

Sl. No.	Company Name	GeM Bid Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	M/s Crayon, M/s Sonata Software, M/s Softline Services India Private Limited & M/s Softwareone	Annexure-2 Technical Requirement	SCCM technical specifications Point No. 28 Solution should be capable of supporting Active-Active configuration at DC and DR and ensure proper DC-DR replication.	Please explain the clause. Requesting to rephrase this clause- Solution should be capable of supporting Active-Passive configuration at DC and DR and ensure proper DC-DR replication.	The GeM bid clause is modified as under: Solution should be capable of supporting Active-Passive configuration at DC and DR and the Bidder has to ensure proper DC-DR replication.
2	M/s Crayon, M/s Sonata Software, M/s Softline Services India Private Limited & M/s Softwareone	Annexure-2 Technical Requirement	SCCM technical specifications Point No. 45 The solution should address the key steps in patch deployment: Identify vulnerabilities to be addressed Acquire the applicable patches Determine the systems to target Deploy patches reliably	Please explain the clause. Requesting to rephrase this clause-The solution should address the key steps in patch deployment: Identify missing patches on the clients. Acquire the applicable patches Determine the systems to target Deploy patches reliably.	The GeM bid clause is modified as under: The solution should address the key steps in patch deployment: Identify the missing patches on the clients. Acquire the applicable patches. Determine the systems to target. Deploy patches reliably.
3	M/s Crayon	Bid Document	EMD Detail	Kindly mention the date by when the EMD will be returned.	The EMD of the Bidders not qualified under Technical Proposal will be returned within 15 days after opening the Commercial Bid of the Technically Qualified Bidders. The EMD of Technically Qualified bidders will be returned upon the selected bidder accepting the order and furnishing the Performance Bank Guarantee.
4	M/s Crayon	Bid Document	Bid End Date/Time 29-08-2022 15:00:00	Request for 10 days extension till 12-09-2022	Bid has been extended till 08-09-2022.
5	M/s Crayon	Annexure-2 Technical Requirement	Active Directory technical specifications	Clarifications on Active Directory, Total no of AD server (Primary AD and Additional domain controller)? Number and name of AD domains Number and locations of the domain controller in each location? How many forest are available in the existing domain? Total number of AD users, What is the current version of AD? AD Server is in On-Premises or in Cloud? If cloud, It is in Azure or AWS ? If On-Premises Server, whether is a Virtual Machine or Physical Server. If VM, what is the Virtualization platform? Location of DC and DR Functional level of each domain installed into that domain? Are all FSMO role holding DCs at Server 2008 SP2 or higher? If not, which ones are not? What is the OS and service pack of the schema master for each forest Number of Active Directory sites: Is upgrade of AD part of scope (Yes/No). If Yes, what is the expected upgrade version.	The Current Active Directory Setup is On-Premise. Bidder to comply with GeM Bid Terms and Conditions. Further details shall be shared with the Selected Bidder.

6	M/s Crayon	Annexure-2 Technical Requirement	SCCM technical specifications	Clarifications on SCCM, Total no of SCCM servers (Primary, Secondary and distribution Points)? What is the current environment that all the servers are hosted (Physical/Virtual/Cloud) What is the current version of SCCM (SCCM Version)? OS configuration of the current setup (Windows server 2012, Windows 2016, etc) Total no: locations and how are they connected Has customer implemented Cloud Management gateway No: of Desktops and Laptops connected to SCCM along with the breakup of Windows and Linux. OS Configuration of Client Machines	Currently, SCCM environment is On-Premise. Operating System Configuration in the Clients is Windows. Further details shall be shared with the selected Bidder.
7	M/s Softwareone	Other Query	Active Directory Questionnaire	One L3, two L2 and two L1 resources for Active Directory management and Server support, who will manage the applications and other core banking server related issues? (OS, application patching, DB patching and any performance issues?)	Server Support as mentioned in the Bid Document is pertaining to management of Active Directory and SCCM Solutions. Bidder to comply with GeM Bid Terms and Conditions.
