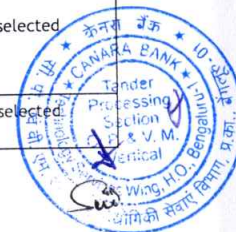


Replies to the Pre bid Queries for the GEM/2025/B/6478872 dated 21-07-2025 for Selection of Vendor for Supply, Installation, Integration, Maintenance and Support for secured enterprise class On-Premise Remote Access Solution for endpoints for a period of 5 years

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply													
1	62	Annexure-2	Pre-Qualification Criteria	<b>9. Qualification Criteria:</b> The Bidder should have implemented and maintaining the Remote Access Solution for endpoints in at least one (01) Scheduled Commercial Bank having more than 1,000 branches & 5,000 PCs (in a single order) during the last 3 years in India as on date of RFP.	We request to change the clause as "The Bidder/OEM should have implemented and maintaining the Remote Access Solution for endpoints in at least one (01) Scheduled Commercial Bank having more than 1,000 branches & 5,000 PCs (in a single order) during the last 3 years in India as on date of RFP."	Bidder to comply with RFP terms and conditions.													
2	71	Annexure-8 Scope of Work	1. Scope of Work	8. The solution should be capable of working on all major client operating systems (Support for all versions of Microsoft Windows Client OS is a must).	Kindly let us know, which Windows version running for OS in bank and how many end points.	Clause is self explanatory. Additional details, if any, will be shared with the selected bidder.													
3	71	Annexure-8 Scope of Work	1. Scope of Work	11. The session recording files should be optimized and secured by using compression / encryption etc., for efficient space utilization, security and bandwidth consumption.	Kindly let us know the existing Bandwidth consumption	Details will be shared with the selected bidder.													
4	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	2.1. The payment schedule will be as under and will release after execution of contract agreement: Sl No 4. AMC/ ATS Payment will be made Quarterly in arrears and after deducting applicable penalties and Liquidated damages (if Any).	Kindly revise the payment term to yearly in advance as we need to make payment to respective OEM's accordingly and OEM don't accept quarterly payment in arrears	Bidder to comply with RFP terms and conditions.													
5	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Phase Details</th> <th>Timelines (in Weeks)</th> </tr> </thead> <tbody> <tr> <td rowspan="3">1.6.1</td> <td>Phase-1</td> <td></td> </tr> <tr> <td>1. Submission of project implementation plan along with OEM vetted architecture and Hardware / Software sizing.</td> <td>2 weeks from the date of acceptance of purchase order.</td> </tr> <tr> <td>2. Details of rack space and power requirements at DC and DR locations.</td> <td>4 weeks from the date of completion of Sl No. 1 and 2 in Phase-1.</td> </tr> <tr> <td></td> <td>3. Delivery, installation and commissioning of necessary hardware/software/middlewa re etc., components at DC and DR locations.</td> <td></td> </tr> </tbody> </table>	Sl. No.	Phase Details	Timelines (in Weeks)	1.6.1	Phase-1		1. Submission of project implementation plan along with OEM vetted architecture and Hardware / Software sizing.	2 weeks from the date of acceptance of purchase order.	2. Details of rack space and power requirements at DC and DR locations.	4 weeks from the date of completion of Sl No. 1 and 2 in Phase-1.		3. Delivery, installation and commissioning of necessary hardware/software/middlewa re etc., components at DC and DR locations.		Kindly change the timeline for Phase -1 to 6 weeks from the date of completion of Sl No. 1 and 2 in Phase-1.	Bidder to refer Corrigendum-1
Sl. No.	Phase Details	Timelines (in Weeks)																	
1.6.1	Phase-1																		
	1. Submission of project implementation plan along with OEM vetted architecture and Hardware / Software sizing.	2 weeks from the date of acceptance of purchase order.																	
	2. Details of rack space and power requirements at DC and DR locations.	4 weeks from the date of completion of Sl No. 1 and 2 in Phase-1.																	
	3. Delivery, installation and commissioning of necessary hardware/software/middlewa re etc., components at DC and DR locations.																		
6	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	<table border="1"> <tbody> <tr> <td>1.6.2</td> <td>Phase -2</td> <td>Implementation and Go-live of Remote Access Solution including integration of Bank's application to the solution (if any)*.</td> <td>4 weeks from the date of completion of Phase-1.</td> </tr> </tbody> </table>	1.6.2	Phase -2	Implementation and Go-live of Remote Access Solution including integration of Bank's application to the solution (if any)*.	4 weeks from the date of completion of Phase-1.	Kindly change the timeline for Phase -2 to 6 weeks from the date of completion of Phase-1.	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and conditions.									
1.6.2	Phase -2	Implementation and Go-live of Remote Access Solution including integration of Bank's application to the solution (if any)*.	4 weeks from the date of completion of Phase-1.																
7	85	Annexure-10	Technical Evaluation Criteria	1. Particulars The Bidder should have implemented and maintaining the Remote Access Solution for endpoints in at least one (01) Scheduled Commercial Bank having more than 1,000 branches (in a single order) during the last 3 years in India as on date of RFP.	Kindly change clause to "Bidder/OEM"	Bidder to comply with RFP terms and conditions.													
8	85	Annexure-10	Technical Evaluation Criteria	2. Particulars The Bidder should have implemented and maintaining the proposed Remote Access Solution for endpoints with more than 5,000 PCs (in a single order) and currently running in any one (01) Scheduled Commercial Bank during the last 3 years in India as on date of RFP	Kindly change the clause as "Bidder/OEM"	Bidder to comply with RFP terms and conditions.													



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
9	85	Annexure-10	Technical Evaluation Criteria	3.Particulars The OEM should have implemented and maintaining the proposed Remote Access Solution for endpoints with 25,000 PCs (in cumulative order) and currently running in Scheduled Commercial Banks during the last 5 years in India as on date of RFP.	Kindly change the clause as "Bidder/OEM"	Bidder to comply with RFP terms and conditions.
10	71	Annexure-8 Scope of Work	I. Scope of Work	9.The solution should support both IPV4 & IPV6 configurations on the endpoint as well as all the components such as hardware/software/middleware etc., of the solution from day 1.	Does IPV6 based communication is a mandatory requirement?	Yes. Bidder to comply with RFP terms and conditions.
11	72	Annexure-8 Scope of Work	I. Scope of Work	21. The solution should have the provision to maintain Asset inventory details of the endpoints integrated to the solution. All basic information such as Hardware / OS/ OS version-build details / Hostname / Domain details/ Software & installed applications etc., should be available and the solution should support integration with Bank's ticketing tool/s if required for sharing this information securely via API etc., without additional cost to the Bank.	What ticketing Tools does bank uses? Does all the Software and Hardware needs to be listed under the Single view? Does system manager will be sufficient in viewing the Hardware and Software details for every individual computers only during On Demand (does not retain any data after session close)? How frequently the Asset Inventory Scan is required for the Endpoints? Does software updating needs to be manual or automatic? Is it sufficient to provide the API details alone so that Bank can integrate with their Ticketing Solution?	Clause is self explanatory. Additional details, if any, will be shared with the selected bidder.
12	81	Annexure-9 Technical and Functional Requirements	a. Mandatory (Essential) Requirements	20.The technician should be able to access in depth system information in an easily navigable interface. Able to install /uninstall software device drivers, manual updating of software, Command line troubleshooting and domain joining/disjoining of the Desktop.	Does software updating needs to be manual or automatic? Is it required to perform updating of software in bulk/group of Agent computers?	Clause is self explanatory. Bidder to comply with RFP terms and conditions.
