Replies to Prebid Queries for GEM Bid Ref. No. GEM/2021/B/1248995 Dated 29/05/2021 for Implementation of Comprehensive Work From Home Solution in Canara Bank

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	1	GEM Bidding Page No.1	EMD Amount Rs. 1500000		As per Govt. of India, EMD is nil for all the tenders till 31st December 2021. Hence Request Canara Bank to allow us to submit a declaration letter for in place of EMD.	For EMD Exemption, bidder has to submit Bid Security decalaration letter.
2			POA		Since Canara Bank did not mention to submit POA in the tender, hence we assume POA is not required to submit along with our bid. Request Bank to confirm	Bidder has to submit the POA details.
3	5	GEM Bidding Page No.5	Buyer Added Bid Specific Additional Terms and Conditions	Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid.	Stamp Paper issuing offices are closed due to Lockdown. Hence we request Bank to allow us to submit the Integrity Pact on Company's Letter Head.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
4	4	Annexure - E Penalties/Liquidated Damages; Page No 4	Deliverables & Service Level Agreements (SLAs)	However, the total Penalty/LD to be recovered under above clause shall be restricted to 10% (plus GST) of the total value of the order (exclusive of Taxes).	Request Bank to change it to :However, the total Penalty/LD to be recovered under above clause shall be restricted to 5% (Plus GST) of the total value of the order (exclusive of Taxes)...	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
5	4	Annexure - E Penalties/Liquidated Damages; Page No 4	Deliverables & Service Level Agreements (SLAs)	99.90% to 100% - No Penalty; 99.00% to 99.89% - 0.50% (plus GST) on purchase order value (exclusive of GST) for every hour or part thereof; 98.00% to 98.99% - 1.00% (plus GST) on purchase order value (exclusive of GST) for every hour or part thereof; 97.00% to 97.99% - 2.00% (plus GST) on purchase order value (exclusive of GST) for every hour or part thereof; 96.00% to 96.99% - 3.00% (plus GST) on purchase order value (exclusive of GST) for every hour or part thereof; 95.00% - 95.99% - 4.00% (plus GST) on purchase order value (exclusive of GST) for every hour or part thereof; Less than 95.00% - 5.00% (plus GST) on purchase order value (exclusive of GST) for every hour or part thereof.	Request Bank to change it to : 99.90% to 100% - No Penalty; 99.00% to 99.89% - 0.10% (plus GST) on purchase order value (exclusive of GST) for every hour or part thereof; 98.00% to 98.99% - 0.20% (plus GST) on purchase order value (exclusive of GST) for every hour or part thereof; 97.00% to 97.99% - 0.30% (plus GST) on purchase order value (exclusive of GST) for every hour or part thereof; 96.00% to 96.99% - 0.40% (plus GST) on purchase order value (exclusive of GST) for every hour or part thereof; 95.00% - 95.99% - 0.50% (plus GST) on purchase order value (exclusive of GST) for every hour or part thereof; Less than 95.00% - 2.00% (plus GST) on purchase order value (exclusive of GST) for every hour or part thereof.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
6	4	Annexure - E Penalties/Liquidated Damages; Page No 4	Deliverables & Service Level Agreements (SLAs)	The maximum penalty levied shall not be more than 10% (plus GST) of purchase order value (exclusive of GST) during warranty period and 25% (plus GST) of AMC/ATS quoted by the bidder for one year (exclusive of GST) during AMC/ATS period.	Request Bank to change it to : The maximum penalty levied shall not be more than 5% (plus GST) of purchase order value (exclusive of GST) during warranty period and 10% (plus GST) of AMC/ATS quoted by the bidder for one year (exclusive of GST) during AMC/ATS period.	Bidder has to comply as per bank terms & conditions provided in the GeM Bid.

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7	4	Annexure - E Penalties/Liquidated Damages; Page No 4	Deliverables & Service Level Agreements (SLAs)	If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).	Request Bank to change it to: Since Bank will levy penalty as above if monthly uptime is less than 95%. Hence request Bank not to terminate the contract in such circumstance.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
8	6	Annexure - E; Payment Terms	Deliverables & Service Level Agreements (SLAs)	a)Hardware/Appliance including OS for DC & DRC: 50% of the payment will be released on delivery. b) System Software/Middleware/ Database License for deploying proposed Solution at DC & DRC: 40 % of the payment will be released on full implementation and sign-off from the Bank. c) Any Other Software licenses at DC & DRC: 10 % of Bank. the payment will be released: After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment. d) One Time Implementation charges : 100% payment will be released on full implementation and sign-off from the Bank. e) Concurrent user based License for Work from Home Solution: 100% payment for first Year will be released on full implementation and sign-off from the Bank. f) Additional Concurrent user based License for Work from Home Solution : Bank will ...	Request Bank to change it to : a)Hardware/Appliance including OS for DC & DRC: 80% of the payment will be released on delivery. b) System Software/Middleware/ Database License for deploying proposed Solution at DC & DRC: 20 % of the payment will be released on full implementation and sign-off from the Bank. d) One Time Implementation charges : 100% Work from Home Solution : Bank will communicate at the anniversary date (i.e. the project implementation sign-off date) for the total number of licenses to be used throughout the year and will release 100% of payment for the licenses installed for the year. During the year in case of any additional licenses are required, Bank will pay the cost ...	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
9	1	Annexure -E; Point No. 1.1.a. Page No. 1	Deliverables & Service Level Agreements (SLAs)	Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations. Within 8 Weeks from the date of acceptance of Purchase Order.	Request Bank to amend it as: Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations. Within 12 Weeks from the date of acceptance of Purchase Order.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
10	1	Annexure -E; Point No. 1.1.b. Page No. 1	Deliverables & Service Level Agreements (SLAs)	Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the works specified in the Scope of Work at the bank branch/office. Within 8 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	Request Bank to change it to : Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the works specified in the Scope of Work at the bank branch/office. Within 16 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.

