

Bank of Maharashtra
(One Family... One Bank... Mahabank)

AMENDMENT/CLARIFICATION

REQUEST FOR PROPOSAL
For
Enterprise Mobility Management (EMM)

TENDER REFERENCE 022019



बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
ONE FAMILY ONE BANK

Head Office, 'LOKMANGAL'
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Dated:-22/07/2019

Corrigendum - I for RFP for Supply, Installation & Maintenance of Enterprise Mobility Management Solutions

In reference to the Request for Proposal for Supply, Installation & Maintenance of Enterprise Mobility Management, Tender Reference #022019, the following Amendment & Clarifications are issued herewith.

Please treat this Amendment & Clarifications provided herewith as an integral part of the RFP document issued.

This addendum covers additions, corrections and clarifications to the queries raised by the Bidders, as well as other additional information which Bank considered essential to be furnished to the Bidders to gain a better understanding of the Bank's requirements as part of the RFP. All efforts have been made to provide the maximum available information and answer the pre-bid queries submitted by the Bidders. The Bidders are required to consider the information provided in this Addendum 1 as the latest guidelines.

The Bidders have been provided with the clarifications and details through this Addendum 1. However, the questions pertaining to details that were already provided in the RFP, have not been answered. Please treat this Addendum-1 including the entire Pre Bid Queries Responses provided by the Bank as an integral part of the RFP document issued. Only the sections, clauses, terms referred in this Addendum 1 are revised/updated to the extent revised/clarified. All other terms and conditions of the RFP document remain unchanged.

1. Table-QR-1, refers to Bank's response as "clarification" to the bidder's queries
2. Table-QR-2, refers to Bank's response as "Changes" based on the queries raised by bidders

Table-QR-1

Sr. No	Page #	Point/ Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
1	7		Bid Security Deposit (EMD) Rs. 10,00,000/-	We are submitting NSIC and MSME certificate against the EMD fee	accepted
2	7		Price of Tender copy Rs.15000/- + Rs. 2700/- (GST) = Rs. 17700/-*#	We are submitting NSIC and MSME certificate against the Tender document fee.	accepted
3	15	4.2 Project Scope	3) Provide requisite training to Bank-identified trainers and core users (using Train the Trainer model)	Please specify on how the troubleshooting mechanism will work after the training	Will be provided to successful bidder.
4	15	4.1 Purpose	Proposed implementation services include, but not limited to, customization and parameterization, current state assessment study, business requirement description study, User Acceptance Testing (UAT), testing, installation, production roll-out and go-live. Implementation for the proposed solutions across all the branches/HO/ZO locations will be done by the bidder. This shall, also, include the effort for interfacing with the required existing business applications and tools as per Bank's requirement.	We request bank to provide the details of business applications and tools to be integrated. Bidder will assist in interfacing however the ownership should lies on business application owners. Request bank confirmation on this as well.	List will be provided to successful bidder. Ownership will be with business application owner.
5	16	4.2 Project Scope	g. Platforms i. iOS ii. Android iii. Windows iv. MacOS v. Chrome OS	Please help with the split of each platform licenses , i.e. how many licenses out of the total 8500 licenses are for IOS, how many for MAC OS. Does the EMM also consider	Will be provided to successful bidder.

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				laptops? How many Licenses will be tab based, Laptop based?	
6	16	vi	Monitoring devices	What type of monitoring is expected is from the bidder requirement?	to be provided to successful bidder
7	16	viii	Managing patches and updates	Which patches and updates are expected? Application or OS?	both
8	16	xiii	Managing real-time document exchange notification	What is real-time document exchange notification?	RFP clause is self-explanatory
9	16	e.i	Device Management which includes remote wipe, remote control, remote format etc.,	Remote control or Remote visibility of screen??	RFP clause is self-explanatory
10	17	4.2 Project Scope , F	Bidder shall co-ordinate with Bank's existing System Integrator(s) to integrate proposed EMM solution with existing SIEM solution, server and storage environment, enterprise network, EMS / NMS solutions, security solutions, ticketing tools etc.	We will assist in integrating with third party solution however the responsibility lies with the Solution owner.	Responsibility will be with Solution owner.
11	17	4.2 Project Scope , H	For Bank supported application, Bidder shall acknowledge third party application related issues within 15 minutes of issue logged in the system and route to appropriate service provider	Please let us know what banks expectation here is.	Will be provided to successful bidder.
12	17	4.2 Project Scope , I	Bidder shall track problems from initial call to restoration of service, including problems redirected to non- bidder service providers	Our understanding is this is with respect to in scope solution.	Will be provided to successful bidder.
13	17	F	Bidder shall co-ordinate with Bank's existing System Integrator(s) to integrate proposed EMM solution with existing SIEM solution, server and storage	Please name the systems implemented at Bank of Maharashtra	to be provided to successful bidder