13	74	Annexure-8 Scope of Work	III. Flexibility and Scalability	2. The architecture and the entire solution should be sized (Hardware, Software, middleware, database etc.,) to support 1.5 Lakh endpoints and 5,000 Admin / remote support users from day 1 without any performance degradation.	Is it fine to manage the 1.5 lakh endpoints in a separate/multiple instances?	It should be single instance.
14	74	Annexure-8 Scope of Work	III. Flexibility and Scalability	5. The solution should support Agent based or Agent less deployment on the client Desktop. The agent should be lightweight and should not use more than 5% of client resources like CPU, Memory cache at any point of time.	Does it talks about Agentless Remote Control?	Clause is self explanatory. Bidder to comply with RFP terms and conditions.
15	80	Annexure-9 Technical and Functional Requirements	a. Mandatory (Essential) Requirements	18. Admin users should be able to establish remote session of endpoints securely from their Browser itself without requiring to install any agent.	Is it about installing Viewer Component in Technician Machine?	Clause is self explanatory. Bidder has to comply to the RFP terms
16	74	Annexure-8 Scope of Work	III. Flexibility and Scalability	3. Solution must support minimum of 2,000 concurrent remote logins.	Does it talks about remote control concurrent sessions or Technician Console login count?	2,000 concurrent session support is for remote logins i.e., for Admin / Technician users.
17	75	Annexure-8 Scope of Work	IV. Security and Compliance	12. The Solution should have the capability to integrate Bank's existing security solutions, Ticketing tools, Backup solution etc., without any additional cost to bank.	What are the existing Security Solutions does Bank uses? What are the existing Ticketing Solution does Bank uses? What are the existing Backup Solution does Bank uses?	Details will be shared with the selected bidder.
18				General Query	Kindly let us know the existing solution that Bank has	Details will be shared with the selected bidder.



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
19				General Query	Kindly clarify regarding Racks and TOR Switches, whether Bank will provide the same or Bidder has to provision	Rack space / Power will be provided by the Bank. However, the bidder should specify the space & power requirements as per the Hardware / Architecture proposed for the solution. Further, the bidder should provide all the other required infrastructure for the solution.
20	71	Annexure-8 Scope of Work	I. Scope of Work	8. The solution should be capable of working on all major client operating systems (Support for all versions of Microsoft Windows Client OS is a must).	Kindly let us know which are all OS laptops/Desktops indetailed version which the bank is currently using.	Clause is self explanatory. Additional details, if any, will be shared with the selected bidder.
21	71	Annexure-8 Scope of Work	I. Scope of Work	12. The solution should have in-built mechanism to ensure that the session recording files are copied to the centralized location by taking into account situations like network disruption in between the session, user interruption, power failure at endpoint location, slow network connectivity etc.,	Kindly let us know, how many locations do we have across India along with High level Network details and Bandwidth information.	Scope will cover endpoints across all Branches / Offices of the Bank. Additional details, if any, will be shared with the selected bidder.
22	72	Annexure-8 Scope of Work	I. Scope of Work	26. The solution should have provision for Multi-Factor Authentication (MFA) for Admins and should be able to integrate with Bank's SMS/e-Mail gateways to trigger alerts, OTP etc.,	Please provide Bank has any MFA tools currently to integrate with the Remote Control tool	Clause is self explanatory. Additional details, if any, will be shared with the selected bidder.
23	75	Annexure-9 Technical and Functional Requirements	IV. Security and Compliance	12. The Solution should have the capability to integrate Bank's existing security solutions, Ticketing tools, Backup solution etc., without any additional cost to bank.	Please let us know the ITSM tools which bank has to integrate with BigFix tool	Details will be shared with the selected bidder.
24	62	Annexure-2	Pre-Qualification Criteria	9. Qualification Criteria: The Bidder should have implemented and maintaining the Remote Access Solution for endpoints in at least one (01) Scheduled Commercial Bank having more than 1,000 branches & 5,000 PCs (in a single order) during the last 3 years in India as on date of RFP.	Kindly clarify whether the bidder's eligibility experience (PO/work order/reference letter) must be with the same OEM being proposed in this bid, or whether the experience can be with any OEM, or even based on a bidder's own proprietary solution.	Bidder can submit PO/work order/reference letter for bidder's eligibility experience with any OEM.
25	36	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	3. Project Ownership	3.3. The bidder also has to submit a certificate/Letter from OEM that the proposed services any other related software offered by the bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	Does Bank have any format given for the document or OEM can provide there format to Bidder.	The bidder should submit the certificate/Letter from OEM in their letter head
26		General		Technical Proposal Submission	Is the Bank expecting specific content for the technical Word proposal (in addition to PPT), or will the suggested PPT response alone suffice?	Presentation should contain the evaluation parameters as per Annexure-10
27	62	Annexure-2: Pre-Qualification Criteria	Qualification Criteria	The Bidder should have implemented and maintaining the Remote Access Solution for endpoints in at least one Scheduled Commercial Bank having more than 1,000 branches & 5,000 PCs (in a single order) during the last 3 years in India.	Can the bidder provide OEM customer reference details?	No. Bidder to comply with RFP terms and conditions.



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply								
28	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Payment Terms	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Payment Stages</th> <th>% Of Payment</th> <th>Condition/ Remarks</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Remote Desktop Solution Subscription License cost per Year</td> <td>100% as per Table A of Annexure 17</td> <td>Payment will be released yearly as per Table A of Annexure 17 on delivery of licenses and on submission of Invoice and Acceptance / Go-live by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).</td> </tr> </tbody> </table>	Sl. No.	Payment Stages	% Of Payment	Condition/ Remarks	1.	Remote Desktop Solution Subscription License cost per Year	100% as per Table A of Annexure 17	Payment will be released yearly as per Table A of Annexure 17 on delivery of licenses and on submission of Invoice and Acceptance / Go-live by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Can we get this clause changed as- "Payment will be released yearly in advance as per Table A of Annexure 17 on delivery of licenses and on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any)."	Bidder to comply with RFP terms and conditions.
Sl. No.	Payment Stages	% Of Payment	Condition/ Remarks											
1.	Remote Desktop Solution Subscription License cost per Year	100% as per Table A of Annexure 17	Payment will be released yearly as per Table A of Annexure 17 on delivery of licenses and on submission of Invoice and Acceptance / Go-live by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).											
29	93	Annexure 17	Bill of Material	Table - A Subscription License cost for the proposed Remote Access Solution	Since HCL Software - BigFix does not charge for Admin Users, can we mention "Zero" as cost in line of item of table A?	Bidder to comply with RFP terms and conditions.								