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11	1	Annexure -E; Point No. 1.1.c. Page No. 1	Deliverables & Service Level Agreements (SLAs)	Delivery, Installation and implementation of Concurrent user based License for Work from Home Solution. Within 8 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	Request Bank to change it to : Delivery, Installation and implementation of Concurrent user based License for Work from Home Solution. Within 16 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
12	2	Annexure - B_Technical Specification	Point No 16	The solution should be capable of integration with the Mobile Device Management (MDM) setup of the Bank.	Request Bank to name existing MDM solution used by bank because every MDM solution has their own setup and limitations	Bank is using Vmware Workspace One MDM Solution.
13	2	Annexure - B_Security Requirements	Point No 1	The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to Advanced Persistent Threats, Denial of Service (DoS), Distributed Denial of Services (DDoS), Malware, Spyware, Ransomware, etc. from any external devices and networks.	Request Bank to change it to : The solution should integrate with existing firewall to have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to Advanced Persistent Threats, Denial of Service (DoS), Distributed Denial of Services (DDoS), Malware, Spyware, Ransomware, etc. from any external devices and networks. Request Bank to clarify: This is Firewall features,is Bank looking additional firewall along with WFH solution?	The clause is amended as under: The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to RDP Exploit Attacks, SMB Exploit Attacks, OWASP Attacks, Advanced Persistent Threats, Malware, Spyware, Ransomware, Worms, Trojans, Keyloggers, Hacker tools, Screen Loggers, Recorders etc. from any external devices and networks. The solution should be capable of integration with the bank's existing Anti-DDoS Solution for protection against Denial of Service (DoS), Distributed Denial of Services (DDoS) Attacks.
14 3		Annexure - B Security Requirements	Point no 7	The solution should be complied with the GDPR and all other privacy security guidelines in existence and which may come in the future also.	Request Bank to clarify: GDPR has vast scope, which scope bidder has to achieve in this requirement? Please elaborate/specific to the requirements	The proposed solution should comply to all GDPR guidelines as applicable to any enterprise grade Work From Home Solution. The Bank is having NRI customers, some of them are EU citizens or residents. The proposed solution should protect their rights as per GDPR from the perspective of their personal data. There should not be any breach of personal data / business data in any form while the staff work from home.

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15	4	Reporting & Analytic Requirements	Point no 7	The solution should be capable of monitoring the user activities real time through webcam while the user is performing work from home.	Request Bank to change it to : The solution should be capable of "integrating" monitoring the user activities real time through webcam while the user is performing work from home. Request Bank to clarify: Do the bank has facial authentication/recognition/monitoring solution or vendor has to provide it ?	The clause is amended as under: This feature is not mandatory. However, it is desirable that the proposed solution is capable of monitoring the user activities real time through webcam while the user is performing work from home. Bank is not having any facial authentication/recognition/monitoring solution now.
16	4	Annexure - B_ Administrative Requirements	Point No 1	The solution should have single GUI console for management, configuration, and monitoring.	Request Bank to change it to : The solution should have "minimum" GUI console for management, configuration, and monitoring. Request Bank to clarify: The ask solution has multiple features request from different product lines, i.e. related to firewall, session recording, Face recognation hence multiple GUI console for Management is expected.	The clause is amended as under: The solution should have GUI console for management, configuration and monitoring.
17	1	SOW Pont No 12	Scope of Work	The solution should be licensed for 1000 concurrent users from Day-1. The Bank also reserves the right to add / surrender licenses any time as per the requirements of the Bank during the Contract Period and the payments will be done on pro-rata basis from / till the month of addition / surrender of such licenses.	Request Bank to change it to : The solution should be licensed for 1000 concurrent users from Day-1. The Bank also reserves the right to add / surrender licenses any time as per the requirements of the Bank during the Contract Period and the payments will be done on pro-rata basis from / till the month of addition / surrender of such licenses. Bank to clarify: The licenses are perpetual and will be owned by Canara Bank once Purchased.	The clause is amended as under: The solution should be licensed for 1000 concurrent users from Day-1. The Bank also reserves the right to procure additional concurrent user licenses as per the requirements of the Bank during the Contract Period and the payments will be done on pro-rata basis from the month of addition of such licenses.

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18	2	Annexure - B	Technical Specification Security Requirements	1) The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to Advanced Persistent Threats, Denial of Service (DoS), Distributed Denial of Services (DDoS), Malware, Spyware, Ransomware, etc. from any external devices and networks.	Request Bank to clarify: Do we need to propose Firewall other software solutions, or can we utilize present Firewall Infra for these if yes Kindly share the present Firewall and other relevant Infra	The clause is amended as under: The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to RDP Exploit Attacks, SMB Exploit Attacks, OWASP Attacks, Advanced Persistent Threats, Malware, Spyware, Ransomware, Worms, Trojans, Keyloggers, Hacker tools, Screen Loggers, Recorders etc. from any external devices and networks. The solution should be capable of integration with the bank's existing Anti-DDoS Solution for protection against Denial of Service (DoS), Distributed Denial of Services (DDoS) Attacks.
19	2	Work From Home Solution Scope Of Work	Point no 15	The solution should be capable of integration with the Bank's Disk-to-Disk Backup System. The Bidder has to ensure regular backups of all Central Servers at the DC & DR Locations to the Bank's Disk-to-Disk Backup System. The Bidder has to comply with the Bank's backup policy and ensure the periodic checking on readability of the Backups.	Request Bank to share present Backup Infra details: Licencing Details& Editions: Method of licencing, If its capacity based edition how much capacity licences we can utilize for this work from home solution	Details will be shared with the successful bidder.
20	3	Work From Home Solution	Scope Of Onsite Support	The Bidder should provide 24x7 dedicated onsite support for the operations, maintenance and helpdesk support of the Comprehensive Work From Home (WFH) Solution at the Bank's IT Headquarters at Bangalore. At least one support resource should be available onsite at any point of time during the contract period. The onsite support resources should be skilled & technically efficient for ensuring end-to-end management of the proposed WFH solution.	Request bank to mention how many resources bank is looking for	Bidder has to deploy adequate number of resources as required to cater to the entire Scope of Work and Technical Requirements 24x7 as mentioned in the RFP. If at any point the Bank feels that the number of resources deployed by the bidder is unable to cater to the requirements efficiently and effectively, the bidder has to deploy additional resources within one week from the date of intimation by the Bank, without any additional cost to the Bank.

