

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Annexure - 2 Technical Requirements	Clause No - 1.5 Functionality Generic - Solution Must offer on Windows OS that the Bank is using. Ability to edit and protect the files on Desktop	Please specify Windows OS	The solution must support Win 7 and above OS
2	Annexure - 2 Technical Requirements	Clause No - 2.1 Format support - System should support dominant MS Office formats i.e. doc, docx, xls, xlsx, csv, ppt, pptx natively within MS Office applications. It should also support the latest versions of MS Office as and when they are released. Must also support older version of MS office - 2007/2010/2013/2016	Microsoft has confirmed EOL for these version of Office. Any support assistance for any issue for these versions of Office will not be supported.	The solution must support DRM on any flavour of MS Office formats i.e. doc, docx, xls, xlsx, csv, ppt, pptx etc.,
3	Annexure - 2 Technical Requirements	Clause No - 2.2 Format support - System should support PDF format natively. The solution must support prevalent pdf readers including Adobe Acrobat and Acrobat Pro XI for accessing/editing protected pdf files.	Please specify PDF versions used by the Bank	The solution must support all standard PDF version
4	Annexure - 2 Technical Requirements	Clause No - 2.3 Format support - System must support dominant Open Office formats (odt, odp, ods) natively within standard Open Office from Open Office 3.0 to the latest versions of Open Office as and when they are released	Please specific OpenOffice versions used by the Bank	The solution must support all standard version
5	Annexure - 1 Scope of Work	Clause No - c The solution should be able to integrate with Security Operation Centre of Bank.	Please specify the SIEM solution with which integration is required	Detail will be shared with selected bidders
6	Annexure - 11 Technical Evaluation Criteria	Clause No - 1 The bidder having experience in implementation of Enterprise Digital Rights Management Solution & currently running in any organization in India for Application Services, Support, Administration, Management & Monitoring. (POCs done will not be treated as experience of the bidder)	Request to change as: The bidder/OEM having experience in implementation of Enterprise Digital Rights Management Solution & currently running in any organization in India for Application Services, Support, Administration, Management & Monitoring. (POCs done will not be treated as experience of the bidder)	Bidder has to comply with GeM terms.



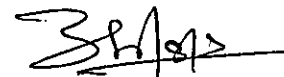
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7	Annexure - 11 Technical Evaluation Criteria	Clause No. - 3 The bidder having experience in handling the proposed Enterprise Digital Rights Management Solution & should be currently running in any organization in India (POCs done will not be treated as experience of the bidder)	Request to change as: The bidder/OEM having experience in handling the proposed Enterprise Digital Rights Management Solution & should be currently running in any organization in India (POCs done will not be treated as experience of the bidder)	Bidder has to comply with GeM terms.
8	Annexure - 9 - MAF	We (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and warranty as per terms and conditions of the RFP and the contract for the solution, products/equipment and services offered against this invitation for RFP offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.	Request to change as: We (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and warranty as per terms and conditions of the our standard online subscription agreement, for the solution, products/equipment and services offered against this invitation for RFP offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation as per terms and conditions of our standard online subscription agreement.	Bidder has to comply with GeM terms.
9	Annexure - 9 - MAF	We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/sfor all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new Operating Software releases at the bank's premises.	Request to change as: We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/sfor all the products quoted for and supplied to the bank during the Contract period in accordance with Seclore standard online subscription agreement . In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new Operating Software releases at the bank's premises.	Bidder has to comply with GeM terms.
10	Annexure - 9 - MAF	We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for total Contract Period.	Request to change as: We also confirm that the proposed solution offered by the bidder to the Bank will perform in accordance with its documentation. Subject to our Product Life Cycle Policy, We we also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for total Contract Period.	Bidder has to comply with GeM terms.



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11	ATC-16 Scope involved during Contract period	Clause-16.1 During the period of contract, the bidder should inform Bank about all release/version change of patches/ upgrades/ updates of software/ OS/ middleware etc. as and when released by the selected bidder/OSD.	Are you looking for an onsite resource to manage the proposed solution.	On site resource is not required. However, bidder has to comply RFP terms.
12	ATC-17 Local support	Clause-17.3 The bidder will be responsible for attending complaints during all hours 24x7x365 basis of contract period.	Request to change as: The bidder will be responsible for attending complaints during all working days/hours (8x5) basis of contract period.	The bidder will be responsible for attending complaints during all working days/hours basis of contract period and as and when required, during the time of exigency.
13	ATC-39 Project Execution	The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.	The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru/Remote. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.	Bidder has to comply with GeM terms.
14	ATC-46 Human Resource Requirement	Clause-46.1 The selected bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.	Are you looking for an onsite resource to manage the proposed solution. If yes? Kindly confirm the number of resources with location and timing to be deployed.	On site resource is not required. However, bidder has to comply RFP terms. Onsite resource is required during the period of implementation and subsequent training of the solution.

Date: 01/12/2022

Place: Bangalore


Deputy General Manager