30	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Penalties/Liquidated Damages	3.3. Penalties/Liquidated damages for not maintaining uptime: 3.3.2. The maximum penalty levied per year shall not be more than the 10% of the TCO value during the contract period.	Please consider the maximum penalty of 5% of the TCO value.	Bidder to comply with RFP terms and conditions								
31	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Penalties/Liquidated Damages	3.1. Penalties/Liquidated damages for not maintaining uptime: <table border="1"> <thead> <tr> <th>Level of availability calculated on monthly basis</th> <th>Penalty Amount</th> </tr> </thead> <tbody> <tr> <td>98.00% and above</td> <td>No penalty</td> </tr> </tbody> </table>	Level of availability calculated on monthly basis	Penalty Amount	98.00% and above	No penalty	Request to consider the below. Level of availability calculated on monthly basis -95.00% and above Penalty amount - No penalty	Bidder to comply with RFP terms and conditions				
Level of availability calculated on monthly basis	Penalty Amount													
98.00% and above	No penalty													
32	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Payment Terms	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Payment Stages</th> <th>% Of Payment</th> <th>Condition/ Remarks</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Remote Desktop Solution Subscription License cost per Year</td> <td>100% as per Table A of Annexure 17</td> <td>Payment will be released yearly as per Table A of Annexure 17 on delivery of licenses and on submission of Invoice and Acceptance / Go-live by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).</td> </tr> </tbody> </table>	Sl. No.	Payment Stages	% Of Payment	Condition/ Remarks	1.	Remote Desktop Solution Subscription License cost per Year	100% as per Table A of Annexure 17	Payment will be released yearly as per Table A of Annexure 17 on delivery of licenses and on submission of Invoice and Acceptance / Go-live by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Request you to consider first three years upfront billing and payment of the license. For the 4th and 5th years, propose to continue with annual billing and payment.	Bidder to comply with RFP terms and conditions
Sl. No.	Payment Stages	% Of Payment	Condition/ Remarks											
1.	Remote Desktop Solution Subscription License cost per Year	100% as per Table A of Annexure 17	Payment will be released yearly as per Table A of Annexure 17 on delivery of licenses and on submission of Invoice and Acceptance / Go-live by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).											
33	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Payment Terms	<table border="1"> <tbody> <tr> <td rowspan="3">Hardware cost (including OS &amp; associated Software)</td> <td>40% of Table B of Annexure 17</td> <td>After complete delivery of all hardware and its related software at DC, DRG &amp; UAT location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of Invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted within the respective Branch/ office should be submitted within the respective Branch/ office.</td> </tr> <tr> <td>50% of Table B of Annexure 17</td> <td>After successful installation, implementation, configuration, commissioning of Remote Access Solution and at DC, DRG &amp; UAT on submission of Invoice and relevant documents and after deducting applicable penalties and liquidated damages (if Any). The Bidder has to submit installation reports duly signed by the Bank officials while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</td> </tr> <tr> <td>10% of Table B of Annexure 17</td> <td>On completion of warranty or on submission of RG for the equivalent amount and after deducting applicable penalties and liquidated damages (if Any).</td> </tr> </tbody> </table>	Hardware cost (including OS & associated Software)	40% of Table B of Annexure 17	After complete delivery of all hardware and its related software at DC, DRG & UAT location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of Invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted within the respective Branch/ office should be submitted within the respective Branch/ office.	50% of Table B of Annexure 17	After successful installation, implementation, configuration, commissioning of Remote Access Solution and at DC, DRG & UAT on submission of Invoice and relevant documents and after deducting applicable penalties and liquidated damages (if Any). The Bidder has to submit installation reports duly signed by the Bank officials while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	10% of Table B of Annexure 17	On completion of warranty or on submission of RG for the equivalent amount and after deducting applicable penalties and liquidated damages (if Any).	Request you to consider the following: i. 70% of the payment upon complete delivery of all hardware and its related software ii. 30% of the payment upon successful installation, implementation, configuration, and commissioning of the Remote Access Solution	Bidder to comply with RFP terms and conditions	
Hardware cost (including OS & associated Software)	40% of Table B of Annexure 17	After complete delivery of all hardware and its related software at DC, DRG & UAT location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of Invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted within the respective Branch/ office should be submitted within the respective Branch/ office.												
	50% of Table B of Annexure 17	After successful installation, implementation, configuration, commissioning of Remote Access Solution and at DC, DRG & UAT on submission of Invoice and relevant documents and after deducting applicable penalties and liquidated damages (if Any). The Bidder has to submit installation reports duly signed by the Bank officials while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.												
	10% of Table B of Annexure 17	On completion of warranty or on submission of RG for the equivalent amount and after deducting applicable penalties and liquidated damages (if Any).												
34	85	Annexure-10	Technical Evaluation Criteria	<p>1.Particulars The Bidder should have implemented and maintaining the Remote Access Solution for endpoints in at least one (01) Scheduled Commercial Bank having more than 1,000 branches (in a single order) during the last 3 years in India as on date of RFP.</p> <p>2.Particulars The Bidder should have implemented and maintaining the proposed Remote Access Solution for endpoints with more than 5,000 PCs (in a single order) and currently running in any one (01) Scheduled Commercial Bank during the last 3 years in India as on date of RFP</p>	We request the Bank to consider updating the clause to include the following: 1. The Bidder/OEM should have implemented and be maintaining a Remote Access Solution for endpoints in at least one (01) Scheduled Commercial Bank having more than 750 branches (under a single order) in India within the last 3 years as on the date of RFP. 2. The Bidder/OEM should have implemented and be maintaining the proposed Remote Access Solution for endpoints with more than 5,000 PCs (under a single order), currently operational in any one (01) Scheduled Commercial Bank in India within the last 3 years as on the date of RFP.	Bidder to comply with RFP terms and conditions								



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply									
35	76	Annexure-8 Scope of Work	VI. Onsite support services	<p>1. The Bidder shall depute dedicated onsite resources from 8 am to 8 pm on all Bank working days, at the Bank's IT Headquarters at Bengaluru as mentioned below</p> <table border="1"> <thead> <tr> <th rowspan="2">Team</th> <th colspan="2">Resources</th> </tr> <tr> <th>L1 / Helpdesk</th> <th>L2 / Senior Resource</th> </tr> </thead> <tbody> <tr> <td>Onsite support for maintenance and management of solution.</td> <td>2</td> <td>2</td> </tr> </tbody> </table>	Team	Resources		L1 / Helpdesk	L2 / Senior Resource	Onsite support for maintenance and management of solution.	2	2	The Bank has requested 2 L1 and 2 L2 resources for the project. We would like to clarify whether these resources are expected to be available from 8:00 AM to 8:00 PM, or if we can deploy them on a rotational/shift basis to ensure coverage during the required hours. Also, please confirm their work location.	Clause is self explanatory. Bidder to comply with RFP terms and conditions	
Team	Resources														
	L1 / Helpdesk	L2 / Senior Resource													
Onsite support for maintenance and management of solution.	2	2													
36	62	Annexure-2	Pre-Qualification Criteria	<p>9. Qualification Criteria: The Bidder should have implemented and maintaining the Remote Access Solution for endpoints in at least one (01) Scheduled Commercial Bank having more than 1,000 branches &amp; 5,000 PCs (in a single order) during the last 3 years in India as on date of RFP.</p>	We request the Bank to consider updating the clause to include the following: The Bidder/OEM should have implemented and maintaining the Remote Access Solution for endpoints in at least one (01) Scheduled Commercial Bank having more than 750 branches & 5,000 PCs (in a single order) during the last 3 years in India as on date of RFP.	Bidder to comply with RFP terms and conditions									
37	72	Annexure-8 Scope of Work	I. Scope of Work	24. The solution should have the provision to detect and enroll new clients without the need of the client PC being joined to Bank's AD Domain.	Would it be acceptable if the solution supports IP range-based agent deployment for detecting and enrolling new clients?	Bidder to comply with RFP terms and conditions									
38	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Payment Stages</th> <th>% Of Payment</th> <th>Condition/ Remarks</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Remote Desktop Solution Subscription License cost per Year</td> <td>100% as per Table A of Annexure 17</td> <td>Payment will be released yearly as per Table A of Annexure 17 on delivery of licenses and on submission of Invoice and Acceptance / Go-live by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).</td> </tr> </tbody> </table>	Sl. No.	Payment Stages	% Of Payment	Condition/ Remarks	1.	Remote Desktop Solution Subscription License cost per Year	100% as per Table A of Annexure 17	Payment will be released yearly as per Table A of Annexure 17 on delivery of licenses and on submission of Invoice and Acceptance / Go-live by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Please considering the relaxation for the Payment terms as "Remote Desktop Solution Subscription License cost per Year - 100% as per Table- A of Annexure 17 = Payment will be released yearly as per Table A of Annexure 17 on delivery of licenses and on submission of Invoice and Acceptance / Go-live by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any)/ 100% in advance yearly against submission of Bank Guarantee"	Bidder to comply with RFP terms and conditions	
Sl. No.	Payment Stages	% Of Payment	Condition/ Remarks												
1.	Remote Desktop Solution Subscription License cost per Year	100% as per Table A of Annexure 17	Payment will be released yearly as per Table A of Annexure 17 on delivery of licenses and on submission of Invoice and Acceptance / Go-live by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).												