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21	1	Annexure- E 1.Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Work From Home Solution	Deliverables & Service Level Agreements (SLAs) Clause no a	Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations. Within 8 Weeks from the date of acceptance of Purchase Order.	Requesting Bank to modify the clause as "Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations. Within 10 Weeks from the date of acceptance of Purchase Order, considering the current logitics challenges.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
22	1	Annexure- E 1.Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Work From Home Solution	Deliverables & Service Level Agreements (SLAs) Clause no b	a) Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the works specified in the Scope of Work at the bank branch/office. b) Delivery, Installation and implementation of Concurrent user based License for Work from Home Solution Within 8 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	Requesting Bank to modify the clause as "Within 12 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations."	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
23	1	Annexure- E 1.Supply, Installation, Configuration, Implementation, Commissioning, Maintenance & Management of Work From Home Solution	Deliverables & Service Level Agreements (SLAs) Clause no e	One Time Training Bank will inform the dates of the trailing, and Bidder should conduct training within 1 week from the date of intimation from the Bank.	Requesting bank provide number of days traing to be conducted, along with persons per batch and Location.	The clause is amended as under: The bidder should provide training to the designated officials of the Bank (at least 5 officials), through the OEM's Authorized / Certified Trainers on the installation, configuration, operation, functionalities, maintenance, troubleshooting, support, administration, etc. of the proposed solution, at Bangalore. The training duration should be sufficient enough to cover the above topics with a minimum of 5 days (7 hours per day).

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24	9	Annexure-E 11.4- Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period	Annexure-E Point no 11.4	AMC/ATS payment shall be released quarterly in arrears for hardware after satisfactory completion of service during the period and submission of reports and invoices and yearly in advance for Software Licenses/Subscription (OS & Middleware) & OEM Software for WFH Solution after bank team confirmation only & submission of Proof of entitlement with support start date and end date validity and invoices.	Requesting you to modify the clause as "AMC/ATS payment shall be released yearly in advance for hardware after satisfactory completion of service during the period and submission of reports and invoices and yearly in advance for Software Licenses/Subscription (OS & Middleware) & OEM Software for WFH Solution after bank team confirmation only & submission of Proof of entitlement with support start date and end date validity and invoices - As all OEMs accept only yearly in advance payment for AMC/ATS"	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
25	5	Annexure - B Technical Specification - Clause 21		If the solution is offered in HCI, then the HCI should be compatible to run on any enterprise hypervisors on x86 Platform. If the bidder offers to consider only server virtualization, then it should be independent of any x86 Server Platform. However, the Work From Home Solution and HCI / Hypervisor should not be from same OEM.	The remote work from home solution and the HCI platform can be from same OEM as this will enable and ensure seamless compatibility, performance,security, ease of deployment , maintenance, same vendor/OEM, single accountability and ownership.	The clause is amended as under: If the solution is offered in HCI, then the HCI should be compatible to run on any enterprise hypervisors on x86 Platform. If the bidder offers to consider only server virtualization, then it should be compatible to run on any x86 Server Platform. The offered Work From Home Solution should be interoperable to run on any HCI Platform.
26	1	Annexure - B Technical Specification - Clause 4		The solution should be capable to detect, scan and evaluate the security posture of a device based on the OS type, OS patch levels, availability and update levels of Antivirus, Antispyware utilities, Endpoint Firewall Status, availability and status of other third-party software as desired by the Bank (viz, MDM, DLP, etc.) before it is permitted access to the Bank's network.	This feature needs to be provided by a end-point protection software chosen by the Bank and the VDI OEM vendor shall provide a mechanism to block and restrict devices based on a unique id. the reason for deploying a VDI is not to allow for connection of end point devices directly to the corporate network. the endpoint devices connect to an access network to access the VDI machines and only the VDI machines have access to the corporate network it provide air-gap like functionality.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
27	2	Annexure - B Technical Specification - Clause 15		The solution should be capable of integration with the SIEM (Security Information and Event Management) Tool & SOC setup of the Bank. The bidder shall grant full access to the Bank to all session logs, security logs and any other related logs which is critical for improving the incident monitoring and response.	The OEM Vendor shall provide the requisite integration with SIEM APIs to enable seamless integartion with SIEM or any 3rd party tools. The entire ownership of integration shall be from the SIEM partner, pls confirm.	Bank's SIEM partner will extend their support for the integration. The integration will be the scope and responsibility of the Bidder.

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28	2	Annexure - B Technical Specification - Clause 16		The solution should be capable of integration with the Mobile Device Management (MDM) setup of the Bank.	The OEM Vendor shall provide the requisite API's to enable seamless integartion with SIEM or any 3rd party tools. The entire ownership of integration shall be from the SIEM partner, pls confirm.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid. Bank's MDM partner will extend their support for the integration. The integration will be the scope and responsibility of the Bidder.
29	2	Annexure - B Technical Specification - Clause 17		The solution should be capable of preventing Brute Force Attacks and should be able to send alerts to the Admin / Helpdesk in case of any Brute Force Attacks detected in any user	This feature needs to be provided by the end point protection softwearte vendor.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
30	2	Annexure- B Security Requirements - Clause 1		The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to Advanced Persistent Threats, Denial of Service (DoS), Distributed Denial of Services (DDoS), Malware, Spyware, Ransomware, etc. from any external devices and networks.	This feature needs to be provided by the end point protection softweare vendor.	The clause is amended as under: The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to RDP Exploit Attacks, SMB Exploit Attacks, OWASP Attacks, Advanced Persistent Threats, Malware, Spyware, Ransomware, Worms, Trojans, Keyloggers, Hacker tools, Screen Loggers, Recorders etc. from any external devices and networks.
31	3	Annexure B Security Requirements - Clause 8		The solution should be SOC-1, SOC-2 and PCI- DSS compliant.	The OEM shall provide self attested certificate/compliance.	The bidder should provide copies of certificates with respect to the propsed solution attetsed by the OEM & bidder. The solution should be capable of integration with the bank's existing Anti-DDoS Solution for protection against Denial of Service (DoS), Distributed Denial of Services (DDoS) Attacks.
32		Technical specification 7.		The solution should be capable to bind the users to their approved devices based on the captured device finger prints and permit / restrict them from connecting to the setup from any other devices based on the policies configured.	User based binding can be achieved by the presence of a client, fingerprinting the client based on parameters such as MAC, serial number, CPU ID is impractical as these can be changed/spoofed by the end user. Hence we request to remove this point.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.