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			environment, enterprise network, EMS / NMS solutions, security solutions, ticketing tools etc.		
14	19	4.5 Supply of Software Licenses	Bidder is required to quote 8,000 device based licenses of the proposed EMM solution and should be scalable to support 25,000 device based licenses for the tenure of the contract.	please share the DC- DR device count split	Will be provided to successful bidder.
15	19	4.5 Supply of Software Licenses	Bidder is required to quote 8,000 device based licenses of the proposed EMM solution and should be scalable to support 25,000 device based licenses for the tenure of the contract	In the pricing bid the hardware needs to be quoted basis 8500 licenses or 25K licenses. Extra licenses will require extra hardware cost, will the bank pay implementation cost and hardware cost for every extra 500 licenses?	Hardware will be provided by the bank. Incremental cost for licenses is required to be quoted by the bidder
16	19	4.5 Supply of Software Licenses	Prices should be valid for a year from the date of purchase order	Please specify If there will be a rate negotiations for the ATS or the prices will be fixed during contract period.	RFP clause is self-explanatory
17	20	4.7 ATS Support	The successful bidder should provide comprehensive ATS for proposed solution, including other software, associated modules and services required to meet the requirements in the RFP. The software should have 1 year comprehensive onsite warranty and would commence from data of installation acceptance by Bank. Also, the software should have ATS of 5 years and would commence from date of expiry of warranty.	Request Bank to modify the Software warranty to start from the date of License Usage.	No Change in RFP
18	20	4.6 Hardware Sizing	The bidder should provide the sizing for SAN for keeping 1 year data online.	Please let us now if bank would provide SAN storage or bidder has to factor it.	Bank will provide the SAN storage. Only sizing is required.

Sr. No	Page #	Point/ Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
19	20	4.6 Hardware Sizing	Bank will provide the network bandwidth for the in-scope application	Please elaborate the requirement	Will be provided to successful bidder.
20	21	4.8 Project Timelines, point 3	Installation, configuration and commissioning of the entire solution as per Bank's requirement	For installation, configuration and commissioning request bank to consider 12 weeks from the date of license delivery	No Change in the RFP Clause
21	21	4.8 Project Timelines		Request the overall scope of timelines to be extended to 12 weeks post PO being released	No Change in the RFP Clause
22	21	4.9 Implementation	The successful bidder is expected to customize the solution based on requirements of bank. The bidder shall track/ monitor customizations and gaps (if any) and close the gaps in order to meet the delivery schedule. All the statutory and regulatory requirements of Bank at the time of signing of the contract, impacting the applications to be implemented under the scope of this project, will be provided to Bank at no additional cost to Bank during the period of the contract	Request the bank to provide the scope and definition of customization. In case of customization is required the bidder will do feasibility study and if there is any cost involved, the bank should bear the cost	No Change in the RFP Clause
23	22	4.9 Implementation	The bidder must furnish contract agreements / Manufacturer Authorization Forms with other OEMs whose products or services the bidder would obtain.	If the bidder is using only one OEM as a primary vendor(who in turn might use other vendors) is it enough if bidder submits the MAF of the primary vendor	No Change in the RFP Clause
24	24	4.12 Application Management, Helpdesk and Hand Holding Support	1) Setting up the application help-desk to support the implemented solution. Manage the application helpdesk for the project duration post the successful completion of the stabilization/	Please share the application help desk details.	Will be provided to successful bidder.

