



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Section Number	Page Number	Point Number	Original Clause	Query	Bank Response
4	27	B1	The bidder should have a minimum turnover of INR 300 Cr for each of the last 3 years (2016-2017, 2017-2018 and 2018-2019) exclusively from their Indian operations.	I request if we can seek a waiver for the same	RFP requirement stands
4	27	A2	The bidder should have ISO 9001:2008, CMMi Level 3 certified, ISO 27001:2013	Bidder would like to request Bank to change the clause as "The bidder should have ISO 9001:2008, ISO 27001:2013 certification"	RFP requirement stands
4	27	B1	The bidder should have a minimum turnover of INR 300 Cr for each of the last 3 years (2016-2017, 2017-2018 and 2018-2019) exclusively from their Indian operations.	Bidder would like to change the clause as "The bidder should have a minimum average turnover of INR 10 Cr for the last 3 years (2016-2017, 2017-2018 and 2018-2019) exclusively from their Indian operations.	RFP requirement stands
4	28	C1	The bidder or its consortium partner should have prior experience in implementation and supporting core banking solution in at least one District Central Co-operative Bank in India (Preferably in Maharashtra on Capex Model Only) & The proposed Core Banking Solution should have District Central Cooperative Banks specific Agricultural Loan module and KCC module which should have implemented in minimum 2 Banks in India.	Bidder would like to request Bank to change the clause as "The bidder or its consortium partner should have prior experience in implementation and supporting core banking solution in at 25 Bank in India (Preferably in Maharashtra on Capex Model Only).	RFP requirement stands



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

4	28	C2	The bidder or its consortium member should have prior experience of management of IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) in at least one (1) Bank in India.	Bidder would like to request Bank to change the clause as "The bidder or its consortium member should have prior experience of management of IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) in at least any one (1) Bank in India."	RFP requirement stands
4	28	C3	The bidder or its consortium member should have exposure on more than one projects in banks providing solutions/FM support/application support by providing on-site support by L1 and L2 resources.	Bidder would like to request Bank to change the clause as "The bidder or its consortium member should have exposure on more than one projects in any banks providing solutions/FM support/application support by providing on-site support by L1 and L2 resources.	RFP requirement stands



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

8.14 Performance Bank Guarantee	114	Clause 1 & 10	1. As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) for 5% of the total project cost for 5 years 8 months(including 8 months transition phase) and valid for 69 months including claim period of 6 (six) months, validity starting from its date of issuance. The PBG may renewable year on year basis as per reducing balance of the total project cost. The PBG shall be submitted within 45 days of the Purchase Order from the Bank. 10. The Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) for 10% of the project cost for YoY on reducing balance basis calculating actual payment received from the Bank and not on invoices produced (including 3 months transition phase) and valid for 69 months including claim period of 6 (six) months, validity starting from its date of issuance..	Request Bank to clarify. And consider only one PBG of 5% of project cost.	Revised Clause:- 10. The Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) for 5% of the project cost for YoY on reducing balance basis calculating actual payment received from the Bank and not on invoices produced (including 3 months transition phase) and valid for 69 months including claim period of 6 (six) months, validity starting from its date of issuance..
Additional Clause	Additional Clause	Additional Clause	Additional Clause	Request Bank to confirm on below :- " If site is not ready for installation or implementation after the material (Hardware /Software) delivery for more than 30 days from the date of delivery, in this case , Bank should release 100% payment of the particular Product to the vendor and 30th day after the delivery	Clause not accepted.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