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33		Security Requirements 1.		The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to Advanced Persistent Threats, Denial of Service (DoS), Distributed Denial of Services (DDoS), Malware, Spyware, Ransomware, etc. from any external devices and networks.	Request to remove DDOS: DDOS requires a specific kind of protection solution, it is technically not possible to include it in the same solution. Request to add protection from RDP exploit attacks, SMB exploit attacks, OWASP attacks, etc..with the help of a built-in IPS: If the bank intends expose windows hosts over RDP and web servers over HTTP then protection from network level attacks, i.e. IPS , should be built-in to the VPN solution to protect from attacks	The clause is amended as under: The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to RDP Exploit Attacks, SMB Exploit Attacks, OWASP Attacks, Advanced Persistent Threats, Malware, Spyware, Ransomware, Worms, Trojans, Keyloggers, Hacker tools, Screen Loggers, Recorders etc. from any external devices and networks. The solution should be capable of integration with the bank's existing Anti-DDoS Solution for protection against Denial of Service (DoS), Distributed Denial of Services (DDoS) Attacks.
34		Security Requirements 2.		The solution should be capable of checking the presence of any remote access tools at the end user devices before permitting connection to the WFH Setup.	Request to add the following: The solution should also be capable to detect worms, trojans, keyloggers, hacker tools and screen loggers/recorders	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
35		Security Requirements 12.		The solution should be able to permit / block file transfer facility from / to connected user devices and the Bank's internal Applications, Servers, Desktops, etc. through configurable policies and should be enabled with hash verification, true file type detection and sandboxing to ensure that no malicious / infected files are being traversed through the solution. The sandboxing feature should be ICAP compatible	Sandbox cannot be built-into the VPN solution, it has to be a separate solution it can either be a separate onpremise appliance or a cloud based solution. Do provide clarity on which is required	The proposed solution has to be deployed in complete on-premises model.
36		Security Requirements 13.		The solution should be capable of spinning separate containerised session in the end user devices after the security posture checks and any data getting downloaded or saved in the end user devices should be automatically deleted once the connection with the WFH Setup is terminated.	Request to add the following: Data cannot be copied from the containerised session to the personal desktop of the end user and the end user cannot screen record the containerised session	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.

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37		Reporting & Analytic Requirements 2.		The solution should be capable of capturing end-to-end session recordings for sessions where user desktop access are enabled and the same should be retained in encrypted format for the entire Contract Period and another one more year post contact expiry.	Given the fact that containerised environment, APT protection, etc. are already in place a niche feature such as screen recording is redundant. Furthermore Session recording is a feature not all OEMs support, we request this specification to be removed.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
38		Reporting & Analytic Requirements 7.		The solution should be capable of monitoring the user activities real time through webcam while the user is performing work from home	Given the fact that containerised environment, APT protection, etc. are already in place a niche feature such as webcam monitoring is redundant. Furthermore webcam recording a feature not all OEMs support, we request this through webcam while the user is performing specification to be removed	<u>The clause is amended as under:</u> This feature is not mandatory. However, it is desirable that the proposed solution is capable of monitoring the user activities real time work from home. Bank is not having any facial authentication/recognition/monitoring solution now.
39	4	Clause 6 SLA for WFH solution	Penalties/Liquidated Damages		Request Bank to Cap the Overall Penalty (including but not limited to Liquidated Damages/Delayed Delivery/SLA Breach) at 5% of the Overall contract value	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
40	6	Clause 7.1 SLA for WFH solution	Payment Schedule	Hardware/Appliance including OS for DC & DRC : 50 % of the payment will be released on delivery. System Software/Middleware/Database License for deploying proposed Solution at DC & DRC : 40 % of the payment will be released on full implementation and sign-off from the Bank Any Other Software licenses at DC & DRC : 10 % of the payment will be released; After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.	Hardware/Appliance including OS for DC & DRC : 70 % of the payment will be released on delivery. System Software/Middleware/Database License for deploying proposed Solution at DC & DRC : 25 % of the payment will be released on full implementation and sign-off from the Bank Any Other Software licenses at DC & DRC : 5 % of the payment will be released; After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 5% of the remaining payment.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
41	6	Clause 7.1 SLA for WFH solution		Concurrent user based License for Work from Home Solution : 100% payment for first Year will be released on full implementation and sign-off from the Bank	What will be the payment schedule/payment terms from Year 2 onwards? Request Bank to make payment for License for Work from Home solution Annual in Advance yearly	<u>The clause is amended as under:</u> I. 100% payment for first Year will be released on full implementation and sign-off from the Bank. II. 100% of yearly charges in advance from 2 year onwards