8	M/s Softwareone	Other Query	Active Directory Questionnaire	What is the current monitoring tools are used for server monitoring and desktops and ticketing systems for helpdesk?	Bank does not have any monitoring tool. Bidder to comply with GeM Bid Terms and Conditions. The Ticketing tool shall be provided by the Bank.
9	M/s Softwareone	Other Query	Active Directory Questionnaire	What is the ticketing systems/tools for helpdesk?	The Ticketing tool shall be provided by the Bank.
10	M/s Softwareone	Other Query	Active Directory Questionnaire	Pls share the existing AD & SCCM architecture	Details will be shared with selected bidder
11	M/s Softwareone	Other Query	Active Directory Questionnaire	Pls share the existing networking architecture along with bandwidth details?	Details will be shared with selected bidder
12	M/s Softwareone	Other Query	Active Directory Questionnaire	Please identify the current Active Directory Functional Level in use within the forest(s) and each domain.	Details will be shared with selected bidder
13	M/s Softwareone	Other Query	Active Directory Questionnaire	What version of Windows is Active Directory installed on within your environment? Please list all versions including service pack	Details will be shared with selected bidder
14	M/s Softwareone	Other Query	Active Directory Questionnaire	Do you have Public Key Infrastructure (PKI) implemented?	Certificate Authority server is used as a functionality of Active Directory Services.
15	M/s Softwareone	Other Query	SCCM	How many servers with CAS, Primary and secondary?	Details will be shared with selected bidder
16	M/s Softwareone	Other Query	SCCM	How many Distribution Points and the Branch cache/Desktop?	Details will be shared with selected bidder
17	M/s Softwareone	Other Query	SCCM	What are all the roles configured in SCCM?	Details will be shared with selected bidder
18	M/s Softwareone	Other Query	SCCM	How many systems are reflecting in SCCM/how many are healthy?	Details will be shared with selected bidder
19	M/s Softwareone	Other Query	SCCM	What is the current patch compliance status?	Details will be shared with selected bidder
20	M/s Softwareone	Other Query	SCCM	How DR is configured for SCCM?	Details will be shared with selected bidder
21	M/s Softwareone	Other Query	SCCM	How frequently doing software Distribution?	The Software Distribution Activity shall be performed as per the requirements of the Bank.
22	M/s Softwareone	Other Query	SCCM	The Bidder should bring all existing and new desktops under comprehensive centralized desktop management solution. How many new systems will bring into DMS solution on Monthly basis?	Bidder to comply with GeM Bid Terms and Conditions.
23	M/s Softwareone	Other Query	SCCM	Is bank manage the AV support separately?	Yes, AV Support is available with the Bank.
24	M/s Softwareone	Other Query	Backup	How do you currently backup your data?	Details will be shared with selected bidder

25	M/s Softwareone	Other Query	Backup	What is the backup frequency?	The Backup frequency will be in accordance with the Bank's Backup Policy
26	M/s Softwareone	Other Query	Backup	How long do you retain the backup data?	The Backup retention will be in accordance with the Bank's Backup Policy
27	M/s Softwareone	Other Query	Backup	How do you currently Monitor your application and database	Bank does not have any monitoring tool. Bidder to comply with GeM Bid Terms and Conditions.
28	M/s Sonata Software	ATC document	12. Security 12.7. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.	Remove this Clause or change it to " Any kind of change like update in the system after complete installation will not lead into any commercial during contract tenure."	Bidder to comply with GeM Bid Terms and Conditions.