				date/usage date will be considered as the warranty start date for the same.	
5.7 IMPS Solution	66	1	The Bank intends to implement the IMPS Solution at its DC and DRC. The proposed IMPS Switch Solution should seamlessly interface with Bank's Core Banking Solution and other applications such as Internet Banking, Mobile Banking, SMS gateway of the Bank, as applicable.	Is IMPS switching solutions is to be procured by PDCC Bank? OR Interface of CBS to third party IMPS Switching service to be provided?	IMPS Switching Solution is part of this RFP Scope. Bidder may propose IMPS Switching Solution in Non TCO component in commercial annexure (8 12 - New Application Cost)
5. Detailed Scope of Work	29	4	EMS, DLP, Load Balancer, HSM and Key Manager	The proposed HSM in the BOM is to support which type of delivery channel transactions? Kindly Specify. Is it mandatory to quote the HSM?	HSM & Key Manager requirement stands deleted
Additional Clause	Additional Clause	Additional Clause	Additional Clause	Does PDCC also act as sponsor bank for other UCB Banks in Pune District for CTS? If PDCC also acting as sponsor bank for some other interfaces also, please let us know those channels.	PDCC Bank is a sub-member bank of IDBI. PSB presently has 22 no of UCBs under it which may increase at a rate 10% Y-o-Y.
5.14 Disaster Recovery Centre (DR) on Hosting	71	1	Additional Clause	Which are the applications hosted at DC are to be ensured to run on DR?	Please refer RFP section 5.16 point no II(Page 78)



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Additional Clause	Additional Clause	Additional Clause	Additional Clause	Can CBS Vendor propose the no. of servers (Application and DB Servers) for CBS Application, AML, Mobile Banking, HRM, CTS, Internet Banking (i.e. all Add-ons & Interfaces listed in commercial bid format) as per the Architecture and requirements of its CBS Software, Add-ons & Interfaces.	The CBS Database Server should be physical server (Non-Virtualized). Bidder to size, design & deploy as per the design & architecture envisaged by them based on minimum functional & technical specification mentioned in RFP.
5.1.5 Training	35	h	The Vendor will be responsible to install the required Applications / systems, training server at DC and also ensure connectivity to the training server, for the purpose of training at the training centers. There will be no cost payable by the Bank for the Application, Database and operating system software installation at such training sites. However, if the Vendor wants to quote separately for these components then it can be included as part of the Commercial Bid. The training hardware at the data center should at a minimum support 100 concurrent users. The Bank expect the training environment to be available to the Bank at all times, for the purpose of training.	Is vendor required to provide client desktops (with OS) for the Training Infrastructure for concurrent 100 users? If yes, then can PDCC please modify the commercial bid format to include this item to quote?	Please be guided by RFP Section 5.1.5 Training
5.1.6 Testing	36	c	The Vendor will set up a test server, to accommodate a minimum of 50 concurrent users, which shall support	Is vendor required to provide client desktops (with OS) for the Testing (UAT) Infrastructure for concurrent 50 users? If yes, then can PDCC please modify the	Please be guided by RFP Section 5.1.5 Training



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

			simultaneous data migration testing and install the Applications including	commercial bid format to include this item to quote?	
5.1.4 Interfaces	34	I	The vendor will be responsible to provide future interfaces required in next five years at no extra cost to the Bank.	Since it is very vague requirement, costing cannot be worked out and provided for such a vague and open ended requirement. You are requested to provide list of such future required interfaces in next five years IF bidder have to quote for it.	The interfaces required as part of regulatory & statutory guidelines within the tenure of contract will have to be provided to bank without any extra cost to the bank.
Additional Clause	Additional Clause	Additional Clause	Additional Clause	Is email server to be provided by the bidder on DC & DR? If yes, please add it in the commercial bid format.	The proposed email solution should have production instance in DC only but the production data should be backed up at DR. Please refer Corrigendum Section 2 for the specifications
Additional Clause	Additional Clause	Additional Clause	Additional Clause	Which is the Email System PDCC is currently using? Does PDCC wish to continue with same email system? What is the Server OS supporting the PDCC Email System? Can PDCC specify the no. of email accounts and the storage requirement for Email Server over next 5 years.	The new proposed email solution should have 2000 users and 95% mail box should have allocated space of 100MB/mailbox and rest 5% should have allocated space of 1 GB/mailbox. Accordingly Bidder to propose server, storage space, OS, DB etc.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