Sr. No	Page #	Point/ Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
			handholding phase of EMM implementation		
25	24	4.11 Training		Please help clarify the customer support policy post the training	Will be provided to successful bidder.
26	26	26/III	Proposed solution should support management of BYOD (employee-owned) and GFE devices with equal facility	3. What are the type of Devices that are provisioned through GFE . Please mention the Operating System of the devices.	Will be provided to successful bidder.
27	27	5.5 Technical Evaluation Criterion	Bidder should ensure that any non-compliance against Annexure 01- Technical Requirements may lead to disqualification. Proposed solution by the bidder should ensure 100% compliance for EMM solution for technical scoring based on the defined technical requirements. Any breach of the minimum compliance requirement will lead to disqualification of the bid	Please specify if deviation or alternate can be suggested in the Technical compliance sheet, Also in the deviation sheet can there be deviations on the commercial bid points	No change in the RFP
28	28	Scoring for Past Experience (PE)	Bidder need to provide the proposed EMM Solution implementation Credentials / Purchase Order	As the product is a new product, Request to change the scoring for 2 Public/schedule bank to 100 marks	No change in the RFP
29	29	5.6 Commercial Bid Evaluation	Bank reserves the right of selection of Vendor either by Opening of Commercial Bids (of those vendors who are found eligible after evaluation of Technical Bids) or proceed with On Line Reverse Auction among technically qualified bidders. Bidders may quote the best competitive price in the commercial bid as Bank may or may not opt for online reverse auction.	Request bank to share the confirmation on final commercial bid or Reverse auction will be applicable here.	RFP clause is self-explanatory

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30	29	5.6 Commercial Bid Evaluation	<p>The bidder who participates in the Reverse Auction and become the L1 bidder will be required to re-submit final commercials post Reverse auction duly filled, in the same format titled as 'COMMERCIAL BID', & dated as on the date of completing the reverse auction. The Commercial Bid should contain all price components to tally with the last bid made by them in the Reverse Auction.</p> <p>All the price components (in submitted Indicative commercial bid) should be revised in the same proportion as the TCO after reverse auction.</p>	Request Bank to remove the clause for maintain same proportion of cost after reverse auction since discounting level for software and services cost from different OEM's will be different .	Revised RFP clause:-. The bidder who participates in the Reverse Auction and become the L1 bidder will be required to re-submit final commercials post Reverse auction duly filled, in the same format titled as 'COMMERCIAL BID', & dated as on the date of completing the reverse auction. The Commercial Bid should contain all price components to tally with the last bid made by them in the Reverse Auction. All the price components (in submitted commercial bid) should be revised in the same proportion as the TCO after reverse auction.
31	29	5.6 Commercial Bid Evaluation	Bank reserves the right of selection of Vendor either by Opening of Commercial Bids (of those vendors who are found eligible after evaluation of Technical Bids) or proceed with On Line Reverse Auction among technically qualified bidders.	Please specify how the starting price of reverse auction will be derived if the commercials bids will not be opened. Please specify will the reverse auction will be on TCO, or split of charges?	RFP clause is self-explanatory
32	31	5.7 Weighted Evaluation		Will all the bidders who get technically qualified and have a score be eligible for reverse auction? Will the scoring have no bearing during reverse auction selection process?	RFP clause is self-explanatory

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33	33	6. Instruction to Bidders	1) Hard copy of the Indicative Commercial Bid (ICB) (Refer Annexure 10 – Commercial Bill of Material). 1) compact disk (CD) containing the soft copy of the Indicative Commercial Bid(ICB) (Refer Annexure 10 – Commercial Bill of Material for format) & Annexure 11	In commercial bid can the bidder submit the bid as 1)implementation cost	Revised RFP clause:- 1) Hard copy of the Commercial Bid (CB) (Refer Annexure 10 – Commercial Bill of Material). 1) compact disk (CD) containing the soft copy of the Commercial Bid(CB) (Refer Annexure 10 – Commercial Bill of Material for format) & Annexure 11
34	34		Bidder is required to substantiate the details provided in Annexure 17: Past Experience with a letter from the bank signed by designated official from the bank, confirming scope of work, date/ period of implementation and other relevant details.	Can letters of work in progress also submitted from the bank for Past experience. Can the letters from bank provided to exclusive partner OEM be submitted as experience	RFP clause is self-explanatory
35	41	7. Service Level Availability and Monitoring	Apart from the penalty owing to availability and performance parameters, a penalty of INR 50,000/- would be levied on the Bidder, if any component at DC or DRC (that is not resulting in service disruption) is down for more than 24 hours		No change in the RFP
36	50	9.3.2 Product Cost and Implementation Cost	License Delivery Milestone License Fee % Delivery of licenses to the bank - 70% Successful installation and acceptance testing of product at DC and DRC - 20% 1 month post successful installation at DC and DRC - 10%	Request Bank to revise the clause as below -----License Delivery Milestone License Fee % Delivery of licenses to the bank - 80% Successful installation and acceptance testing of product at DC and DRC - 20% (Already PBG is required to be submitted by bidder)	No Change in the RFP Clause
37	50	9.3.2	Product and implementation cost	Payment against licenses should be 100% against delivery	No Change in the RFP Clause