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42	9	Clause 11.4 Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period	Annexure- E Clause no 11.4	The AMC/ATS charges for Solution (including hardware, software OS and license) will be applicable after the end of warranty period i.e. three years. Such payment shall be released quarterly in arrears for hardware after satisfactory completion of service during the period and submission of reports and invoices and yearly in advance for Software Licenses/Subscription (OS & Middleware) & OEM Software for WFH Solution after bank team confirmation only & submission of Proof of entitlement with support start date and end date validity and invoices.	Request bank to change the payment term to Annual in advance	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
43		General	Evaluation Criteria		What is the evaluation criteria for this bid? Is this an L1 Bid or will there be a reverse auction?	BID to RA clause is there in the subject GeM Bid.
44		General			How many total numbers of users will be using the WFH setup?	The solution should be capable to cater at least 1000 concurrent users from Day-1 and should be sized to be scalable up to at least 5000 concurrent users any time during the Contract Period.
45		General			The solution should be capable of integration with the Bank's Active Directory setup for user profiling, policy administration and management. Please share user profiling for 1000 concurrent WFH users (Day1) and for total 5000 concurrent WFH (by end of 5-Yrs)	Details will be shared with the successful bidder.
46	2	Point No 14, 15, 16 Annexure-B	Technical Specification		Integration of proposed solution with Bank's Active directory setup, SIEM Tool & SOC setup and MDM setup will be banks scope. Please confirm	Bank's Application partners will extend their support for the integration. The integration will be the scope and responsibility of the Bidder.
47	1	Point No 7 SOW	Scope of Work	Providing 24x7 dedicated onsite support for the Operations & Maintenance of the Comprehensive Work From Home (WFH) Solution.	Providing 24x7 dedicated onsite support for the Operations & Maintenance of the Comprehensive Work From Home (WFH) Solution. Please confirm if dedicated onsite resource rwquired only at DC (BLR) or both DC (BLR) & DR (MUM)	Dedicated onsite resources will be required at Bangalore location.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
48	1	Point#1 SOW	Scope of Work	Bank propose to implement a Comprehensive Work From Home (WFH) Solution through a Secured Remote Access Platform with latest security features, technologies and other facilities for a period of 5 Years	Please confirm if integration of the proposed solution with Bank's Disk-to-Disk Backup System will be Bank or bidders scope. If bidders scope, please share existing Backup system details.	Bank's Application partners will extend their support for the integration. The integration will be the scope and responsibility of the Bidder. Details will be shared with the successful bidder.
49	2	Point#15 SOW	Scope of Work	The solution should be capable of integration with the Bank's Disk-to-Disk Backup System. The Bidder has to ensure regular backups of all Central Servers at the DC & DR Locations to the Bank's Disk-to-Disk Backup System. The Bidder has to comply with the Bank's backup policy and ensure the periodic checking on readability of the Backups.	Please share Banks backup policy	Details will be shared with the successful bidder.
50	2	Point#17 SOW	Scope of Work	The solution should be capable of capturing end-to-end session recordings for sessions where user desktop access are enabled and the same should be retained for the entire Contract Period and another one more year post contact expiry. The Bidder shall be responsible for the retention of all logs and recordings for the entire Contract Period and another one more year post contact expiry and for providing any such logs and recordings to the Bank, as and when required, during the Contract Period and another one more year post contact expiry.	The solution should be capable of capturing end-to-end session recordings for sessions where user desktop access are enabled and the same should be retained for the entire Contract Period and another one more year post contact expiry. Please confirm if bidders scope includes taking the backup on Banks provided Backup System as per Banks backup policy. bidder doesn't have to factor any separate on-premise Backup solution and will be Bank's scope to provide the same.	The Bidder will be responsible for ensuring regular configuration backups of the Application Servers at the DC & DR Locations to the Bank's Disk-to-Disk Backup System. The Bidder has to comply with the Bank's backup policy and ensure the periodic checking on readability of the Backups. The bidder has to factor and provide any Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, ATS / Warranty / AMC support required for the purpose of capturing and maintaining the session logs and recordings and the same will be the scope and responsibility of the Bidder.

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51	2	Point#18 SOW	Scope of Work	The session recordings for at least the recent 90 days should be readily available for download through the admin console portal as and when required and should be retrievable user-wise, session-id wise, time / date stamp wise, etc. The session recordings older than 90 days may be archived and maintained in retrievable format in a dedicated server / storage path. The bidder should retrieve such archived session recordings and provide the same to the Bank server for archival of session recordings older as and when required in user-wise, session-id wise, time / date stamp wise manner during the Contract Period and another one more year post contact expiry.	The session recordings older than 90 days may be archived and maintained in retrievable format in a dedicated server / storage path. The bidder should retrieve such archived session recordings and provide the same to the Bank as and when required in user-wise, session-id wise, time / date stamp wise manner during the Contract Period and another one more year post contact expiry. Please confirm if Bank will provide dedicated server for archival of session recordings older than 90 days?	The bidder has to factor and provide any Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, ATS / Warranty / AMC support required for the purpose of capturing and maintaining the session logs and recordings and the same will be the scope and responsibility of the Bidder.
52	2	Point#19 SOW	Scope of Work	The bidder should also ensure a proper backup copy for the session logs and recordings in alternate media and should ensure zero data loss during the Contract Period and another one more year post contact expiry.	The bidder should also ensure a proper backup copy for the session logs and recordings in alternate media and should ensure zero data loss during the Contract Period and another one more year post contact expiry. Please confirm if alternate copy has to be retained within Bank's premises or bidder can retain in its Private Cloud?	The bidder has to factor and provide any Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, ATS / Warranty / AMC support required for the purpose of capturing and maintaining the session logs and recordings and the same will be the scope and responsibility of the Bidder. The alternate copy has to be retained within the Bank's premises only.
53	3	Point#29 SOW	Scope of Work	The solution should be capable of integration with the Bank's SOC / SIEM Setup for log monitoring and incident response. The Bidder should coordinate with the Bank's SOC Team / Authorized Partners for the integration of WFH Setup with the Bank's SOC / SIEM interface and should ensure proper log movements between them.	The solution should be capable of integration with the Bank's SOC / SIEM Setup for log monitoring and incident response. The Bidder should coordinate with the Bank's SOC Team / Authorized Partners for the integration of WFH Setup with the Bank's SOC / SIEM interface and should ensure proper log movements between them. Please confirm if proposed solution integration with Bank's SIEM will be Banks scope and bidder has to provide relevant inputs required for integration? If otherwise, please share existing SIEM details.	Bank's Application partners will extend their support for the integration. The integration will be the scope and responsibility of the Bidder. Bank is using RSA Netwitness SIEM Solution.

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54	3	Point#30 SOW	Scope of Work	The Bidder has to perform DC-DR Switchover Drills and other Load Testing activities for the proposed solution as and when called by the Bank, at least once in a quarter. The on-site resources of the bidder have to ensure end-to-end coordination, support, testing and other related activities for such Drills / Tests, as and when called by the Bank.	The Bidder has to perform DC-DR Switchover Drills and other Load Testing activities for the proposed solution as and when called by the Bank, at least once in a quarter. The on-site resources of the bidder have to ensure end-to-end coordination, support, testing and other related activities for such Drills / Tests, as and when called by the Bank. Please share bidders expected scope details during DC-DR Drills	Bidder to comply with RFP terms. Details will be shared with the successful bidder.
55	3	Point#33 SOW	Scope of Work	The bidders conforming to the eligibility criteria as mentioned in this RFP shall be required to conduct a Proof of Concept (POC) for the proposed solution during the technical evaluation process within 10 days from the date of the Bank's confirmation on site readiness as per the pre-requisites shared by the bidder. The bidder shall be responsible for arranging any Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, etc. as required for demonstrating the POC and only upon satisfactory demonstration of the features / integrations as required by the Bank within the stipulated timeline, the Bank at its discretion shall consider to proceed with the same. The POC is to be conducted without any commitments & commercials from the Bank.	Please confirm POC success criteria and would comprise of how many concurrent WFH users	The bidders conforming to the eligibility criteria as mentioned in this RFP shall be required to conduct a Proof of Concept (POC) for the proposed solution during the technical evaluation process within 10 days from the date of the Bank's confirmation on site readiness as per the pre-requisites shared by the bidder. The bidder shall be responsible for arranging any Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, etc. as required for demonstrating the POC and only upon satisfactory demonstration of the features / integrations as required by the Bank within the stipulated timeline, the Bank at its discretion shall consider to proceed with the same. The POC is to be conducted without any commitments & commercials from the Bank.
56	3	Scope of Onsite Resource, Point#4 SOW	Scope of Work - Clause Scope of Onsite Resource	The Bidder shall centrally monitor and coordinate for the integration of the Bank's internal applications, desktops, etc. with the WFH Setup.	The Bidder shall centrally monitor and coordinate for the integration of the Bank's internal applications, desktops, etc. with the WFH Setup. Please confirm what kind of access the on-site resource will get in order to monitor Banks internal applications, desktops that are integrated with proposed WFH setup?	Details will be shared with the successful bidder.