5.16 Facility Management	83	XVIII.	The bidder should ensure that all the Data Center servers & branch nodes are connected to the Active Directory server hosted in Bank Data Center.	Can PDCC specify the no. of 'Active Directory' users and the storage requirement for Active Directory Server over next 5 years?	Presently PDCC Bank has 1659 desktop as mentioned in Annexure 15 and expected to increase at a rate of 5% Y-O-Y. Bidder to consider the desktops & proposed servers for Active Directory. Bidder to provision storage sizing accordingly.
Additional Clause	Additional Clause	Additional Clause	Additional Clause	For the add-ons / interfaces which are provided by Third Parties and to be continued as mentioned in Table under clause 3.2.1 (OR mentioned in other clauses in the tender document), kindly specify the Server OS requirement, RDBMS requirement and Storage Space requirement in next 5 years. For ex MicroATM, Inward – outward, CTS, ATM Reconciliation etc.	Same will be shared with shortlisted bidder
3.2 Inventory Details	13		The below table depicts the database size of present CBS and allied applications.	For the existing Application and its Databases as mentioned in table on page 13, does the application and its DB is required to be stored on new servers to be provided for DC & DR OR it shall be stored as a copy on servers from existing set-up?	The RFP clearly mentions that the existing Data of CBS & allied applications have to be migrated to the applications proposed by the bidder.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Additional Clause	Additional Clause	Additional Clause	Additional Clause	Kindly specify us all such requirements of PDCC which are not mentioned as item to quote in commercial bid. In case, bidder is not asked to quote for a requirement in commercial bid, it shall not be treated as its deliverable even if such general requirement is mentioned in the bid document.	The RFP mentions the minimum solutions required by the bank. If bidder's feels that additional solution is required as part of the proposed architecture & solution, same may be quoted in the commercial BoM which have option to add additional rows.
Annexure 8.11	HIPS	2	The solution must utilize one or combination of the three detection methods: Signature based detection, Statistical anomaly based detection or Stateful protocol analysis detection. Signature based detection is wherein the solution identifies anomalies based on pre-defined or configured signatures. Statistical anomaly based detection check for the intrusion changes against the defined baseline configured in the solution. Stateful protocol is where the solution identifies deviations of protocol by comparing past legitimate events with predetermined profiles of genuine or malicious activity	The solution must utilize all below method of detection: Signature based detection, Statistical anomaly based detection or Stateful protocol analysis detection and Sandboxing. Signature based detection is wherein the solution identifies anomalies based on pre-defined or configured signatures. Statistical anomaly based detection check for the intrusion changes against the defined baseline configured in the solution. Stateful protocol is where the solution identifies deviations of protocol by comparing past legitimate events with predetermined profiles of genuine or malicious activity. Sandboxing is a functionality to run new class of threats in a restricted environment controlled by specific set of rules.	RFP requirement stands
Annexure 8.11	HIPS	7	The application should support multiple approaches for vulnerability assessment, 1) Automated Vulnerability	Vulnerability assessment is not a part of HIPS and can be using a VA tool or by consulting. Request you to remove pointy 7 & 8.	RFP Clause stands deleted



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

			Assessment 2) Manual Vulnerability Assessment		
Annexure 8.11	HIPS	10	The solution should generate reports and analysis	Providing System Events to view a summary of security-related events for the Management server and agents system events. All administrative actions should be audited within the System Events, which should be tamper proof	Please be guided by RFP clause
Annexure 8.11	HIPS	18	The solution must support scheduling of report generation to start only at a future date.	Kindly clarify	Please be guided by RFP clause
Annexure 8.11	HIPS	21	Deep Packet Inspection (IDS/IPS) should support virtual patching both known and unknown vulnerabilities until the next scheduled maintenance window.	<p>DPI (Deep packet inspection) is a product name.</p> <p>Specific OEM being signature dependent all specific attack variant (old & new) needs specific exploit rules for protection.</p> <p>Our solution is not signature dependent. Hence upon implementation protects the environment from old new & zero day attacks automatically and this has approach has been successful and unchallenged since last 8 years in "Black Hat" event.</p> <p>Hence request bank retain this requirement without being OEM specific. Solution should monitor and protect, (vulnerability (known and unknown) specific attack variant (old & new) & zero</p>	RFP Clause stands deleted