39	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	<table border="1"> <tbody> <tr> <td>Hardware cost (including OS &amp; associated Software)</td> <td>40% of Table B of Annexure-17</td> <td>After complete delivery of all hardware and its related software at DC, DRC &amp; UAT Location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.</td> </tr> <tr> <td></td> <td>50% of Table B of Annexure-17</td> <td>After successful installation, implementation configuration, commissioning of Remote Access Solution at DC, DRC &amp; UAT on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). The Bidder has to submit installation reports duly signed by the Bank officials while claiming payment. The Invoice and installation report should contain the product serial number of the items supplied.</td> </tr> <tr> <td></td> <td>10% of Table B of Annexure-17</td> <td>On completion of warranty or on submission of BG for the equivalent amount and after deducting applicable penalties and Liquidated damages (if Any).</td> </tr> </tbody> </table>	Hardware cost (including OS & associated Software)	40% of Table B of Annexure-17	After complete delivery of all hardware and its related software at DC, DRC & UAT Location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.		50% of Table B of Annexure-17	After successful installation, implementation configuration, commissioning of Remote Access Solution at DC, DRC & UAT on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). The Bidder has to submit installation reports duly signed by the Bank officials while claiming payment. The Invoice and installation report should contain the product serial number of the items supplied.		10% of Table B of Annexure-17	On completion of warranty or on submission of BG for the equivalent amount and after deducting applicable penalties and Liquidated damages (if Any).	Please considering the relaxation for the Payment terms as "Hardware cost (including OS & associated Software) - 60% of Table B of Annexure-17 = After complete delivery of all hardware and its related software at DC, DRC & UAT Location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed"	Bidder to comply with RFP terms and conditions
Hardware cost (including OS & associated Software)	40% of Table B of Annexure-17	After complete delivery of all hardware and its related software at DC, DRC & UAT Location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.													
	50% of Table B of Annexure-17	After successful installation, implementation configuration, commissioning of Remote Access Solution at DC, DRC & UAT on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). The Bidder has to submit installation reports duly signed by the Bank officials while claiming payment. The Invoice and installation report should contain the product serial number of the items supplied.													
	10% of Table B of Annexure-17	On completion of warranty or on submission of BG for the equivalent amount and after deducting applicable penalties and Liquidated damages (if Any).													



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply									
40	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms	<table border="1"> <tr> <td>Hardware cost (including OS associate d Software)</td> <td>40% of Table B of Annexure-17</td> <td>After complete delivery of all hardware and its related software at DC, DRC &amp; UAT Location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of Invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.</td> </tr> <tr> <td></td> <td>50% of Table B of Annexure-17</td> <td>After successful installation, implementation configuration, commissioning of Remote Access Solution at DC, DRC &amp; UAT on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). The Bidder has to submit installation reports duly signed by the Bank officials while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</td> </tr> <tr> <td></td> <td>10% of Table B of Annexure-17</td> <td>On completion of warranty or on submission of BG for the equivalent amount and after deducting applicable penalties and Liquidated damages (if Any).</td> </tr> </table>	Hardware cost (including OS associate d Software)	40% of Table B of Annexure-17	After complete delivery of all hardware and its related software at DC, DRC & UAT Location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of Invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.		50% of Table B of Annexure-17	After successful installation, implementation configuration, commissioning of Remote Access Solution at DC, DRC & UAT on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). The Bidder has to submit installation reports duly signed by the Bank officials while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.		10% of Table B of Annexure-17	On completion of warranty or on submission of BG for the equivalent amount and after deducting applicable penalties and Liquidated damages (if Any).	Please considering the relaxation for the Payment terms as "30% of Table B of Annexure-17 = After successful installation, implementation configuration, commissioning of Remote Access Solution at DC, DRC & UAT on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). The Bidder has to submit installation reports duly signed by the Bank officials while claiming payment. The invoice and installation report should contain the product serial number of the items supplied"	Bidder to comply with RFP terms and conditions
Hardware cost (including OS associate d Software)	40% of Table B of Annexure-17	After complete delivery of all hardware and its related software at DC, DRC & UAT Location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of Invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.													
	50% of Table B of Annexure-17	After successful installation, implementation configuration, commissioning of Remote Access Solution at DC, DRC & UAT on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). The Bidder has to submit installation reports duly signed by the Bank officials while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.													
	10% of Table B of Annexure-17	On completion of warranty or on submission of BG for the equivalent amount and after deducting applicable penalties and Liquidated damages (if Any).													
41	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms	<table border="1"> <tr> <td>One time implementation cost</td> <td>30% of Table C of Annexure-17</td> <td>On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).</td> </tr> <tr> <td></td> <td>70% of Table C of Annexure-17</td> <td>On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).</td> </tr> </table>	One time implementation cost	30% of Table C of Annexure-17	On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).		70% of Table C of Annexure-17	On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Please considering the relaxation for the Payment terms as "One time implementation cost - 60% of Table C of Annexure-17 = On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Bidder to comply with RFP terms and conditions			
One time implementation cost	30% of Table C of Annexure-17	On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).													
	70% of Table C of Annexure-17	On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).													
42	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms	<table border="1"> <tr> <td>One time implementation cost</td> <td>30% of Table C of Annexure-17</td> <td>On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).</td> </tr> <tr> <td></td> <td>70% of Table C of Annexure-17</td> <td>On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).</td> </tr> </table>	One time implementation cost	30% of Table C of Annexure-17	On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).		70% of Table C of Annexure-17	On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	"40% of Table C of Annexure-17 = On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any)".	Bidder to comply with RFP terms and conditions			
One time implementation cost	30% of Table C of Annexure-17	On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).													
	70% of Table C of Annexure-17	On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).													