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38	52	9.5 Order cancellation	Bank reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the bidder alone: Delay in site readiness and handing over the site to Bank Serious discrepancy in the quality of service / facility / security	Termination on account of default: It is suggested that termination of on account of unsatisfactory performance of Supplier should be computed basis a preventive mechanism to determine the loss of time between the parties towards delivery and any such loss should be documented with a prior notice to be given by Bank to the Supplier and a reasonable opportunity be granted to rectify such delay and catch up with the lost time. Any such attributable defect on account of supplier shall also be met with service credits to Bank post any non-fulfilment of rectification of delay. The right to cancellation of contract shall not be exercised arbitrarily by Bank and a prior notice be given to successful VIL intimating any such cancellation and be subjected to mutual reconciliation among the senior members of both parties. Any matter post failure of such reconciliation process shall be subject to the dispute resolution process as agreed between both parties. Right to termination for convenience shall be made mutual between the parties and any such termination occurring before the expiry of Lock-In period shall attract exit charges payable by Bank.We suggest that such right to termination shall only be post Lock-In period as agreed between the parties and;It is suggested that post issuance of notice of dissatisfaction during the minimum lock in period, the Supplier shall also be allowed to remedy the defect within a reasonable time to end such	No change in the RFP

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				dissatisfaction. Any further amends can be made after resume of service levels with service credits to the Bank. It is suggested that provision of termination for insolvency with a prior written notice be made mutual between both the Bank and VIL. Post Termination: - Bank shall be liable for payments of work in addition to exit charges till the last day of notice period of termination. The obligations of confidentiality, IPR, Limitation of Liability shall survive termination. All consequences resulting from the inquiry set up by Bank shall be subject to challenge as per the dispute resolution process as agreed between the parties.	
39	53	9.6 Source Code Audit/Escrow Arrangements	Source code for customization done in EMM solution for Bank will be provided to the Bank for unlimited and unfettered use by the Bank for business use. Bidder should also provide all related material but not limited to flow charts, annotations, design documents schema, development, maintenance and operational tools and all related documentation. EMM solution core source code with observation will be kept in Escrow arrangement and complete information regarding the arrangement shall be provided by the bidder. Bidder will transfer all Intellectual Property Right on non-exclusive basis for all the customization done for Bank for EMM solution. These IP rights will also be applicable for Bank's subsidiaries (Domestic or International) and	Request Bank to remove this clause	No Change in the RFP Clause

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			sponsored RRBs.Source code of EMM solution offered to Bank is subjected to Source code audit. Bank reserves the right to carry out full source code audit through designated Third Party Auditors as and when required by the Bank. In case OEM's don't allow source code audit to be carried out by the bank, in such cases OEM or SI has to produce Source Code Audit Report/Certificate as and when required by the bank.		
40	55	Performance Guarantee	If the contract is awarded, the bidder should furnish a Performance Bank Guarantee (issued by a scheduled commercial bank other than Bank of Maharashtra) acceptable to bank in the format as required by the Bank to the extent of 10% of the value of the contract within 15 days of the date of receipt of the purchase contract. The performance guarantee would be for the entire period of the contract. If the Performance guarantee is not submitted, Bank reserves the right to cancel the contract. The Performance Guarantee would be returned to the bidder after the expiry or termination of the contract	Request to change the clause to PBG to 10% of the AOV	No change in the RFP
41	69	I. Platform Architecture		Point 1: OSX: Please specify the devices	Will be provided to successful bidder.
42	69	I. Platform Architecture		Point 2: Open enterprise platform for server?	RFP clause is self-explanatory