29	M/s Sonata Software	Annexure-1: Scope of Work	1. Broad Scope of Work 1.24. Standard software will include □ Operating Systems □ Driver software □ Office Productivity Tools like MS-Office, Tools for bilingual solution etc. □ Mail messaging clients □ Other front-end applications used by CANARA BANK. □ Other third party applications deployment as may be required from time to time as decided by the Bank.	Give details of below applications Other front-end applications used by CANARA BANK. Other third party applications deployment as may be required from time to time as decided by the Bank	Details will be shared with selected bidder
30	M/s Sonata Software	Annexure-1: Scope of Work	1. Broad Scope of Work 1.25. The Bidder must be able to automate regular desktop management routines like automated maintenance (cleaning up file system debris, defragmenting drives, running malware scans, etc.), backup, installing patches, distributing software, managing software licenses, monitoring software usage statistics, monitoring critical system parameters like CPU, disk and memory utilization through SCCM, managing USB device usage etc. through the existing Desktop Management Solution	is bidder expected to take backup of Endpoint Clients	Bidder to comply with GeM Bid Terms and Conditions.
31	M/s Sonata Software	Annexure-1: Scope of Work	1. Broad Scope of Work 1.37. The Bidder has to provide a dashboard for monitoring the various components of Desktop Management Solution that should be customizable as per Bank's requirements.	is there existing monitoring tool in place like SCOM	Bank does not have any monitoring tool. Bidder to comply with GeM Bid Terms and Conditions.
32	M/s Sonata Software	Annexure-1: Scope of Work	2. Detailed Scope of Work for Active Directory: 2.1. The Bidder is responsible for planning and re-designing the Active Directory solution architecture meeting following requirements while continuing the existing Active Directory forest of the Bank: 2.1.1. AD domain controllers should be deployed in Data Center site (Bangalore) and DRC site (Mumbai) in Failover mode (Active-Active). 2.1.2. The load for the authentication of the endpoints should be distributed between the two locations.	Share existing Active Directory setup details and growth plan to design. Need details like OS, No.of DC's, AD Sites, Clients, DFL & FFL etc.	Details will be shared with selected bidder

33	M/s Sonata Software	Annexure-1: Scope of Work	2. Detailed Scope of Work for Active Directory: 2.4. The Bidder is responsible for supply of necessary software with additional licenses if required along with installation, implementation, and maintenance of Bank's on premise AD during validity of the contract.	Please share details of softwares to be installed on AD	The GeM bid clause is modified as under: The Bidder is responsible for installation, implementation, and maintenance of Bank's on premise AD during validity of the contract.
34	M/s Sonata Software	Annexure-1: Scope of Work	2. Detailed Scope of Work for Active Directory: 2.5. The Bidder is responsible for supply of necessary software with additional licenses if required along with installation, implementation, and maintenance of Bank's on premise AD during validity of the contract.	Share existing forest functional level or domain functional level	Details will be shared with selected bidder
35	M/s Sonata Software	Annexure-1: Scope of Work	2. Detailed Scope of Work for Active Directory: 2.12. The Bidder should demonstrate that all the policies which have been setup for the Bank are functional	is Bidder expected to demonstrate existing GPO policies or only new policies	Bidder to comply with GeM Bid Terms and Conditions.
36	M/s Sonata Software	Annexure-1: Scope of Work	2. Detailed Scope of Work for Active Directory: 2.17. Bidder should support integration of any third party applications with Active Directory during the contract period.	Please share details of third party applications to be integrated	Details will be shared with selected bidder
37	M/s Sonata Software	Annexure-1: Scope of Work	2. Detailed Scope of Work for Active Directory: 2.18. The proposed solution must be capable of keeping an audit log of changes sending alerts of unauthorized changes, automating AD data backup and enable quick recovery in the event of an outage. .	Please share details of existing audit log management tool and existing backup tool	Bank does not have any log management or backup tools used for AD & SCCM Solutions. Bidder to comply with GeM Bid Terms and Conditions.
38	M/s Sonata Software	Annexure-1: Scope of Work	2. Detailed Scope of Work for Active Directory: 2.19. The Bidder should ensure logging of all relevant Active Directory events.	Please share details of existing audit log management tool and retention period required	Bank does not have any log management or backup tools used for AD & SCCM Solutions. Bidder to comply with GeM Bid Terms and Conditions.