43	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms	4. AMC/ ATS = Payment will be made Quarterly in arrears and after deducting applicable penalties and Liquidated damages (if Any).	Please considering the relaxation for the Payment terms as "AMC/ ATS = Payment will be made Quarterly in arrears and after deducting applicable penalties and Liquidated damages (if Any)/ " On submission of a advance BG for equivalent amount"	Bidder to comply with RFP terms and conditions									
44	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Phase Details</th> <th>Timelines (in Weeks)</th> </tr> </thead> <tbody> <tr> <td rowspan="3">1.6.1</td> <td>1. Submission of project implementation plan along with OEM vetted architecture and Hardware / Software sizing.</td> <td rowspan="2">2 weeks from the date of acceptance of purchase order.</td> </tr> <tr> <td>2. Details of rack space and power requirements at DC and DR locations.</td> </tr> <tr> <td>3. Delivery, installation and commissioning of necessary hardware/software/middleware etc., components at DC and DR locations.</td> <td>4 weeks from the date of completion of SL No. 1 and 2 in Phase-1.</td> </tr> </tbody> </table>	Sl. No.	Phase Details	Timelines (in Weeks)	1.6.1	1. Submission of project implementation plan along with OEM vetted architecture and Hardware / Software sizing.	2 weeks from the date of acceptance of purchase order.	2. Details of rack space and power requirements at DC and DR locations.	3. Delivery, installation and commissioning of necessary hardware/software/middleware etc., components at DC and DR locations.	4 weeks from the date of completion of SL No. 1 and 2 in Phase-1.	Please considering the relaxation for the Project Timelines as "1. Submission of project implementation plan along with OEM vetted architecture and Hardware / Software sizing. 2.Details of rack space and power requirements at DC and DR locations - <b>6 weeks</b> from the date of acceptance of purchase order"	Bidder to refer Corrigendum-1
Sl. No.	Phase Details	Timelines (in Weeks)													
1.6.1	1. Submission of project implementation plan along with OEM vetted architecture and Hardware / Software sizing.	2 weeks from the date of acceptance of purchase order.													
	2. Details of rack space and power requirements at DC and DR locations.														
	3. Delivery, installation and commissioning of necessary hardware/software/middleware etc., components at DC and DR locations.	4 weeks from the date of completion of SL No. 1 and 2 in Phase-1.													
45	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines		Please considering the relaxation for the Project Timelines as "3.Delivery, installation and commissioning of necessary hardware/software/middleware etc., components at DC and DR locations - <b>12 weeks</b> from the date of completion of SL No. 1 and 2 in Phase-1"	Bidder to refer Corrigendum-1									
46	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Penalties/Liquidated Damages	3.1. Penalties/Liquidated damages for delay in Delivery and installation of Hardware would be as under: 3.1.1.Non-compliance of the time schedule mentioned in Sl. No. 1,2 and 3 of clause 1.6.1 of Section -C will result in the Bank imposing penalty of 0.50% on delay per week or part thereof, on the total cost mentioned in Table-B of Annexure-17.	Please considering the relaxation for the Penalties as "3.1.1.Non-compliance of the time schedule mentioned in Sl. No. 1,2 and 3 of clause 1.6.1 of Section -C will result in the Bank imposing penalty of <b>0.10%</b> on delay per week or part thereof, on the total cost mentioned in Table-B of Annexure-17:	Bidder to comply with RFP terms and conditions									



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
47	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Penalties/ Liquidated Damages	3.2. Penalties/Liquidated damages for delay in delivery of software licenses and implementation of Remote Access Solution would be as under: 3.2.1.Non-compliance of the delivery/renewal, installation and integration of the Subscription licenses for Remote Access Solution as per Phase-2 of clause 1.6.2 of Section -C will result in the Bank imposing penalty of 0.50% on delay per week or part thereof, on the total cost mentioned in Table-A of Annexure-17.	Please considering the relaxation for the Penalties as "Non-compliance of the delivery/renewal, installation and integration of the Subscription licenses for Remote Access Solution as per Phase-2 of clause 1.6.2 of Section -C will result in the Bank imposing penalty of 0.10% on delay per week or part thereof, on the total cost mentioned in Table-A of Annexure-17"	Bidder to comply with RFP terms and conditions
48	82	Annexure-9 Technical and Functional Requirements	Declaration:	1. We hereby confirm that we have various certificates/bench mark testing standards for the items quoted to meet the intent of the Bid.	What is the expectation here? Any specific documents to be provided/submitted as part of the Bid submission or evaluation? Please clarify and provide more details	The bidder should have the required certificates/bench mark testing standards for the items quoted to meet the intent of the Bid
49	76	Annexure-8 Scope of Work	V. DC - DR Setup	5. The solution should support active-active DC-DR setup. In case of primary site failure, the solution should have facility to automatically switch to secondary site without any manual intervention.	At any point of time, only DC OR DR set-up is going to run. Is the understanding correct? However both DC as well as DR will have HA set-up individually (in both DC as well as DR separately) and automatic fail-over / switch-over happens only when primary site fails. Please	Bidder to comply with RFP terms and conditions
50	84	Annexure-9 (A)	Sizing of Hardware, Software/OS for UAT, DC & DRC	DC & DRC Site should be in high availability with support for active-active architecture with auto failover including individual components such as App, Database etc., - Bidder should suggest the architecture in consultation with the OEM along with justifications and should provide reasonable hardware components as per the requirements. DRC should be the replica of the DC site.	Is HA to be provided between DC and DR with active-active configurations OR the HA to be provided within DC as well as DR itself.	Bidder to comply with RFP terms and conditions
51	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms	4. AMC/ ATS = Payment will be made Quarterly in arrears and after deducting applicable penalties and Liquidated damages (if Any).	Payment will be Quarterly in Advance as per Table-D of Annexure-16 after deducting applicable penalties and Liquidated damages (if Any).	Bidder to comply with RFP terms and conditions
52	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms	5.Dedicated Onsite/ Offsite Resources-Payment will be Quarterly in arrears and after deducting applicable penalties and Liquidated damages (if Any).	Payment will be Quarterly in Advance as per Table-D of Annexure-16 after deducting applicable penalties and Liquidated damages (if Any).	Bidder to comply with RFP terms and conditions
53	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Penalties/Liquidated Damages	3.1. Penalties/Liquidated damages for delay in Delivery and installation of Hardware would be as under: 3.1.2. However, the total Penalty/LD to be recovered under above clauses 3.1.1 shall be restricted to 10% of the total cost mentioned in Table-B of Annexure-17	The bidder request to modify it as " 3.1.2. However, the total Penalty/LD to be recovered under above clauses 3.1.1 shall be restricted to 5% of the total cost mentioned in Table-B of Annexure-17"	Bidder to comply with RFP terms and conditions
54	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Penalties/Liquidated Damages	3.2. Penalties/Liquidated damages for delay in delivery of software licenses and implementation of Remote Access Solution would be as under: 3.2.2 However, the total Penalty/LD to be recovered under above clauses 3.2.1 shall be restricted to 10% of the total cost mentioned in Table-A of Annexure-17	The bidder request to modify it as " 3.2.2 However, the total Penalty/LD to be recovered under above clauses 3.2.1 shall be restricted to 5% of the total cost mentioned in Table-A of Annexure-17"	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
55	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Penalties/Liquidated Damages	3.3. Penalties/Liquidated damages for not maintaining uptime: 3.3.2. The maximum penalty levied per year shall not be more than the 10% of the TCO value during the contract period.	The bidder request to modify it as " 3.3.2. The maximum penalty levied per year shall not be more than the 5% of the TCO value during the contract period."	Bidder to comply with RFP terms and conditions
56	71	Annexure-8 Scope of Work	I. Scope of Work	5. The bidder should provide all on-premises hardware (servers, load balancer, storage etc.) (considering current and future requirements), required for the solution along with OS, middleware, software/database licenses etc. Bank will not provide any hardware/software/middleware components or licenses required for building the solution including the UAT Setup.	What capacity to be sized for UAT?	UAT may be sized for 5% of the production solution capacity.