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57	5	Training SOW	Scope of Work Point No 2	Knowledge transfer sessions for awareness on new functionalities, cyber threats, vulnerabilities, regulatory guidelines, etc. will be part of this engagement. The knowledge transfer session can be delivered during the configuration of the system modules or after the completion of the entire configuration to the Bank officials looking after the application.	Further, the Bidder should arrange knowledge transfer session at the Bank's IT Headquarters at Bangalore, at least once in 6 months. Please confirm if it's a one time activity or onece in 6 months during the entire contract period?	The activity has to happen atleast once in every 6 months during the Contract Period.
58		General			What is the VDI configuration (CPU, RAM, Storage) required per user?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
59		General			Which Operating System is to be used for VDI - Windows 10 or Windows Server or any other, along with the version.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
60		General			What are the applications used within/from the VDI?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
61	1	Point 4 Annexure-B	Technical Specification	The solution should be capable to detect, scan and evaluate the security posture of a device based on the OS type, OS patch levels, availability and update levels of Antivirus, Antispyware utilities, Endpoint Firewall Status, availability and status of other third-party software as desired by the Bank (viz, MDM, DLP, etc.) before it is permitted access to the Bank's network.	The solution should be capable to detect, scan and evaluate the security posture of a device based on the OS type, OS patch levels, availability and update levels of Antivirus, Antispyware utilities, Endpoint Firewall Status, availability and status of other third-party software as desired by the Bank (viz, MDM, DLP, etc.) before it is permitted access to the Bank's network. What are the devices mentioned here? Does it mean that the VDI solution should evaluate security posture of the devices connecting to the VDI and then permit/restrict access? Do you have any such applications already being used?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
62	1	Point 6 Annexure-B	Technical Specification	The solution should be capable to do the finger printing of devices trying to connect to the setup and capture at least 3 unique identifiers like MAC address, CPU ID, UUID, etc.	The solution should be capable to do the finger printing of devices trying to connect to the setup and capture at least 3 unique identifiers like MAC address, CPU ID, UUID, etc. Does it mean that the VDI solution should capture all these information from the devices connecting to VDI setup? Do you have any such applications already being used?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
63	2	Point 15 Annexure-B	Technical Specification	The solution should be capable of integration with the SIEM (Security Information and Event Management) Tool & SOC setup of the Bank. The bidder shall grant full access to the Bank to all session logs, security logs and any other related logs which is critical for improving the incident monitoring and response.	The solution should be capable of integration with the SIEM (Security Information and Event Management) Tool & SOC setup of the Bank. The bidder shall grant full access to the Bank to all session logs, security logs and any other related logs which is critical for improving the incident monitoring and response. Do you have any such applications like SIEM, SOC already being used?	Bank is using RSA Netwitness SIEM Solution.
64	2	Point 17 Annexure-B	Technical Specification	The solution should be capable of preventing Brute Force Attacks and should be able to send alerts to the Admin / Helpdesk in case of any Brute Force Attacks detected in any user accounts.	The solution should be capable of preventing Brute Force Attacks and should be able to send alerts to the Admin / Helpdesk in case of any Brute Force Attacks detected in any user accounts. Do you have any such applications already being used?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
65	2	Point 1 - Security Annexure-B	Security requirements	The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to Advanced Persistent Threats, Denial of Service (DoS), Distributed Denial of Services (DDoS), Malware, Spyware, Ransomware, etc. from any external devices and networks.	The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to Advanced Persistent Threats, Denial of Service (DoS), Distributed Denial of Services (DDoS), Malware, Spyware, Ransomware, etc. from any external devices and networks. Do you have any such applications already being used for these purposes?	The clause is amended as under: The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to RDP Exploit Attacks, SMB Exploit Attacks, OWASP Attacks, Advanced Persistent Threats, Malware, Spyware, Ransomware, Worms, Trojans, Keyloggers, Hacker tools, Screen Loggers, Recorders etc. from any external devices and networks. The solution should be capable of integration with the bank's existing Anti-DDoS Solution for protection against Denial of Service (DoS), Distributed Denial of Services (DDoS) Attacks.
66	2	Point 2 - Security Annexure-B	Security requirements	The solution should be capable of checking the presence of any remote access tools at the end user devices before permitting connection to the WFH Setup.	The solution should be capable of checking the presence of any remote access tools at the end user devices before permitting connection to the WFH Setup. What's the purpose of this? Do you have any such applications already being used?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.

