

S. No	Page No	Clause Heading	Point/Section	Clarification Point as per RFP	Comment/ Suggestion/ Query	Bank Response
1					If the Bank can extend the deadline of the tender as the technical proposal will require some more	Last Date of Bid Submission is Extended up to 25.05.2023
3	2		7	7. Tender fees	The Government of India has directed to consider a MAKE IN INDIA & "Micro" entity under the MSME Act. Request bid issuing authority to grant an exemption for payment of Tender Fees & EMD under the MSME Act, and also as per GFR 2017 guidelines - Rule no.161. It is been mentioned that Tender fees & EMD should be exempted to be paid by the MSEs	As per the MSME Act, MSEs registered under UAM scheme will be provided tender cost free of cost. Bidders are required to submit valid UAM certificate and their claim for free tender cost will be considered for the service/category for which they are registered as per UAM certificate. Decision of Technical Evaluation Committee will be final in the matter.
4	2	Schedule of Events	7	7. EMD	The Government of India has directed to consider a MAKE IN INDIA & "Micro" entity under the MSME Act. Request bid issuing authority to grant an exemption for payment of Tender Fees & EMD under MSME Act also as per GFR 2017 guidelines - Rule no.161. It is been mentioned that Tender fees & EMD should be exempted to be paid by the MSEs	As per Rule 170 of GFR—"Micro and Small Enterprises(MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)" are exempt from submission of EMD (Bid security). Bidders claiming exemption of EMD under this rule (170 of GFR) are however required to submit a signed Bid security declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 12 months from being eligible to submit Bids for tenders with TSCAB. (Enclosed in corrigendum)
5	6	1. Invitation to Bid	ii	Bidders are to procure and maintain a Web Application Firewall Solution as per the details/scope of work mentioned in this RFP document	We request the bank to please check this point as the RFP subject is mentioned as Supply, Installation, and Support of Network Monitoring Tool, Help Desk Management Tool, and Asset Management Tool	<del>Bidders are to procure and maintain a Web Application Firewall Solution as per the details/scope of work mentioned in this RFP document—the Clause is removed.</del>
6	9	4. Scope of Work		All system hardware (network equipment/ appliances) to be deployed for successful implementation of the solution	We request the bank to clarify this point as in commercial proposal, the bank have not mentioned any hardware component.	<del>All system hardware (network equipment/ appliances) to be deployed for successful implementation of the solution- The Clause is removed.</del>
7	9	4. Scope of Work		Delivery of Solution Hardware at the Bank's Data Centers	We request the bank to clarify this point as in the commercial proposal, the bank have not mentioned any hardware component.	<del>Delivery of Solution Hardware at the Bank's Data Centers—the Clause is removed.</del>
8	11	4. Scope of Work		SB should participate and provide necessary support during the DC-DR Drill and during a real disaster	We request the bank to provide more clarification on DC and DR Activity such as whether High Availability (HA), Server, OS, Database, and dedicated FM Resources need to be provided or not.	The Bank is having the DR setup and SB should support (if required), as per the solution scope, during the DR Drill(s) conducted by the Bank.
9	19	16. Technical Evaluation Criteria A. Credentials Experience	S.No.01	1. The number of NOC/CSOC setups in India for BFSI Clients by OEM/Sl with min. 500 network devices (minimum one installation by Sl).	The proposed RFP is for providing NMS, ITSM, and ITAM Solutions. We request the bank to modify this clause as the number of NMS setups in India for BFSI / Govt./ Telecom Clients by OEM/Sl with min. 500 network devices that can be integrated into NOC/CSOC	The number of NMS setups in India for STATE/CENTER/PSU/GOVT/BFSI by OEM/Sl with min. 500 network devices that can be integrated into NOC/CSOC (minimum 1 installation by Sl).