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
57	73	Annexure-8 Scope of Work	I. Scope of Work	32.The Solution should be implemented in three-tier architecture and the bidder should support any changes to architecture, implementation methodology etc. based on Bank's requirement without any additional cost.	Is it mandatory to implement with 3 tier Architecture?	Yes.
58	73	Annexure-8 Scope of Work	II. Implementation and Planning	3.The Bank may request the bidder to demonstrate a Proof-of-Concept (PoC) of the proposed solution during the Technical Evaluation phase, at no additional cost to the Bank. The bidder shall bear all associated expenses, including but not limited to human resources, servers, licenses, transportation, and communication.	What would be the mode (scope and how) of the demonstration?	Bidder to comply with RFP terms and conditions
59	78	Annexure-8 Scope of Work	VII.Training and Manual	1.Bidder must provide hands on OEM training, to designated Bank officials which should cover in-depth operational and troubleshooting features of the solution at no additional cost. The training should be held in Bengaluru. Bidder must provide user manual and technical documentation both in hard and soft copies to the Bank.	Training should be covered for how many Bank officials? Also whether the training has to be imparted by OEM only OR it can be provided by the Bidder also?	Details will be shared with the selected bidder.
60	78	Annexure-8 Scope of Work	VII.Training and Manual	3.Bidder shall provide user guide and manuals for administrator module of the solution and project documentation to bank	Whether training related documents / manuals are to be from OEM OR it can be created by Bidder?	Details will be shared with the selected bidder.
61	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Warranty/Support	8.10 The selected bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. The selected bidder must warrant all Software during the warranty period.	Please modify this as : "The selected bidder (back to back with OEM) shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. The selected bidder must warrant all Software during the warranty period"	Bidder to comply with RFP terms and conditions
62	50	SECTION G - GENERAL CONDITIONS	24.General Conditions to Contract:	24.2.The VENDOR/ SERVICE PROVIDER shall adhere to RBI guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank, Vendor/Service Provider shall be liable to bank for any event for security breach and leakage of data/information	Is there any standard report to be submitted as part of this? To what extent the reporting is to be done?	Bidder to comply with RFP terms and conditions
63	82	Annexure-9	Technical and Functional Requirements	Notes: c. Bidder should showcase above specifications/ features and provide equivalent document.	Whether all of these Non-mandatory specifications to be showcased OR only selected (as per Bank's preference)? Is this to be showcased during the Tech Evaluation time ? Please clarify what evidence document to be provided for this? Any self-certification & attestation is good enough in place of providing the evidence document?	Bidder to comply with RFP terms and conditions
64	82	Annexure-9	Technical and Functional Requirements	Declaration 1. We hereby confirm that we have various certificates/bench mark testing standards for the items quoted to meet the intent of the Bid	Please clarify - what kind of certificates are expected as part of this?	The bidder should have the required certificates/bench mark testing standards for the items quoted to meet the intent of the Bid
65	82	Annexure-9 (A)	Sizing of Hardware, Software/OS for UAT, DC & DRC	Hardware/Appliance including OS for UAT	Please clarify - what should be the capacity of the UAT? Is this to be sized same as that of DC?	UAT may be sized for 5% of the production solution capacity.



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
66	96	Annexure-17 Bill of Material	Table - E	Charges for Onsite Resources	Please clarify - whether the No of resources mentioned is indicative only OR is it fixed (2 each for L1 and L2)?	Bidder to comply with RFP terms and conditions
67	99	Annexure-19:	DUE DILIGENCE REPORT	6.Financial stability of the company	As part of completing the Due Diligence Report, do we have to attach relevant certificates as proof? Please clarify	The successful bidder should submit Due-Diligence Report from any RBI Accredited/ SEBI registered Credit rating agencies in India as per Annexure-19 of the RFP
68	118	Appendix-G - DRAFT CONTRACT AGREEMENT	10. ORDER CANCELLATION/ TERMINATION OF CONTRACT:	10.3. Bank shall serve the notice of termination to the Vendor/Service Provider at least 30 days prior, of its intention to terminate services.	It shall be modified as "Bank shall serve the notice of termination to the Vendor/Service Provider based on prior discussion and mutually agreement"	Bidder to comply with RFP terms and conditions
69	85	Annexure-10:Technical Evaluation Criteria	Technical Evaluation Criteria	1. The Bidder should have implemented and maintaining the Remote Access Solution for endpoints in at least one (01) Scheduled Commercial Bank having more than 1,000 branches (in a single order) during the last 3 years in India as on date of RFP.	Bidder requests to change this to : "The Bidder/OEM should have implemented and maintaining the Remote Access Solution for endpoints in at least one (01) Scheduled Commercial Bank having more than 800 branches (in a single order) during the last 3 years in India as on date of RFP"	Bidder to comply with RFP terms and conditions
70	11	SECTION B - INTRODUCTION	5. Requirement Details	5.2. The term of contract will be for a period of Five (05) years from the date of Go-Live. However, Bank reserves the right to have an annual review on completion of 12 months the date of acceptance of purchase order. If the services are found to be unsatisfactory Bank reserves the right to discontinue the Services.	Bidder requests to modify as follows: The term of contract will be for a period of Five (05) years from the date of Go-Live. However, Bank reserves the right to have an annual review on completion of 12 months the date of acceptance of purchase order. If the services are found to be unsatisfactory Bank reserves the right to discontinue the Services with a prior notice of 90-180 days	Bidder to comply with RFP terms and conditions
71	29	SECTION D - BID PROCESS	12. Assumptions/ Presumptions/ Modifications	The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the Bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc., in the bidder's response to this RFP document. No offer can be modified or withdrawn by a bidder after submission of Bid/s.	Bidder requests that the all the deviations and the final proposal submitted by the Bidder shall form part of the contract and the commencement of services shall begin only after the contract with mutually acceptable terms are signed by the parties. Please confirm.	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
72	24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	17. Right to Audit	17.3 The VENDOR shall, whenever required by the PURCHASER, furnish all relevant information, records/data to the PURCHASER and/or auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the VENDOR (e.g., financial, internal control and security reviews) and findings made on VENDOR in conjunction with the services provided to the PURCHASER.	Bidder proposes the following edits to the clause: The VENDOR shall, whenever required by the PURCHASER, furnish relevant information pertaining to the services, except for financial records or cost related information to the PURCHASER and/or auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call, giving the VENDOR reasonable time to respond to such call, without any interruption in business hours and/or retain for any relevant material information/reports pertaining only to the services provided, including auditor review reports undertaken by the VENDOR and findings made on VENDOR in conjunction with the services provided to the PURCHASER.	Bidder to comply with RFP terms and conditions
73	38	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	10. Execution of Agreement	10.1. Within 21 days from the date of acceptance of the Purchase Order/LOI or within 30 days from the date of issue of Purchase Order/LOI whichever is earlier, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per Appendix-G. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.	Bidder requests that the all the deviations and the final proposal submitted by the Bidder shall form part of the contract and the commencement of services shall begin only after the contract with mutually acceptable terms are signed by the parties. Please confirm.	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
74	44	SECTION G - GENERAL CONDITIONS	12. Intellectual Property Rights	Clause 12.1. VENDOR/ SERVICE PROVIDER warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER shall ensure that the Solution supplied to the BANK shall not infringe the third party intellectual property rights, if any. VENDOR/ SERVICE PROVIDER shall ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as VENDOR/ SERVICE PROVIDER.	Bidder proposes the following edits to the clause: VENDOR/ SERVICE PROVIDER warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER shall ensure that the Solution supplied to the BANK shall not infringe the third party intellectual property rights, if any. VENDOR/ SERVICE PROVIDER shall ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as VENDOR/ SERVICE PROVIDER. Bank is responsible for obtaining all necessary rights and permissions to enable, and grants such rights and permissions to, Bidder to use, provide, store and otherwise process content, or access and use Bank's systems and other computing environments, in connection with the Services. Bank will make necessary disclosures and obtain consent required by law before Bank provides Bidder or authorizes any access to Bidder for content containing any individual's information, including personal or other regulated data in such content. Bank will not provide or allow access to content that could be subject to governmental regulation or may require security measures beyond those specified by Bidder for the Services, unless	Bidder to comply with RFP terms and conditions