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

				day attack), physical and virtual data centers using a combination of host-based intrusion detection (HIDS), intrusion prevention (HIPS), and least privilege access control. Minimizing pathing needs on current and legacy systems.	
Annexure 8.11	HIPS	23	Virtual Patching should be achieved by using a high-performance deep packet inspection engine to intelligently examine the content of network traffic entering and leaving hosts.	<p>Various HIPS vendor approach this requirement in different ways.</p> <p>Virtual patching is only done by Specific OEM since their solution is signature based.</p> <p>Our solution addresses this requirement without the need for any patching.</p> <p>Hence request Bank to retain the requirement without being vendor specific.</p>	RFP Clause stands deleted



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

				Solution should have threat protection ability to do a system lockdown which reduces the need for patching for new and legacy applications.	
Annexure 8.11	HIPS	26	Deep Packet Inspection should protect operating systems, commercial off-the-shelf applications, and custom web applications against attacks such as SQL injections and cross-site scripting.	<p>DPI (Deep packet inspection) is a product of Specific OEM.</p> <p>Specific OEM being signature dependent all specific attack variant (old & new) needs specific exploit rules for protection.</p> <p>Our solution is not signature dependent. Hence upon implementation protects the environment from old new & zero day attacks automatically and this has approach has been successful and unchallenged since last 8 years in "Black Hat" event.</p> <p>Hence request bank retain this requirement without being OEM specific.</p>	RFP Clause stands deleted



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8.11	HIPS	34	<p>DPI should have Exploit rules which are used to protect against specific attack variants providing customers with the benefit of not only blocking the attack but letting security personnel know exactly which variant the attacker used (useful for measuring time to exploit of new vulnerabilities)</p>	<p>DPI (Deep packet inspection) is a product of Specific OEM.</p> <p>Specific OEM being signature dependent all specific attack variant (old & new) needs specific exploit rules for protection.</p> <p>Our solution is not signature dependent. Hence upon implementation protects the environment from old new & zero day attacks automatically and this has approach has been successful and unchallenged since last 8 years in "Black Hat" event.</p> <p>Hence request bank retain this requirement without being OEM specific. Solution should provide security monitoring across physical and virtual servers including real-time file integrity monitoring, anti-malware, configuration monitoring, event logging, intrusion prevention and system temper prevention.</p>	<p>Revised Clause: Solution should provide security monitoring across physical and virtual servers including real-time file integrity monitoring, anti-malware, configuration monitoring, event logging and intrusion prevention.</p>
---------------	------	----	--	--	---



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8.11	HIPS	35	The solution OEM should deliver virtual patching updates after application vendor announcing a vulnerability in their system	<p>DPI (Deep packet inspection) is a product of Specific OEM.</p> <p>Specific OEM being signature dependent all vulnerability (known and unknown) specific attack variant (old &new) needs specific exploit rules for protection.</p> <p>Our solution is not signature dependent. Hence upon implementation protects the environment from old new & zero day attacks automatically and this has approach has been successful and unchallenged since last 8 years in "Black Hat" event.</p> <p>Hence request bank retain this requirement without being OEM specific. Solution should have threat protection from vulnerability (known and unknown) specific attack variant (old &new) & zero day attack automatically through system lock down and reduce the need for patching for new and legacy applications.</p>	RFP Clause stands deleted
---------------	------	----	--	--	---------------------------