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43	69	II Platform Architecture, point 1	Proposed solution should support platforms: Android, iOS, Windows Phone, Windows 10, OSX, Chrome	Request bank to remove Windows phone as For Windows Phone , MicroSoft has already Announced End of Support already https://support.microsoft.com/en-gb/help/4036480/windows-phone-8-1-end-of-support-faq l8	Revised RFP clause:-. Proposed solution should support platforms: Android, iOS, Windows 10, OSX, Chrome
44	69	II. Platform Architecture, 4	Proposed solution should have multi-tenant architecture to support multiple active LDAP, Exchange, PKI, etc. integration services	With Citrix Service	RFP clause is self-explanatory
45	69	III. Device Management, 3	Proposed solution should have kiosk-mode to restrict device to run approved applications (Android & iOS (Single App))	For supported devices	RFP clause is self-explanatory
53	69	Annexure 1: Minimum Technical Specifications	Proposed solution should support management of BYOD (employee-owned) and GFE devices with equal facility	What are the type of Devices that are provisioned through GFE . Please mention the Operating System of the devices.	Will be provided to successful bidder.
54	69	Annexure 1: Minimum Technical Specifications	Proposed solution should support remote trouble- shooting and administration	Please mention what kind of Troubleshooting and administration is expected from UEM Solution	Will be provided to successful bidder.
55	70	6/III	Proposed solution should integrate with specific OEM APIs (KNOX, LG, Moto, Sony, Panasonic, etc.)	Please mention details of OEM API that Bank would like to Integrate with UEM	All Common API can be used no Change in the RFP clause
56	71	III Device Management , point 28	Proposed solution should support remote trouble-shooting and administration	Please mention what kind of Troubleshooting and administration is expected from UEM Solution	Will be provided to successful bidder.
57	71	27	Proposed solution should support multi-factor authentication	What type of multi-factor authentication is expected? Any solution in place?	to be provided to successful bidder

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58	72	VII. Application Management, 8	Proposed solution should secure applications by wrapping post code complies without modifying source code	Source Code must be available.	In process of wrapping original source code must not get modified for banks custom applications. Solution should be able to apply security policies to help protect corporate data without changing apps look or functionality. No change in the RFP clause
59	72	VI / 8	View email conversations	What is meant here?	Solution should be capable of separating sender, receiver and view it in as separate thread manner.
60	72	4	Proposed solution should support application distribution from backend file share or 3rd party CDN server	What is the use-case here? How does that help?	to be provided to successful bidder
61	72	7	Proposed solution should auto-configure applications (URL/post settings, group codes, e-mail addresses, license keys) for simplified onboarding	Which are these applications?	to be provided to successful bidder
62	73	VIII Content Management, 3	Proposed solution should have global search across corporate repositories	Will be providing this functionality as service	Will be provided to successful bidder.
63	73	10	Proposed solution should have desktop synchronization - a two-way sync of content from desktop to device (PC & Mac)	Please remove this clause as this is in purview of document management system and not in EMM purview and should be taken out	No Change in the RFP Clause
64	73	11	Proposed solution should have Outlook Add-In for creating links to documentation in e-mail	Please remove this clause as this is in purview of document management system and not in EMM purview and should be taken out	No Change in the RFP Clause

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65	74	IX. Identity Management		Point 5: Need to know more details on exact use case	Will be provided to successful bidder.
66	74	IX. Identity Management, 5	Proposed solution should function as enterprise certificate manager	Need to know more details on exact use case	Will be provided to successful bidder.
67	74	IX. Identity Management, 10	Proposed solution should provide certificate-based authentication for Microsoft Exchange	Assuming for email access from device	The Revised RFP clause: - ...Proposed solution should provide certificate-based authentication for Microsoft Exchange for email access.
68	74	12	Proposed solution should share content with peers and external users through secure URL	Please remove this clause as this is in purview of document management system and not in EMM purview and should be taken out	No Change in the RFP Clause
69	74	13	Proposed solution should have password protected shared content links	Please remove this clause as this is in purview of document management system and not in EMM purview and should be taken out	No Change in the RFP Clause
70	74	14	Proposed solution should limit number of downloads for shared content links	Please remove this clause as this is in purview of document management system and not in EMM purview and should be taken out	No Change in the RFP Clause
71	74	VII / 15	Proposed solution should assign different content sharing access and editing privileges to users or groups	Please remove this clause as this is in purview of document management system and not in EMM purview and should be taken out	No Change in the RFP Clause
72	74	VII / 16	Proposed solution should have the functionality to comment on documents and @tag a user in the comment	Please remove this clause as this is in purview of document management system and not in EMM purview and should be taken out	No Change in the RFP Clause