75	44	SECTION G - GENERAL CONDITIONS	13. Confidentiality and Non-Disclosure	13. Confidentiality and Non-Disclosure	Bidder proposes the entire clause be made mutual. The clause has single-sided obligations. Bidder requests that the clause has mutual obligations to protect either Parties' confidential information. Bidder proposes deletion of "trade secrets" from definition of Confidential Information. The nature of services does not entail receipt of any trade secrets from the Bank and hence request deletion.	Bidder to comply with RFP terms and conditions
76	44	SECTION G - GENERAL CONDITIONS	13. Confidentiality and Non-Disclosure	13.3. No Media release/public announcement or any other reference to the Contract/RFP or any program there under shall be made without the written consent of the BANK, by photographic, electronic or other means.	Bidder proposes the following edits:  Promptly upon execution of the Agreement, Bank and Bidder will jointly prepare a public announcement of Bank's selection of Bidder as the provider of the Services. In addition, Bidder may cite Bank's name and general nature of the Services to Bidder's other customers, prospective customer, and its investors.	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
77	48	SECTION G - GENERAL CONDITIONS	20. Protection of Data:	20. Protection of Data:	<p>Bidder proposes the following edits to be incorporated in clause 20 :</p> <p>The Parties acknowledge and agree that, to the best of their knowledge, Bidder will neither (i) process personal data on behalf of the Bank to provide the Services, nor (ii) act as a data processor (or its equivalent under the applicable privacy laws). Bank shall inform Bidder of any required changes to the foregoing, and if necessary, the parties shall negotiate and agree, acting reasonably and in good faith, a further agreement regulating the processing of personal data or any further agreement required in accordance with applicable privacy laws. Processing of personal data may require changes to the Services for the implementation of additional technical and organizational measures.</p>	Bidder to comply with RFP terms and conditions
78	49	SECTION G - GENERAL CONDITIONS	22. Indemnity:	22. Indemnity:	<p>Bidder requests deletion of entire clause and replacement as hereunder:</p> <p>a. Bidder's entire liability for all claims related to the Agreement will not exceed the amount of any actual direct damages incurred by Bank up to the amounts paid (if recurring charges, up to 12 months' charges apply) for the Services that is the subject of the claim, regardless of the basis of the claim. Bidder will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, or anticipated savings. These limitations apply collectively to Bidder, its affiliates, contractors, and suppliers.</p> <p>b. The following amounts are not subject to the above cap: i) third party payments related to infringement claims described in the paragraph below; and ii) damages that cannot be limited under applicable law.</p> <p>c. If a third party asserts a claim against Bank that Services acquired under the Agreement infringes a patent or copyright, Bidder will defend Bank against that claim and pay amounts finally awarded by a court against Bank or included in a settlement approved by Bidder. To obtain Bidder's defense against and payment of infringement claims, Bank must promptly: i) notify Bidder in writing of the claim; ii) supply information requested by Bidder; and iii) allow Bidder to control, and reasonably cooperates in, the defense and settlement, including mitigation efforts. Bidder's defense and payment obligations for infringement claims extend to claims</p>	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
					payment obligations for infringement claims extend to claims of infringement based on open source code that Bidder selects and embeds in a standard Service. d. Bidder has no responsibility for claims based on Non-Bidder Products, items not provided by Bidder, or any violation of law or third-party rights caused by Content, or any Bank materials, designs, or specifications.	
79	50	SECTION G - GENERAL CONDITIONS	24. General Conditions to Contract:	24.12. The Vendor/Service Provider shall be liable for any loss caused to the bank due to any wilful negligence /malpractice by the Vendor/Service Provider or any of its officers, employees, agents or representatives which is found to be a causative factor for any fraud, in spite of liability under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents and/or representatives) in the performance of the Services under this Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/ or transactions.	Bidder proposes deletion of 24.12 in entirety	Bidder to comply with RFP terms and conditions
80	55	SECTION G - GENERAL CONDITIONS	33. Resolution of Disputes	33. Resolution of Disputes	Bidder proposes deletion of clause in entirety and proposes inclusion of the below clause: Any dispute arising out of or in connection with this Agreement, including any question regarding its existence, validity or termination (each a "Dispute") shall be referred to the Delhi International Arbitration Centre and finally resolved by arbitration in accordance with the Delhi International Arbitration Centre (Arbitration Proceedings) Rules (the "DIAC Rules") for the time being in force, which rules are deemed to be incorporated by reference in this clause. The language of the arbitration shall be English. The seat of arbitration shall be New Delhi. The arbitral tribunal shall consist of three arbitrators appointed in accordance with the DIAC Rules. The arbitrators so appointed: (i) shall be fluent in English; (ii) shall be a licensed and independent legal practitioner or retired judicial member with over 20 years' experience in handling commercial disputes in the IT/ITeS sector.	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
81	55	SECTION G - GENERAL CONDITIONS	36. Data Processing	36. Data Processing	Bidder proposes the following clause: The Parties acknowledge and agree that, to the best of their knowledge, Bidder will neither (i) process personal data on behalf of the Bank to provide the Services, nor (ii) act as a data processor (or its equivalent under the applicable privacy laws). Bank shall inform Bidder of any required changes to the foregoing, and if necessary, the parties shall negotiate and agree, acting reasonably and in good faith, a further agreement regulating the processing of personal data or any further agreement required in accordance with applicable privacy laws. Processing of personal data may require changes to the Services for the implementation of additional technical and organizational measures.	Bidder to comply with RFP terms and conditions
82	87	Annexure-11	Non-Disclosure Agreement	Non-Disclosure Agreement	Bidder proposes the entire clause be made mutual. The clause has single-sided obligations. Bidder requests that the clause has mutual obligations to protect either Parties' confidential information. Bidder proposes deletion of "trade secrets" from definition of Confidential Information. The nature of services does not entail receipt of any trade secrets from the Bank and hence request deletion.	Bidder to comply with RFP terms and conditions
83	119	Appendix-G	DRAFT CONTRACT AGREEMENT	DRAFT CONTRACT AGREEMENT	Bidder requests that the all the deviations and the final proposal submitted by the Bidder shall form part of the contract and the commencement of services shall begin only after the contract with mutually acceptable terms are signed by the parties. Please confirm.	Bidder to comply with RFP terms and conditions
84	71	Annexure-8 Scope of Work	I. Scope of Work	9. The solution should support both IPV4 & IPV6 configurations on the endpoint as well as all the components such as hardware/software/middleware etc., of the solution from day 1.	Does IPV6 based communication is a mandatory requirement?	Bidder to comply with RFP terms and conditions
85	72	Annexure-8 Scope of Work	Scope of Work - 1.21	The solution should have the provision to maintain Asset inventory details of the endpoints integrated to the solution. All basic information such as Hardware / OS/ OS version-build details / Hostname / Domain details/ Software & installed applications etc., should be available and the solution should support integration with Bank's ticketing tool/s if required for sharing this information securely via API etc., without additional cost to the Bank.	Requesting bank to help answer the following questions: 1. Does all the Software and Hardware needs to be listed under the Single view? 2. Does System Manager will be sufficient in viewing the Hardware and Software details for every individual computers only during On Demand (does not retain any data after session close)? 3. How frequently the Asset Inventory Scan is required for the Endpoints? 4. Does software updating needs to be manual or automatic? 5. Is it sufficient to provide the API details alone so that Bank can integrate with their Ticketing Solution?	Clause is self explanatory. Additional details, if any, will be shared with the selected bidder.