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67	3	Point 12 - Security Annexure-B	Security requirements	The solution should be able to permit / block file transfer facility from / to connected user devices and the Bank's Internal Applications, Servers, Desktops, etc. through configurable polices and should be enabled with hash verification, true file type detection and sandboxing to ensure that no malicious / infected files are being traversed through the solution. The sandboxing feature should be ICAP compatible.	The solution should be able to permit / block file transfer facility from / to connected user devices and the Bank's Internal Applications, Servers, Desktops, etc. through configurable polices and should be enabled with hash verification, true file type detection and sandboxing to ensure that no malicious / infected files are being traversed through the solution. The sandboxing feature should be ICAP compatible. What's the purpose? Do you have any such applications already been used for this purpose?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
68	3	Point 13 - Security Annexure-B	Security requirements	The solution should be capable of spinning separate containerised session in the end user devices after the security posture checks and any data getting downloaded or saved in the end user devices should be automatically deleted once the connection with the WFH Setup is terminated.	The solution should be capable of spinning separate containerised session in the end user devices after the security posture checks and any data getting downloaded or saved in the end user devices should be automatically deleted once the connection with the WFH Setup is terminated. What is the purpose?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
69	3	Point 7 - Reporting Annexure-B	Reporting & Analytic Requirements	The solution should be capable of monitoring the user activities real time through webcam while the user is performing work from home.	The solution should be capable of monitoring the user activities real time through webcam while the user is performing work from home. Do you have any such applications already being used?	The clause is amended as under: This feature is not mandatory. However, it is desirable that the proposed solution is capable of monitoring the user activities real time through webcam while the user is performing work from home. Bank is not having any facial authentication/recognition/monitoring solution now.
70	2	Annexure - B _ Techincal Specification	Point no 16	The solution should be capable of integration with the Mobile Device Management (MDM) setup of the Bank.	Please name existing MDM solution used by bank because every MDM solution has their own setup and limitaions	Bank is using Vmware Workspace One MDM Solution.

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71	2	Annexure - B_Security Requirements	The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to Advanced Persistent Threats, Denial of Service (DoS), Distributed Denial of Services (DDoS), Malware, Spyware, Ransomware, etc. from any external devices and networks.	The solution should integrate with existing firewall to have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to Advanced Persistent Threats, Denial of Service (DoS), Distributed Denial of Services (DDoS), Malware, Spyware, Ransomware, etc. from any external devices and networks.	This is Firewall features, is Bank looking additional firewall along with WFH solution?	The clause is amended as under: The solution should have the security mechanism to scan, detect and block any Zero Day Threats, Remote Access Threats, Targeted and Blended Attacks including but not limited to RDP Exploit Attacks, SMB Exploit Attacks, OWASP Attacks, Advanced Persistent Threats, Malware, Spyware, Ransomware, Worms, Trojans, Keyloggers, Hacker tools, Screen Loggers, Recorders etc. from any external devices and networks. The solution should be capable of integration with the bank's existing Anti-DDoS Solution for protection against Denial of Service (DoS), Distributed Denial of Services (DDoS) Attacks.
72	3	Annexure - B_Security Requirements	The solution should be complied with the GDPR and all other privacy security guidelines in existence and which may come in the future also.		GDPR has vast scope, which scope bidder has to achieve in this requirement? Please elaborate/specific to the requirements	The proposed solution should comply to all GDPR guidelines as applicable to any enterprise grade Work From Home Solution. The Bank is having NRI customers, some of them are EU citizens or residents. The proposed solution should protect their rights as per GDPR from the perspective of their personal data. There should not be any breach of personal data / business data in any form while the staff work from home.
73	4	Reporting & Analytic Requirements	The solution should be capable of monitoring the user activities real time through webcam while the user is performing work from home.	The solution should be capable of "integrating" monitoring the user activities real time through webcam while the user is performing work from home.	Do the bank has facial authentication/recognition/monitoring solution or vendor has to provide it ?	The clause is amended as under: This feature is not mandatory. However, it is desirable that the proposed solution is capable of monitoring the user activities real time through webcam while the user is performing work from home. Bank is not having any facial authentication/recognition/monitoring solution now.
74	4	Annexure - B_Administrative Requirements	The solution should have single GUI console for management, configuration, and monitoring.	The solution should have "minimum" GUI console for management, configuration, and monitoring.	The ask solution has multiple features request from different product lines, i.e. related to firewall, session recording, Face recognation hence multiple GUI console for Management is expected.	The clause is amended as under: The solution should have GUI console for management, configuration and monitoring.

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75	1	SOW Pont No 12	The solution should be licensed for 1000 concurrent users from Day-1. The Bank also reserves the right to add / surrender licenses any time as per the requirements of the Bank during the Contract Period and the payments will be done on pro-rata basis from / till the month of addition / surrender of such licenses.	The solution should be licensed for 1000 concurrent users from Day-1. The Bank also reserves the right to add / surrender licenses any time as per the requirements of the Bank during the Contract Period and the payments will be done on pro-rata basis from / till the month of addition / surrender of such licenses.	The licenses are perpetual and will be owned by Canara Bank once Purchased	The clause is amended as under: The solution should be licensed for 1000 concurrent users from Day-1. The Bank also reserves the right to procure additional concurrent user licenses as per the requirements of the Bank during the Contract Period and the payments will be done on pro-rata basis from the month of addition of such licenses.
76	6	Technical Specifications	The solution should be capable to do the finger printing of devices trying to connect to the setup and capture at least 3 unique identifiers like MAC address, CPU ID, UUID, etc.		Can you please let us know the business objective behind this requirement and the specific attributes that you are looking to fetch from endpoint?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
77	13	Technical Specifications	The solution should be capable of restricting the applications permitted to run, other external network accesses, USB devices, Bluetooth devices, data saving / copying / transfer, printing functions, desktop session recording, etc. in the user's device, once the same is connected to the setup.		Can you please clarify if we are trying to restrict the local applications installed on the endpoint device when user is connected to WFH setup?	These restrictions should happen at the user's personal endpoint device with which he is connecting to the WFH Setup.
78	14	Technical Specifications	The solution should be capable of integration with the Bank's Active Directory setup for user profiling, policy administration and management. The solution should support framing access policies based on AD Security Groups. The solution should be able to understand the user attributes as specified in the AD like Login Credentials, Password Policies, Display Name, Mobile Number / E-mail Address for OTP, etc.		Can you confirm if the AD in use in bank currently is from Microsoft?	Yes.
79	16	Technical Specifications	The solution should be capable of integration with the Mobile Device Management (MDM) setup of the Bank.		What are the specific components that you are looking to integrate between the MDM solution & WFH setup and what business requirements need to be addessed with this integration?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
80	2	21		Technical Specifications	If the solution is offered in HCI, then the HCI should be compatible to run on any enterprise hypervisors on x86 Platform. If the bidder offers to consider only server virtualization, then it should be independent of any x86 Server Platform. However, the Work From Home Solution and HCI / Hypervisor should not be from same OEM.	Is the bank open to use traditional server/storage architecture or is the bank exploring HCI platforms & are the vendors allowed to quote any preference?	The clause is amended as under: If the solution is offered in HCI, then the HCI should be compatible to run on any enterprise hypervisors on x86 Platform. If the bidder offers to consider only server virtualization, then it should be compatible to run on any x86 Server Platform. The offered Work From Home Solution should be interoperable to run on any HCI Platform.
81	2	2		Security requirements	The solution should be capable of checking the presence of any remote access tools at the end user devices before permitting connection to the WFH Setup.	Which remote access tools need to be reviewed on the end user device and what business objectives does it help achieve?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
82	3	7		Security requirements	The solution should be complied with the GDPR and all other privacy security guidelines in existence and which may come in the future also.	Can you please elaborate on the objective, will there is a control plane in Europe and hence we need GDPR compliance?	The proposed solution should comply to all GDPR guidelines as applicable to any enterprise grade Work From Home Solution. The Bank has customer base in the form of NRI customers, some of them are EU citizens or residents. All EU citizens and residents are protected under GDPR for the security of their personal data even though the data collector/processor/controller is located outside Europe.
83	3	8		Security requirements	The solution should be SOC-1, SOC-2 and PCI-DSS compliant.	Can you please give more details on the compliance requirements for SOC-1, SOC-2 & PCI-DSS?	The bidder should provide copies of certificates with respect to the propsed solution attested by the OEM & bidder.
84	3	12		Security requirements	The solution should be able to permit / block file transfer facility from / to connected user devices and the Bank's internal Applications, Servers, Desktops, etc. through configurable polices and should be enabled with hash verification, true file type detection and sandboxing to ensure that no malicious / infected files are being traversed through the solution. The sandboxing feature should be ICAP compatible.	Can you please explain the requirement for hash verification, true file type detection and sandboxing with ICAP compatability in work from home solution?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.

