult to deploy an MDM app on 30000 devices within 12 weeks. Remote pushing is also not possible. So, we need to be more specific about how to deploy MDM app. Whether end user will do the app deployment by themselves.	Bidder has to comply with the RFP terms and conditions
89		Additional Query	Additional Query	Which Android / iOS / Windows versions and Manufacturer Bank is using ?	Which Android / iOS / Windows versions and Manufacturer Bank is using ?	Details will be shared to selected bidder. However, solution should support all the supported/unsupported OS version and manufacturer such as Samsung, Acer , Lenovo etc (the list is indicative)
90		Additional Query	Additional Query	Which MDM solution Bank is currently using ?	Which MDM solution Bank is currently using ?	Details will be shared to selected bidder
91		Additional Query	Additional Query	Whether the device is Corporate or BYOD devices?	Whether the device is Corporate or BYOD devices?	Details will be shared to selected bidder
92		Additional Query	Additional Query	Whether Bank using Enterprise App / Play Store App ?	Whether Bank using Enterprise App / Play Store App ?	Details will be shared to selected bidder
93		Additional Query	Additional Query	What is the Email Application Bank is using (Gmail / Zoho / 0365)?	What is the Email Application Bank is using (Gmail / Zoho / 0365)?	Solution should support 0365, Zimbra with the cabability to develop the integration with others. Other details will be shared to selected bidder.



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Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
94		Additional Query	Additional Query	Whether user is working from office or Roaming user ?	Whether user is working from office or Roaming user ?	Details will be shared to selected bidder. However, solution has to support creation of different policies for devices in corporate network and outside corporate network. For e.g., for devices not in corporate network, email access to be restricted only to enrolled/managed device. for devices in corporate network, the email access should not be restricted for non-enrolled / managed device. The access to be provided using the existing authentication mechanism of the bank.
95		Additional Query	Additional Query	What ABM/ASM account using for Apple ID - IOS , MAC ?	What ABM/ASM account using for Apple ID - IOS , MAC ?	Bidder has to comply with RFP terms and conditions
96	17	Point # 8	Onsite Resource	The onsite resource should possess certification on the proposed solution (3L1 and 1 L2)	Getting a certified resource is a challenge hence Request Bank to remove Certification	Bidder to comply RFP terms.



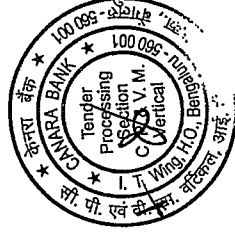
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Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
97	41	13	13. Order Cancellation/Termination of Contract	13.3. Bank shall serve the notice of termination to the Bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.	The contract is for 3 Years and the same can not be short closed with 1 month notice without assigning any reasons, this clause should either be eliminated or exit penalty to the tune of remaining period be added.	Bidder to comply with RFP terms and conditions
98	60	Annexure-2	Pre-Qualification Criteria	7. The Bidder should have positive Net Worth as on 31/03/2022 and also should have not eroded by more than 30% in the last three financial years ending on 31/03/2023. The Bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	Bidder requests to accept the positive EBITDA details for the last three financial years ending on 31/03/2023.	Bidder to comply with RFP terms and conditions
99		18	Payment terms	Payment terms	1. Vodafone idea understands 100% payments (70+30)will be done post commissioning of the services, when will Canara Bank deduct Penalties related to SLA. 2. What details are expected from Vodafone Idea to measure service level parameters.	1. We concur your understanding. Penalties shall be deducted while releasing payment on submitting the invoice. 2. The details shall be shared to the successful bidder.



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Sl. No.	RFP Page No.	RFP Section / Annexure /	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank's Response
100		Annexure-11	Technical Evaluation Criteria	5. Technical Presentation on Proposed Solution by the Bidder	Bidder requests the Bank to specify whether the Presentation to technical committee will be before the Bid submission or will this be after the submission of Bid during Technical Evaluation.	The presentation will be scheduled after submission of Bid during technical evaluation
101	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8 Onsite Resources	Onsite Resources -	1. Location of the resource deployment 2. Any specification on the qualification of the resources with years of experience.	1. Bangalore 2. Please refer RFP document
102	2	GEM document	(a). EMD EXEMPTION:	(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per Gem GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy	We are exempted to pay EMD over GEM portal & hence request Bank to confirm whether we can submit our Bid without the EMD as mentioned in the RFP Document.	Bidder has to submit the valid supporting documents for claiming EMD exemption

Date: 21/10/2023
Place: Bengaluru

Deputy General Manager