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73	74	IX /15	Proposed solution should be able to monitor device usage in order to provide contextual authentication	Please Explain the use-cases in detail	Will be provided to successful bidder.
74	74	IX /16	Proposed solution should provide 2-factor authentication for container access	Please Explain the use-cases in detail	Will be provided to successful bidder.
75	74	IX /17	Proposed solution should support OpenID Connect	Please Explain the use-cases in detail	Will be provided to successful bidder.
76	74	IX /18	Proposed solution should authenticate access to off-device resources by providing SSO to the container	Please Explain the use-cases in detail	Will be provided to successful bidder.
77	75	XII: Internet Separation		Point 10: Do we need to propose Virtual Desktops and Apps? Please elaborate the use case	Will be provided to successful bidder.
78	75	XII: Internet Separation		Point 7 : Which anti-virus Point 8: At application level	No Change in the RFP Clause
79	75	XII: Internet Separation		Point 9: Which VMs? Are we talking about virtual desktops or server VMs?	No Change in the RFP Clause
80	75	XII: Internet Separation, 1	Proposed solution should ensure that there is no direct flow of data from internet desktop to user desktop at any stage	Need more information as it talks about desktops	To ensure secure environment when user access internet through desktop. Bank expecting 100 licenses at most. No Change in the RFP Clause
81	75	XII: Internet Separation, 7	Proposed solution should integrate with virtualization-aware agentless anti-virus	Which anti-virus?	Will be provided to successful bidder.
82	75	XII: Internet Separation, 9	Proposed solution should provide granular firewall rules that can be configured at a VM-level to allow traffic only to the internet. Lateral movement of traffic in the same network segment should be blocked	Which VMs? Are we talking about virtual desktops or server VMs?	Will be provided to successful bidder.

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83	75	XII: Internet Separation, 10	Proposed solution should support access to the desktop and applications on HTML5 based browser from intranet without compromise of security	Do we need to propose Virtual Desktops and Apps? Please elaborate the use case	Will be provided to successful bidder.
84	75	XII: Internet Separation, 8	Proposed solution should provide a state full in-kernel distributed firewall such that the firewalling can be provided closest to the application so that the sensitive application traffic and internet traffic can be classified and separated at the source	At application level	No Change in the RFP Clause
85	75	1	Proposed solution should ensure that there is no direct flow of data from internet desktop to user desktop at any stage	Please explain the exact use-case?	Will be provided to successful bidder.
86	75	2	Proposed solution should prevent transfer of un-authorized content out of the organization	Please remove this clause as this is in purview of DLP and not in EMM purview and should be taken out	No Change in the RFP Clause
87	75	3	Proposed solution should prevent transfer of malicious code and files into the organization	Please remove this clause as this is in purview of DLP and not in EMM purview and should be taken out	No Change in the RFP Clause
88	75	4	Proposed solution should prevent all un-authorized traffic flows	Please remove this clause as this is in purview of DLP and not in EMM purview and should be taken out	No Change in the RFP Clause
89	75	5	Proposed solution should prevent exploitations of infrastructure vulnerabilities	Please remove this clause as this is in purview of document management system and not in EMM purview and should be taken out	No Change in the RFP Clause
90	75	6	Proposed solution should provide published browser or stateless virtual desktops for internet access / browsing	Please remove this clause as this is in purview of document management system and not in EMM purview and should be taken out	No Change in the RFP Clause

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91	75	7	Proposed solution should integrate with virtualization-aware agentless anti-virus	Please remove this clause as Antivirus is out of EMM purview	No Change in the RFP Clause
92	75	8	Proposed solution should provide a state full in-kernel distributed firewall such that the firewalling can be provided closest to the application so that the sensitive application traffic and internet traffic can be classified and separated at the source	These points are OEM specific features and not generic. Hence request for exclusion	No Change in the RFP Clause
93	75	9	Proposed solution should provide granular firewall rules that can be configured at a VM-level to allow traffic only to the internet. Lateral movement of traffic in the same network segment should be blocked	These points are OEM specific features and not generic. Hence request for exclusion	No Change in the RFP Clause
94	75	10	Proposed solution should support access to the desktop and applications on HTML5 based browser from intranet without compromise of security	These points are OEM specific features and not generic. Hence request for exclusion	No Change in the RFP Clause
95	75	XII: Internet Separation		Point 1: Need more information as it talks about desktops	No Change in the RFP Clause
96	76	11	Proposed solution should be able to support on-demand horizontal scaling of the infrastructure for Virtual Desktops, Application Hosting and networking policies with no disruption	These points are OEM specific features and not generic. Hence request for exclusion	No Change in the RFP Clause
97	76	12	Proposed solution should support smart policies in cases where required - allow one way data transfer from intranet to internet facing zone, re-direction of user data disks as read-only drives, one-way clipboard	These points are OEM specific features and not generic. Hence request for exclusion	No Change in the RFP Clause