86	11	SECTION B - INTRODUCTION	5. Requirement Details	5.3. The detailed implementation plan will be discussed and agreed by the Bank with the selected Bidder, covering the scope of work and key deliverables as defined in this RFP. However, the selected Bidder has to comply with the timelines explained elsewhere in this document.	We understand that any changes to the agreed scope of work that result in additional effort or cost shall be subject to mutual agreement, and any additional costs arising from such changes shall be borne by the Bank. Pls. confirm.	Clause is self explanatory. Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply												
87	43	SECTION G - GENERAL CONDITIONS	6. Inspection of Records	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard.	We understand that the Vendor's financial books and records, including Internal costs, are excluded from the Inspection of records scope. Pls. confirm.	Clause is self explanatory. Bidder to comply with RFP terms and conditions												
88	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	2. Payment Terms	Upon reviewing the current payment terms for the One time Implementation, we respectfully request a revision to introduce shorter, milestone-based billing intervals leading up to the Go-Live. Specifically, we propose that the payment milestones be restructured such that: - Each milestone aligns with monthly deliverables or progress checkpoints. - The cumulative value of these milestones covers at least 70% of the One time Implementation cost. - Detail percentages of each such milestones shall be discussed during the contracting phase.	Bidder to comply with RFP terms and conditions												
89	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Phase Details</th> <th>Timelines (in Weeks)</th> </tr> </thead> <tbody> <tr> <td>1.6.1)</td> <td>1. Submission of project implementation plan along with OEM vetted architecture and Hardware / Software sizing.</td> <td>2 weeks from the date of acceptance of purchase order.</td> </tr> <tr> <td></td> <td>2. Details of rack space and power requirements at DC and DR locations.</td> <td></td> </tr> <tr> <td></td> <td>3. Delivery, Installation and commissioning of necessary hardware/software/middleware etc. components at DC and DR locations.</td> <td>4 weeks from the date of completion of Sl.No. 1 and 2 in Phase-1.</td> </tr> </tbody> </table>	Sl. No.	Phase Details	Timelines (in Weeks)	1.6.1)	1. Submission of project implementation plan along with OEM vetted architecture and Hardware / Software sizing.	2 weeks from the date of acceptance of purchase order.		2. Details of rack space and power requirements at DC and DR locations.			3. Delivery, Installation and commissioning of necessary hardware/software/middleware etc. components at DC and DR locations.	4 weeks from the date of completion of Sl.No. 1 and 2 in Phase-1.	Request to modify points as below: Phase-1: 4 weeks from the date of acceptance of purchase order. 8 weeks from the date of completion of Sl No. 1 and 2 in Phase-1.	Bidder to refer Corrigendum-1
Sl. No.	Phase Details	Timelines (in Weeks)																
1.6.1)	1. Submission of project implementation plan along with OEM vetted architecture and Hardware / Software sizing.	2 weeks from the date of acceptance of purchase order.																
	2. Details of rack space and power requirements at DC and DR locations.																	
	3. Delivery, Installation and commissioning of necessary hardware/software/middleware etc. components at DC and DR locations.	4 weeks from the date of completion of Sl.No. 1 and 2 in Phase-1.																
90	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	<table border="1"> <tbody> <tr> <td rowspan="3">Hardware cost (including OS &amp; associated Software)</td> <td>40% of Table B of Annexure-17</td> <td>After complete delivery of all hardware and its related software at DC, DR &amp; UAT Location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of Invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.</td> </tr> <tr> <td>50% of Table B of Annexure-17</td> <td>After successful installation, implementation configuration, commissioning of Remote Access Solution at DC, DR &amp; UAT on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). The Bidder has to submit Installation reports duly signed by the Bank officials while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</td> </tr> <tr> <td>10% of Table B of Annexure-17</td> <td>On completion of warranty or on submission of BG for the equivalent amount and after deducting applicable penalties and Liquidated damages (if Any).</td> </tr> </tbody> </table>	Hardware cost (including OS & associated Software)	40% of Table B of Annexure-17	After complete delivery of all hardware and its related software at DC, DR & UAT Location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of Invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.	50% of Table B of Annexure-17	After successful installation, implementation configuration, commissioning of Remote Access Solution at DC, DR & UAT on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). The Bidder has to submit Installation reports duly signed by the Bank officials while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	10% of Table B of Annexure-17	On completion of warranty or on submission of BG for the equivalent amount and after deducting applicable penalties and Liquidated damages (if Any).	Request to modify points as below: 50% of Table B of Annexure-17 50% of Table B of Annexure-17	Bidder to comply with RFP terms and conditions					
Hardware cost (including OS & associated Software)	40% of Table B of Annexure-17	After complete delivery of all hardware and its related software at DC, DR & UAT Location on submission of Invoice and Acceptance by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). Please note that Originals of Invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.																
	50% of Table B of Annexure-17	After successful installation, implementation configuration, commissioning of Remote Access Solution at DC, DR & UAT on submission of Invoice and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). The Bidder has to submit Installation reports duly signed by the Bank officials while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.																
	10% of Table B of Annexure-17	On completion of warranty or on submission of BG for the equivalent amount and after deducting applicable penalties and Liquidated damages (if Any).																
91	62	Annexure-2	Pre-Qualification Criteria	<b>9. Qualification Criteria:</b> The Bidder should have implemented and maintaining the Remote Access Solution for endpoints in at least one (01) Scheduled Commercial Bank having more than 1,000 branches & 5,000 PCs (in a single order) during the last 3 years in India as on date of RFP.	Request to modify points as below: The Bidder should have implemented and maintaining the Remote Access Solution/SECURE ACCESS SOLUTION in at least one (01) Scheduled Commercial Bank/PSU during the last 5 years in India as on date of RFP	Bidder to comply with RFP terms and conditions												

Date: 02-08-2025  
Place: Bangalore

Deputy General Manager  