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8.11	HIPS	36	DPI should have Smart rules provide broad protection, and low-level insight, for servers and end-user systems. For operating systems and applications, the rules limit variations of elements of traffic, limiting the ability of attackers to investigate possible attack vectors since many attacks are based on exceeding expected characteristics. Smart rules are also used to protect web applications (commercial and custom) from attack by shielding web application vulnerabilities such as SQL Injection and Cross-Site Scripting.	Please remove DPI (Deep Packet Inspection), which is a product of Specific OEM.	RFP Clause stands deleted
Annexure 8.11	HIPS	37	DPI should have Application Control rules provide increased visibility into, or control over, the applications that are accessing the network. These rules will be used to identify malicious software accessing the network and provide insight into suspicious activities such as allowed protocols over unexpected ports (FTP traffic on a mail server, HTTP traffic on an unexpected server, or SSH traffic over SSL, etc.) which can be an indicator of malware or a compromise.	Please remove DPI (Deep Packet Inspection), which is a product of Specific OEM.	RFP Clause stands deleted
Annexure 8.11	HIPS	41	Solution should support creation of custom DPI rule.	Please remove DPI (Deep Packet Inspection), which is a product of Specific OEM. Solution should support creation of custom rule.	Revised Clause: Solution should support creation of custom rule.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8.11	HIPS	42	Solution should provision inclusion of packet data on event trigger for forensic purposes	Solution should provide event logs to Security Operations Centre for further analysis Need clarity on the clause. Request you to elaborate	Understanding is correct
8.37 Payment Terms:	120	8.37 Payment Terms:	8.37.1 FMS payment terms	Request Bank to release the FMS charges on Quarterly Advance Basis	RFP requirement stands
8.37 Payment Terms:	120	8.37 Payment Terms:	IT Infra Managed Services	Request bank to specify the sheet/column/row etc. to enter the IT Infra Managed Services charges in Annexure 8.12 - Commercial BOM	IT Infra Managed Services refers to all FM cost mentioned in Annexure 8.12- 'FM Cost' Sheet other than the L1/L2 support for the 'CBS Application' and 'Allied Applications'
8.37.2 IT Hardware payment terms	120	8.37.2 IT Hardware payment terms	2. ATS & AMC Cost of Hardware a. 100% ATS & AMC cost of Hardware will be paid on delivery of the ATS / AMC procured for respective period.	Request Bank to clarify if the 100% ATS / AMC cost for the hardware for 4th year & 5th year will be paid on the annual advance basis.	100% ATS / AMC cost for the hardware for 4th year & 5th year will be paid on the annual advance basis on that particular year based on delivery confirmation.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

8.37.3 Application payment terms	120	8.37.3 Application payment terms	<p>1. Business Application software (CBS, Head Office Operations, AML, Mobile Banking, Internet Banking, HRMS, eLearning, GST, LOS, DMS, Asset Management, CBS Reporting with BI Driven Tool, Audit & Compliance)</p> <p>a. 40% of the license cost will be paid on delivery of licenses of applications to the bank and installation of base version of the relevant applications.</p> <p>b. 30% of the license cost will be paid on UAT sign off.</p> <p>c. 20% of the License cost will be paid after successfully go live of the application.</p> <p>d. 10% on 3 months completion which includes successful smooth run.</p> <p>e. Any addition/reduction in the licenses will be on pro-rata basis arrived from the existing Bill of Material</p> <p>f. The license cost should not include the ATS cost</p>	<p>Request Bank to revise the clause as below:</p> <p>1. Business Application software (CBS, Head Office Operations, AML, Mobile Banking, Internet Banking, HRMS, eLearning, GST, LOS, DMS, Asset Management, CBS Reporting with BI Driven Tool, Audit & Compliance)</p> <p>a. 70% of the license cost will be paid on delivery of licenses of applications to the bank and installation of base version of the relevant applications.</p> <p>b. 20% of the license cost will be paid on UAT sign off.</p> <p>c. 10% of the License cost will be paid after successfully go live of the application.</p>	RFP requirement stands
8.37.3 Application payment terms	120	8.37.3 Application payment terms	<p>ATS Cost for Business Application Software</p> <p>a. ATS (post warranty) cost for Business Application Software will be paid quarterly in arrears. Application warranty will start post successful production roll-out.</p>	<p>ATS Cost for Business Application Software</p> <p>a. ATS (post warranty) cost for Business Application Software will be paid yearly in advance. Application warranty will start post successful production roll-out.</p>	RFP requirement stands
Annexure 8.12 Commercial BOM	120	Annexure 8.12 Commercial BOM	ATS For Software	Request Bank to specify if the ATS services begin from the 1st year itself	ATS services will begin post successful production roll-out.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