39	M/s Sonata Software	Annexure-1: Scope of Work	3. Scope of work for Patch Management: 3.1. The Bidder should provide a very comprehensive solution for Windows Patch / Update Management to all the desktops in the Bank through SCCM - it should provide an integrated solution to deploy software updates seamlessly to physical and virtual clients across the Bank. IT administrators should be able to use the solution to distribute both security and non-security related updates/patches of Microsoft products, Antivirus, third party applications, and custom/ in-house applications.	Please share details of existing SCCM infrastructure Details like existing version, no of SCCM servers with roles, DP, SUP, MP, SCCM endpoints, SCCM client compliance, patch compliance	Details will be shared with selected bidder

40	M/s Sonata Software	Annexure-1: Scope of Work	<p>3. Scope of work for Patch Management:</p> <p>3.3. The Bidder should ensure that the solution architecture must have relay/peer to peer functionality that reduces network overhead and decreases the time it takes to get patches/updates by enabling clients to connect to a local update agent for patches/updates, enabling more effective updates in remote locations. Such relay/peer to peer functionality should be able to connect to the secondary server (DC/DR as the case may be) in case the primary server to which it is connected is not available.</p>	Share details of existing Endpoint operating system and high level network architecture	Details will be shared with selected bidder
41	M/s Sonata Software	Annexure-1: Scope of Work	<p>3. Scope of work for Patch Management:</p> <p>3.4. The Bidder should ensure that Central server should download the patches (OS or third party application)/version upgrades/OS upgrades from internet through Bank's proxy and distribute the updates to the agents. At no point should the agent be required to connect directly to proxy for updates.</p>	Share details of third party applications used on endpoints	Details will be shared with selected bidder
42	M/s Sonata Software	Annexure-1: Scope of Work	<p>3. Scope of work for Patch Management:</p> <p>3.6. The Bidder should design and manage centralized SCCM patch management solution optimized for Bank's network architecture with wide range of WAN latency which segregates the desktops for the patches, with granular and flexible grouping mechanism. Bidder should configure and implement all the patches without requiring end-user intervention.</p>	Share high level network architecture	Details will be shared with selected bidder
43	M/s Sonata Software	Annexure-1: Scope of Work	<p>3. Scope of work for Patch Management:</p> <p>3.10. The solution should be able to distribute the application software, OS, patch and other software updates in all the desktops.</p>	Share existing bandwidth details	Details will be shared with selected bidder
44	M/s Sonata Software	Annexure-1: Scope of Work	<p>3. Scope of work for Patch Management:</p> <p>3.32. The solution should support Antivirus related updates in all desktops/laptops. The solution should be able to deploy Antivirus client in endpoints of the Bank.</p>	Share details of Antivirus tool	Details will be shared with selected bidder

45	M/s Softline Services India Private Limited	ATC document	<p>10. Scope of Onsite Support for Desktop Management Solution</p> <p>10.1. Bidder shall depute the following resources at the Bank's premises;</p> <ul style="list-style-type: none"> ▫ One L3, two L2 and two L1 resources for Active Directory management and Server support ▫ One L2, Two L1 resources to manage the SCCM setup ▫ Adequate number of qualified resources for Helpdesk Support for managing day to day issues related to DMS with a minimum of ten resources. <p>10.2. The services of the engineers for server and helpdesk should be available on-site 24 x7 x 365 on all calendar days, during the entire contract period.</p>	Server support is for only AD & SCCM Server or all Servers. Is 24x7 x 365 days applicable for SCCM support.	<p>The GeM bid clause is modified as under:</p> <p>10.1. Bidder shall depute the following resources at the Bank's premises. One L3, two L2 and two L1 resources for Active Directory management and Server support. One L2, Two L1 resources to manage the SCCM setup. Adequate number of qualified resources for Helpdesk Support for managing day to day issues related to DMS with a minimum of ten resources.</p> <p>10.2. The services of the engineers for server support for Active Directory and SCCM management should be available on-site 24 x7 x 365 on all calendar days and the services of Helpdesk resources should be available from 8:00 AM to 8:00 PM on all Bank working days during the entire contract period. In case of exigencies, the helpdesk resources may be required to be present onsite even during off-business hours, bank holidays etc.</p>
46	M/s Softline Services India Private Limited	ATC document	<p>15. Penalties/Liquidated Damages</p> <p>15.6. Penalties for patch update compliance: A minimum of 95 % endpoints should be updated with latest patch updates 7 days from the date of deployment of the patch. The Bank will impose a penalty of 0.5% (Plus GST) of resident resource charges (Excl. of GST) for the quarter for each day where the compliance level goes below 95%. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for resident resource charges for that quarter.</p>	To achieve minimum 95% compliance within 7 days of patch deployment is difficult, as compliance depends on various factors like health of SCCM Clients, its connectivity to DP's, proper connectivity to download and install patch with good bandwidth.	Bidder to comply with GeM Bid Terms and Conditions.
