

RFP 022016 -Responses to Queries for RFP 022016 - facility management services for Symantec Enterprise Antivirus solution and for subscription renewal of 12000 Enterprise Antivirus Licenses and supply of web filtering solution.

S No.	Page No.	Point No	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Remarks
1	14	Clause 4.1.1 Methodology: Section- One Time Activity: page 14.	The bidder will have to visit each branch to note down 1. IP address of each connected PC. 2. Version of Antivirus in each PC (including standalone PC) and the version date and status of each module of Antivirus. 3. Status of logs in each PC.	Is bank looking at a complete health, architecture & policy assessment of current AV setup as well as provide a detailed report for best practices, validated by OEM as part of this clause. Please clarify	The clause is related to facility management services of Antivirus only.
2	15	Clause 4.1.1 Methodology: Section- Day- to-Day Activities: page 15 para 2	For all those machines which are not in the network, including mobile devices, the bidder will have to update those machines, once in 3 months and get sign off from the branch manager. The bidder may have to visit the branch in case of any virus issue on isolated machine.	What is the total count of mobile devices & Isolated machines?	Information will be shared with successful bidder.
3	17	Clause 4.1.1, Methodology,	In case the bank/ OEM changes network topology / architecture/ specification of the product (product upgrade), required modification/ support continuation of the solution and architecture shall be done by the bidder at no extra cost.	Is bank looking at OEM validation post such changes has been executed.....	Bank is interested in continuity of services as depicted in the RFP
4	51	Annexure 5 Section B) Financial Criteria Sr.No.5	Should have a minimum average annual Net Sales Turnover of Rs.50 crores (Rupees Fifty Crores) during last three financial years viz. 2013-14 and 2014-15, 2015-2016	Due to our internal statutory audit having got extended, our Audited Financial Result for the year ending 31st March 2016 is delayed for which we have submitted letter to SEBI for extension of time till 31st August 2016. Hence we will not be able to submit the same until the same is available by the time of submission of this bid or on or before 31st August 2016. We will submit to you the letter that we have sent to SEBI in this matter. We can also give an undertaking to submit Audited Financial Result for the year ending 31st March 2016 as soon as it is declared.	Provisional balance sheet for the year 2015-2016 should be submitted duly signed by Chartered Accountant & CEO/CFO of the bidder company.

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5	51	Annexure 5 Section B) Financial Criteria Sr.No.6	Should have positive networth for any two of the last 3 financial years viz. 2013-14, 2014-15, 2015-2016	Due to our internal statutory audit having got extended, our Audited Financial Result for the year ending 31st March 2016 is delayed for which we have submitted letter to SEBI for extension of time till 31st August 2016. Hence we will not be able to submit the same until the same is available by the time of submission of this bid or on or before 31st August 2016. We will submit to you the letter that we have sent to SEBI in this matter. We can also give an undertaking to submit Audited Financial Result for the year ending 31st March 2016 as soon as it is declared.	Provisional balance sheet for the year 2015-2016 should be submitted duly signed by Chartered Accountant & CEO/CFO of the bidder company.
6	54	Annexure 7, Page No 54	List of Operating Systems under Scope	Please provide the split of PC/Laptop/Servers covered under the mentioned table. Is bank looking for security support for Server OS versions like 2000, 2003 and other eol versions? As well as capabilities of File Integrity Monitoring, Application Sandboxing, Privilege De-escalation	Symantec Enterprise Antivirus Licenses is same for all types of windows machines. Hence no need to differentiate
7	54	Annexure 7, Page No 54	List of Operating Systems under Scope	The operating systems that are or will be end of life by respective OEM, will have limited support/functionality from AV Solution. Hence should be outside of the RFP SLA.	Symantec Enterprise Antivirus Licenses is same for all types of windows machines. Hence no need to differentiate
8	78	Annexure 11 : PRE CONTRACT INTEGRITY PACT	The signatory in the pact is mentioned a ' CHIEF EXECUTIVE OFFICER'	Since we do not have a designate 'CHIEF EXECUTIVE OFFICER' the Integrity pact will be signed by our 'CHIEF OPERATING OFFICER'	Accepted