5.4.4 Implementation	46	1.i	i. The successful bidder is expected to complete the project 4 months from the date of award of contract.	Request Bank to consider 6 months for project completion period.	RFP requirement stands
Annexure 8 11 - Functional & Technical Infrastructure Specification	WAF	WAF Specifications	The solution should be a Veracode VL4 certified to ensure that software is built using secure development practices	RFP has already asked for ICSA certification which is relevant to security products like WAF. Veracode certification is not product related certification hence request you to remove this point.	RFP Clause stands deleted
Annexure 8 11 - Functional & Technical Infrastructure Specification	Anti DDoS	Anti-DDOS Specifications	The proposed Equipment must make sure the DDOS mitigation devices can work independently when there is any problem happened in the DDOS detector.	Each OEM has own way of Mitigation and Detection capability, kindly change this point to " The proposed Equipment must support the DDOS Mitigation (blocking) & DDOS Detection (logging) mode. "	RFP Clause stands deleted
Annexure 8 11 - Functional & Technical Infrastructure Specification	Anti DDoS	Anti-DDOS Specifications	The proposed system must be able to support netflow v5, netflow v9, sflow v4, sflow v5, netstream v5, ipfix for detection.	Each OEM has own way of detection hence request you to change this point to " The proposed system must be able to support flow based detection or through device own detection engine. "	Revised Clause: The proposed system must be able to support flow based detection or through device own detection engine.
Annexure 8 11 - Functional & Technical Infrastructure Specification	WAF	WAF Specifications	The solution should be a Veracode VL4 certified to ensure that software is built using secure development practices	RFP has already asked for ICSA certification which is relevant to security products like WAF. Veracode certification is not product related certification hence request you to remove this point.	RFP Clause stands deleted
Annexure 8 11 - Functional & Technical Infrastructure Specification	Anti DDoS	Anti-DDOS Specifications	The proposed Equipment must make sure the DDOS mitigation devices can work independently when there is any problem happened in the DDOS detector.	Each OEM has own way of Mitigation and Detection capability, kindly change this point to " The proposed Equipment must support the DDOS Mitigation (blocking) & DDOS Detection (logging) mode. "	RFP Clause stands deleted



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8 11 - Functional & Technical Infrastructure Specification	Anti DDoS	Anti-DDOS Specifications	The proposed system must be able to support netflow v5, netflow v9, sflow v4, sflow v5, netstream v5, ipfix for detection.	Each OEM has own way of detection hence request you to change this point to "The proposed system must be able to support flow based detection or through device own detection engine."	Revised Clause: The proposed system must be able to support flow based detection or through device own detection engine.
4 Eligibility Criteria	27	B. FINANCIAL	1. The bidder should have a minimum turnover of INR 300 Cr for each of the last 3 years (2016-2017, 2017-2018 and 2018-2019) exclusively from their Indian operations.	Request the Bank to kindly reduce the minimum turnover criteria to INR 70 Cr. for each of the last 3 years	RFP requirement stands
4 Eligibility Criteria	28	C. EXPERIENCE & SERVICE CAPABILITY	1. The bidder or its consortium partner should have prior experience in implementation and supporting core banking solution in at least one District Central Co-operative Bank in India (Preferably in Maharashtra on Capex Model Only).	Request the Bank to kindly delete the following clause: <i>Preferably in Maharashtra on Capex Model Only</i>	RFP requirement stands
8.28 Escrow Mechanism	118	----	Cost for the escrow will be borne by the vendor.	Request the Bank to kindly revise the clause as below: Cost for the escrow will be borne jointly by the vendor & the Bank.	RFP requirement stands
5.1.3	32	h	h. It will be the responsibility of the Vendor to ensure complete validation for all data migrated from the existing CBS.	Please confirm whether bank will take initiative to extract and provide the data for migration in vendor defined migration template.	The selected bidder will be responsible to prepare migration software to migrate the data from existing format to new format.
5.1.3	33	i	i. The Vendor will be responsible to massage the data as per the software / upload format required by the solution.	Please confirm whether bank will take initiative to extract and provide the data for migration in vendor defined migration template.	The selected bidder will be responsible to prepare migration software to migrate the data from