47	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	<p>1. Broad Scope of Work</p> <p>1.3. The Bidder should analyze the existing architecture of the Active Directory and SCCM solutions in the Bank and re-design, configure and implement the solutions if required as per the requirements of the Bank.</p>	Any change in Architecture would be treated as a separate project.	Bidder to comply with GeM Bid Terms and Conditions.
48	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	<p>1. Broad Scope of Work</p> <p>1.25. The Bidder must be able to automate regular desktop management routines like automated maintenance (cleaning up file system debris, defragmenting drives, running malware scans, etc.), backup, installing patches, distributing software, managing software licenses, monitoring software usage statistics, monitoring critical system parameters like CPU, disk and memory utilization through SCCM, managing USB device usage etc. through the existing Desktop Management Solution.</p>	Monitoring critical system parameters like CPU, disk and memory utilization through SCCM is not possible. Report of Hardware Inventory is available.	<p>The GeM bid clause is modified as under: The Bidder must be able to automate regular desktop management routines like automated maintenance (cleaning up file system debris, defragmenting drives, running malware scans, etc.), backup, installing patches, distributing software, managing software licenses, monitoring software usage statistics, monitoring critical system parameters like CPU, disk and memory through SCCM, managing USB device usage etc. through the Desktop Management Solution.</p>
49	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	<p>1. Broad Scope of Work</p> <p>1.28. The Bidder should provide on demand or on subscription any reports related to DMS and should be able to customize the same as per Bank's requirement.</p>	Customization of reports depend on availability of data, tables and query to fetch required customized reports	Bidder to comply with GeM Bid Terms and Conditions.

50	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	<p>3. Scope of work for Patch Management:</p> <p>3.1. The Bidder should provide a very comprehensive solution for Windows Patch / Update Management to all the desktops in the Bank through SCCM - it should provide an integrated solution to deploy software updates seamlessly to physical and virtual clients across the Bank. IT administrators should be able to use the solution to distribute both security and non-security related updates/patches of Microsoft products, Antivirus, third party applications, and custom/ in-house applications</p>	SCCM supports only Microsoft OS patches and selected third party applications. For Antivirus, third party applications, and custom/ in-house applications, patches needs to be provided by Canara Bank Team or they need to procure third party patching tool which comes with additional cost.	Custom/In-house application Patches shall be provided by the Bank. Bidder to comply with GeM Bid Terms and Conditions.
51	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	<p>3. Scope of work for Patch Management:</p> <p>3.3. The Bidder should ensure that the solution architecture must have relay/peer to peer functionality that reduces network overhead and decreases the time it takes to get patches/updates by enabling clients to connect to a local update agent for patches/updates, enabling more effective updates in remote locations. Such relay/peer to peer functionality should be able to connect to the secondary server (DC/DR as the case may be) in case the primary server to which it is connected is not available.</p>	As per Microsoft, HA (High Availability) is offered as solution in case if Primary SCCM Server goes down. We need more information on existing DC DR Setup configured for SCCM in your organization.	Details will be shared with selected bidder
52	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	<p>3. Scope of work for Patch Management:</p> <p>3.15. The Bidder through Windows patch management solution should be able to track and evaluate the appropriate software updates depending on OS and products installed in the desktops.</p>	SCCM offers Windows Patch management solution which patches Windows OS. For various products installed in desktop, its related patches or upgrades needs to be downloaded and deployed separately as application.	Bidder to comply with GeM Bid Terms and Conditions.