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98	79	Annexure 3 - Eligibility Criteria Compliance	Bidder should have implemented EMM solution in at least one scheduled bank in India.	We did multiple mobility project across over India & in that if we implemented multiple project to execute for mobility solution. If we talk about Financial then we are having our expertise in NBFC (Tata Motors Finance) & there we implemented 5000 license + for mobility project, same we did with multiple enterprise customer (Cipla, Sun Pharma). As per the VMware we awarded by VMware team multiple award for the best partner in India for implementing multiple solution for them & managing mobility project from last 6 Yrs of experience. Request from SRSG Broadcast team for their hard effort, Please consider our effort & provide us valuable chance to participate	No Change in the RFP Clause
99	81	11.5 Annexure 5: Eligibility Criteria Compliance	Bidder should be an OEM or authorized partner of OEM for supply of licenses of proposed solution, its implementation, maintenance and support under warranty/ AMC/ATS.	Request to allow MAF form in the bidder format.	No Change in the RFP Clause
100	81	11.5 Annexure 5: Eligibility Criteria Compliance	Bidder should have at least one of the following accreditations/certifications ISO 9001:2015 ,CMMI Level 5The certificate should be valid as on date of RFP submission.	TL 27001 and ISO 9000 are the present prevalent certificates in service industry, Request to addition of these certificates in the list of allowed certificates	No Change in the RFP Clause
101	81	11.5 Annexure 5: Eligibility Criteria Compliance	Bidder should have implemented proposed EMM solution in at least one Scheduled Commercial Bank in India	Request to add also OEM as part of the clause, so if OEM has implemented one of the solution.	No Change in the RFP Clause
102	81	11.5 Annexure 5: Eligibility Criteria Compliance	Proposed solution should have been implemented in at least two Scheduled Commercial Banks in India, and each of	Request to delete the number of users clause	No Change in the RFP Clause

Sr. No	Page #	Point/ Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
			the implementation should be for 5000 or more users		
103	81	11.5 Annexure 5: Eligibility Criteria Compliance point No.3	Bidder should have annual turnover of INR 50 crores for each last three financial years i.e. 2016-17, 2017-18 and 2018-19 from its India operations	Requesting you to reduce Annual Turn over 50 CR to 40 CR as our last three years Annual turnover is like Year 16-17=Rs.43CR ; Year 17-18= RS.43.90 CR ; Year 18-19= Rs.45CR	Revised RFP Clause:-Bidder should have annual turnover of INR 40 crores for each last three financial years i.e. 2016-17, 2017-18 and 2018-19 from its India operations
104	81	11.5 Annexure 5: Eligibility Criteria Compliance point No.8	Bidder should have at least one of the following accreditations/ certifications ISO 9001:2015 CMMI Level 5 The certificate should be valid as on date of RFP submission	Requesting you to remove CMMI Level 5 certification criteria. We are an ISO 9001:2015 certification	we are asking at least one of the following accreditations
105	85	11.7 Annexure 7: Application Management Services	The service window for FM services shall be 24x7x365.	Please specify the timing of on premise support required, is project manager liable to provide 24X7 services?	Revised RFP clause:-. The service window for FM services shall as per business hours and business working days.

Sr. No	Page #	Point/ Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
106	97	7. Fail Clause:	7.1. The Bidder undertakes that it has not supplied / is not supplying similar products/systems or subsystems/ services at a price lower than that offered in the present bid in respect of any other Ministry/department of the Government of India or PSU and if it is found at any stage that similar products/systems or sub systems was supplied by the Bidder to any other Ministry/Department of Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Request Bank to delete this clause as the commercials for the different customers will vary on the project scope of the different customers.	No Change in the RFP Clause