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85	13	Security requirements		The solution should be capable of spinning separate containerised session in the end user devices after the security posture checks and any data getting downloaded or saved in the end user devices should be automatically deleted once the connection with the WFH Setup is terminated.	Can you please elaborate more on the requirement and use case?	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
86	7	Reporting & Analytic requirement		The solution should be capable of monitoring the user activities real time through webcam while the user is performing work from home.	Do we need to look at the end user session or the end user web cam? - Check with NTT as well	The clause is amended as under: This feature is not mandatory. However, it is desirable that the proposed solution is capable of monitoring the user activities real time through webcam while the user is performing work from home. Bank is not having any facial authentication/recognition/monitoring solution now.
87	4	Administration Requirement		The solution should support bulk user creations and access policy assignments through xlsx / csv uploads.	Seems to be vendor specific terminology, can you give more clarity on the actual use case of user profiles/bulk creation process	The clause is amended as under: The solution should support bulk user creations and bulk access policy assignments.
88	5	Administration Requirement		The solution should support setting auto-expiry for user profiles at pre-defined dates while being created individually and through bulk creations.	What does the user profile mean and do we need to delete the user profile data or the profile itself?	User's login access should be revoked automatically based on the expiry timelines defined during user creation.
89	6	Administration Requirement		The solution should support setting auto-expiry for access policy rules at pre-defined dates while being created individually and through bulk creations.	Can you please clarify if the user access needs to be revoked at a pre-defined date?	User's access to specific applications, desktops, etc. should be revoked automatically based on the expiry timelines defined during access policy rule creation.
90	7	Administration Requirement		The solution should support setting pre-defined days (like from Monday to Friday) and time (like from 10:00 AM to 5:00 PM), only during which the user will be permitted to login to the WFH Solution, while creation of user profiles individually and through bulk creations.	Seems to be vendor specific terminology, can you give more clarity on the actual use case of user profiles/bulk creation process	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
91	2	GEM Bid Document	4. Experience Criteria: In	In case of bunch bids, the category of primary product having highest value should meet this criterion.	We found this Bid document under cusotmized bid. Request bank to confirm this is not a bunch bid.	Bank confirms that the subject Bid is Customized Bid.
92	3	GEM Bid Document		(Minimum 50% Local content required for MII compliance)	Does it mean we need to ensure 50% local content out of total contract value to qualify. Kindly explain more on the same.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
93	1	Annexure-E	a.Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	Within 8 Weeks from the date of acceptance of Purchase Order.	Request you to provide min 12 weeks time considering the geo restriction and present Pandemic Situation.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
94	1	Annexure-E	b. Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the works specified in the Scope of Work at the bank branch/office. C. Delivery, Installation and implementation of Concurrent user based License for Work from Home Solution	Within 8 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	Request you to provide min 16 weeks time to complete the project considering the amout of work it involves to delivered.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
95	4	Annexure-E	6. Penalties/Liquidated Damages	Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under: Non-compliance to Supply, Installation, Integration and Implementation against each sub-clause of clause 1 of Annexure-E will result in the Bank imposing penalty of 0.50% (Plus GST) on delay in Supply, Installation, Integration and Implementation per week or part thereof, on the invoice value (exclusive of Taxes). However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).	Request you to keep the maximum cap at 5%.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.
96	6	Annexure-E 7. Payment Term:	a. Hardware/Appliance including OS for DC & DRC b. System Software/Middleware/ Database License for deploying proposed Solution at DC & DRC c. Any Other Software licenses at DC & DRC	50 % of the payment will be released on delivery. 40 % of payment will be released on full implementation and sign-off from the Bank. 10 % of the payment will be released: After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.	80 % of the payment will be released on delivery. 10 % of the payment will be released on full implementation and sign-off from the Bank. 10 % of the payment will be released: After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
97	9	Annexure-E	11. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period	1.14 The AMC/ATS charges for Solution (including hardware, software OS and license) will be applicable after the end of warranty period i.e. three years. Such payment shall be released quarterly in arrears for hardware after satisfactory completion of service during the period and submission of reports and invoices and yearly in advance for Software Licenses/Subscription (OS & Middleware) & OEM Software for WFH Solution after bank team confirmation only & submission of Proof of entitlement with support start date and end date validity and invoices. Therefore, bidder need to take confirmation from bank team before renewing the support for 4th and 5th years.	Request bank to make the payment yearly in Advance for ATS/AMC of year 4 & 5 since we have to pay the OEM upfront. Request you to change the term accordingly.	Bidder has to comply as per bank terms & conditions provided in the GEM Bid.

Date: 24/06/2021
Place: Bangalore

Deputy General Manager