53	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	<p>3. Scope of work for Patch Management:</p> <p>3.24. The Bidder is responsible for maintaining all the endpoints of the Bank in supported versions of operating system during the contract period. The Bidder should ensure that the solution is capable of supporting build upgrade to latest version of operating System in all desktops as and when released by the OEM during the contract period without needing to redeploy the complete OS image. If the same is not achievable through the proposed tool due to limitation of network bandwidth or any other constraints, Bidder has to ensure manual installation of the OS to latest build upgrade as and when released by OEM by arranging visit by field engineer to branch locations and ensure same is completed in one month time after release by OEM without any additional cost to bank.</p>	Local Engineer visit to various branches costing to be incurred by Softline.	Bidder to comply with GeM Bid Terms and Conditions.
54	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	<p>3. Scope of work for Patch Management:</p> <p>3.25. The Bidder should provide a dash-board which could be customizable as per the Banks requirement for the operating system patching and software deployment for all the endpoints of the Bank.</p>	Default Reports are available which can be customized as per requirement.	Bidder to comply with GeM Bid Terms and Conditions.
55	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	<p>3. Scope of work for Patch Management:</p> <p>3.31. The Bidder has to liaison with System integrator of Antivirus solution for any Antivirus related activity.</p>	Need more clarification on this point.	Bidder to comply with GeM Bid Terms and Conditions.

56	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	3. Scope of work for Patch Management: 3.32. The solution should support Antivirus related updates in all desktops/laptops. The solution should be able to deploy Antivirus client in endpoints of the Bank.	Need more clarification on this point.	Bidder to comply with GeM Bid Terms and Conditions.
57	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	3. Scope of work for Patch Management: 3.35. The Bidder should generate the inventory details as mentioned above and it should be customizable based on the Bank's requirements. The solution should have provision for enabling custom tags/details and for adding any other field as required by the Bank.	Need more clarification on this point related to custom tag and adding fields as per requirement.	Bidder to comply with GeM Bid Terms and Conditions.
58	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	3. Scope of work for Patch Management: 3.39. Ability to inform users via a pop-up message box which should be customizable prior to installation of patch/service pack and facility to re-start the computer after installation.	Default message is available.	Bidder to comply with GeM Bid Terms and Conditions.
59	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	3. Scope of work for Patch Management: 3.48. The Bidder should ensure creation of mandatory baselines for each group of computers.	Need more clarification on this point.	Bidder to comply with GeM Bid Terms and Conditions.
60	M/s Softline Services India Private Limited	Annexure-2 Technical Requirement	SCCM technical specifications 28. Solution should be capable of supporting Active-Active configuration at DC and DR and ensure proper DC-DR replication.	As per Microsoft, HA (High Availability) is offered as solution in case if Primary SCCM Server goes down. We need more information on existing DC DR Setup configured for SCCM in your organization.	The GeM bid clause is modified as under: Solution should be capable of supporting Active-Passive configuration at DC and DR and the Bidder has to ensure proper DC-DR replication.
61	M/s Softline Services India Private Limited	Annexure-2 Technical Requirement	SCCM technical specifications 31. OS Deployment should be offered through a single agent on the client desktops / workstations.	Need more clarification on this point.	Bidder to comply with GeM Bid Terms and Conditions.
62	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	15. Penalties/Liquidated Damages 15.2. However, the total Penalty/LD to be recovered under above clause 156.2.1, shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).	The LD should be applicable only on the services / implementation value	Bidder to comply with GeM Bid Terms and Conditions.
63	M/s Softline Services India Private Limited	Annexure-1: Scope of Work	17. Payment Terms ATS for Licenses & software items	It has to be 100% upfront yearly and cannot be quarterly	Bidder to comply with GeM Bid Terms and Conditions.