2. Table-QR-2, refers to Bank's response as "Changes" in RFP based on the queries raised by bidders

Pg no.	Clause no.	Parameter	Old Clause as per RFP	Modified as
21	4.8 Project Timelines	OEM is required to do end-to-end installation	OEM is required to do end-to-end installation, configuration and commissioning within 8 weeks from the date of license delivery	Bidder is required to do end-to-end installation, configuration and commissioning within 8 weeks from the date of license delivery
21	4.9 Implementation	The implementation of the EMM solution has to be carried out by OEM.	The implementation of the EMM solution has to be carried out by OEM.	The implementation of the EMM solution has to be carried out by Bidders.
22	4.9 Implementation	OEM is required to manage the entire implementation and Go-live of proposed EMM	OEM is required to manage the entire implementation and Go-live of proposed EMM	Bidder is required to manage the entire implementation and Go-live of proposed EMM with Active collaboration from OEM side.
28	Implementation of proposed EMM Solution	Implemented in 4 or more Public Sector/Scheduled Commercial Banks in India Implemented in 3 or more Public Sector/Scheduled Commercial Banks in India Implemented in 2 or more Public Sector/Scheduled Commercial Banks in India Implemented in 1 or more Public Sector/Scheduled Commercial Banks in India		Implemented in 4 or more Public Sector/Private sector/Scheduled Commercial Banks in India Implemented in 3 or more Public Sector/Private sector/Scheduled Commercial Banks in India Implemented in 2 or more Public Sector/Private sector/Scheduled Commercial Banks in India Implemented in 1 or more Public Sector/Private sector/Scheduled Commercial Banks in India
29	5.6 Commercial Bid Evaluation	The bidder who participates in the Reverse Auction and become the L1 bidder will be required to re-submit final commercials post Reverse auction duly filled, in the same format titled as 'COMMERCIAL BID', & dated as on the date of completing the reverse auction. The Commercial Bid	Request Bank to remove the clause for maintain same proportion of cost after reverse auction since discounting level for software and services cost from different OEM's will be different .	Revised RFP clause:-. The bidder who participates in the Reverse Auction and become the L1 bidder will be required to re-submit final commercials post Reverse auction duly filled, in the same format titled as 'COMMERCIAL BID', & dated as on the date of completing the reverse auction. The Commercial Bid should contain all price

Pg no.	Clause no.	Parameter	Old Clause as per RFP	Modified as
		should contain all price components to tally with the last bid made by them in the Reverse Auction. All the price components (in submitted Indicative commercial bid) should be revised in the same proportion as the TCO after reverse auction.		components to tally with the last bid made by them in the Reverse Auction. All the price components (in submitted commercial bid) should be revised in the same proportion as the TCO after reverse auction.
33	6. Instruction to Bidders	1) Hard copy of the Indicative Commercial Bid (ICB) (Refer Annexure 10 – Commercial Bill of Material). 1) compact disk (CD) containing the soft copy of the Indicative Commercial Bid(ICB) (Refer Annexure 10 – Commercial Bill of Material for format) & Annexure 11	In commercial bid can the bidder submit the bid as 1)implementation cost	Revised RFP clause:- 1) Hard copy of the Commercial Bid (CB) (Refer Annexure 10 – Commercial Bill of Material). 1) compact disk (CD) containing the soft copy of the Commercial Bid(CB) (Refer Annexure 10 – Commercial Bill of Material for format) & Annexure 11
69	Annexure 1: Minimum Technical Specifications	Proposed solution should support platforms: Android, iOS, Windows Phone, Windows 10, OSX, Chrome OS	For Windows Phone , MS has already Announced End of Support already https://support.microsoft.com/en-gb/help/4036480/windows-phone-8-1-end-of-support-faq	Revised RFP clause:-. Proposed solution should support platforms: Android, iOS, Windows 10, OSX, Chrome OS
74	IX. Identity Management, 10	Proposed solution should provide certificate-based authentication for Microsoft Exchange	Assuming for email access from device	The Revised RFP clause: - ...Proposed solution should provide certificate-based authentication for Microsoft Exchange for email access.
81	11.5 Annexure 5: Eligibility Criteria Compliance point No.3	Bidder should have annual turnover of INR 50 crores for each last three financial years i.e. 2016-17, 2017-18 and 2018-19 from its India operations	Requesting you to reduce Annual Turn over 50 CR to 40 CR as our last three years Annual turnover is like Year 16-17=Rs.43CR ; Year 17-18= RS.43.90 CR ; Year 18-19= Rs.45CR	Revised RFP Clause:-Bidder should have annual turnover of INR 40 crores for each last three financial years i.e. 2016-17, 2017-18 and 2018-19 from its India operations
82	11.5Annexure 5:	Eligibility Criteria Compliance	Bidder should have implemented proposed EMM solution in at least one Scheduled Commercial Bank in India	Bidder should have implemented proposed EMM solution in at least one Public/Private Sector/Scheduled Commercial Bank in India