10	19	16. Technical Evaluation Criteria A. Credentials Experience	S.No.02	2. The number of NOC/CSOC setups in India for other clients with Total Project Cost of minimum INR 2 crores OEM/Sl (minimum 1 by Sl).	We request bank to modify this clause the total Project Cost of minimum INR.50 Lakhs for the OEM as most of the MSME and Make in India companies are exempted from the experience criteria. We request you kindly go through the guidelines of MSME for fair participation in the said RFP	The number of NOC/CSOC setup in India for other clients with Total Project Cost of minimum INR 50 Lakhs. OEM/Sl (minimum 1 by Sl).
11	19	16. Technical Evaluation Criteria A. Credentials Experience	S.No.03	The number of IT Asset Management tool implementations/management in India for BFSI Clients by OEM/Sl with min. 500 network devices	We request the bank to modify this clause as the number of IT Asset Management tool implementations/management in India for BFSI / Govt./ Telecom Clients by OEM/Sl with min. 500 network devices	The number of IT Asset Management tool implementations/management in India for STATE/CENTER/PSU/GOVT/BFSI Clients by OEM/Sl with min. 500 network devices (minimum one installation by Sl)
12	19	16. Technical Evaluation Criteria A. Credentials Experience	S.No.05	The number of Helpdesk tool implementations/management in India for BFSI Clients by OEM/Sl (minimum one installation by Sl).	We request the bank to modify this clause as The number of Helpdesk tool implementations/management in India for BFSI / Govt./ Telecom Clients by OEM/Sl	The number of Helpdesk tool implementations/management in India for STATE/CENTER/PSU/GOVT/BFSI Clients by OEM/Sl (minimum one installation by Sl).
13	26	25. Bank Guarantee	ii	ii. The successful bidder shall be required to provide a Performance Bank Guarantee within 15 days from the date of the Purchase Order equivalent to 10% of the Order Value.	As per the Ministry of Finance Office Memorandum No.F.9/42020-PPD dated 12 <sup>th</sup> November 2020 the PBG amount will reduce from 10% to 3%	The memorandum referred in the query is related to government contracts only, Bank does not consider this request. Bidders have to comply with the Original clause of 10% Performance Bank Guarantee.
14	51	Technical & Functional Specifications Network Management Solution	Point 1	Proposed solution should be able to monitor - Routers, Switches, Firewalls, Wireless devices, servers and other SNMP enabled devices	Kindly provide the quantity of each devices of Routers, Switches, Firewalls, Wireless devices, servers and other SNMP enabled devices	Quantity of devices/BoM shall be mentioned in the Purchase Order issued to the L1 Bidder
15	51		Point 5	Should show statistics like interface bandwidth, current traffic in bps, total bytes received/transmitted etc.	Kindly elaborate Should show statistics like interface bandwidth, current traffic in bps, total bytes received/transmitted etc.	As discussed in the pre bid meeting, the solution proposed by the bidder should be capable of providing mentioned features.
16	54		Point 39	Should offer firmware vulnerability management capabilities.	Kindly elaborate Should offer firmware vulnerability management capabilities.	<del>Should offer firmware vulnerability management capabilities.—The clause is removed.</del>
17	53		Point 31	Network Device Life-cycle Management	Doesn't relate with the NMS solution	<del>Network Device Life-cycle Management—The clause is removed.</del>
18	59	Technical & Functional Specifications Asset Management Tool	Point 1	Asset Management Solution shall be defined as scalable web based solution with integrated configuration management database(CMDB) which shall be responsible for management of all IT assets of the Bank	Kindly provide the Asset details like Desktops, Servers , Routers, Firewalls etc., which are IP & SNMP enabled	Quantity of devices/BoM shall be mentioned in the Purchase Order issued to the L1 Bidder
19	61		Point 27	The solution should Support Ability to manage and enforce policies Settings such as the following: Password Enabled; Password Length; Require Alphanumeric Password; Inactivity Timeout; Wrong Attempts Before Wipe	Kindly elaborate on the exact requirement	<del>The solution should Support Ability to manage and enforce policies Settings such as the following: Password Enabled; Password Length; Require Alphanumeric Password; Inactivity Timeout; Wrong Attempts Before Wipe— The clause is removed.</del>
20		New clause		The successful bidders in technical evaluation, have to give presentation on their tool to the Bank team in the TSCAB HO premises as per the schedule given by the Bank.		