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

					existing format to new format.
5.1.5	34	Training a.	The core team training will include functional as well as technical training and shall be considered within the scope of the bidder. The core team is expected to include 40 personnel from the bank. These personnel would include core technical team, core functional team and the trainers for the proposed application landscape.	Please clarify the type of training, no. of batches and duration for each course. Right now there is inconsistency between point a,e,f & m	Please be guided by the RFP section 5.1.5 (Page 36)
5.1.5	35	Training e.	The Vendor is expected to train 40 Bank personnel as a part of the Core Team (implementation) in 4 batches. These batches should be held simultaneously, if required by the Bank.		
5.1.5	35	Training f.	The Vendor is expected to train existing Core Team around 40 Bank personnel for train the trainers. The batch size for train the trainers should be 40.		
5.1.5	35, 36	m	The Vendor will provide a detailed training methodology & schedule to the Bank for review and sign – off prior to commencement of the training. A proposed training schedule is given below –		



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

5.16	80	Facility Management v.	Facilities Management is a very critical part of the Core Banking Solution (Implementation/ Migration/ Up gradation/Maintenance/Technical Support etc.) and would be essential for success of the project. It is the responsibility of the bidder to ensure facilities management is provided to the bank. The bank will not accept any request in future for omission of such critical services.	We presume that Facility Management services are required to be provided only after GO live. Whether our assumption is right?	Understanding is correct
5.16	83	XIX. One Time Activities	The bidder should ensure the smooth migration of the services so as to continue to meet PDCC's business requirements in a way that minimizes unplanned business interruptions. The bidder will be responsible for planning, preparing and submitting a Migration Plan to PDCC. Bidder will fully cooperate and work with any and all PDCC's Third Party Contractors/Vendors/Consultant in a manner that will result in a seamless migration of Services, and such migration of Services shall be in accordance with the Migration Plan.	The scope of the Vendor is to formulate the "Migration Strategy" with the bank and also provide the tools for migration. The Bank will liaise, interact, develop tools, correspond, etc. with the existing CBS Vendor & provide the data to be migrated, in the template prescribed by the vendor. Is our understanding right?	No Understanding is not correct. The selected bidder will be responsible to prepare migration software to migrate the data from existing format to new format.
5.1	30	Core Banking Solution migration vii	Installation, integration and Implementation of new modules / add-on applications.	We presume the Scope of the "Add on Applications" will be limited to the Functional Line items shared by the Bank. Is our understanding correct?	Understanding is correct



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

3.1	11	Business Volume	6. No. of Non Financial Transactions	What type of transactions are covered under non financial transactions	Balance Inquiry, mini statement, pin change, cheque book request etc.
3.1	11	Business Volume	7. No. of Alternative Delivery Channel (ADC) Transactions	What type of transactions are covered here?	ATM Transactions, Mobile Banking (IMPS, NEFT) Transactions
5	29	Detailed Scope of Work	II. PDCC Bank intends to select a System Integrator for supply, implementation & maintenance of CBS along with ancillary applications, compute and infrastructure solutions.	We presume the Scope of the "Ancillary Applications" will be limited to the Functional Line items shared by the Bank. Is our understanding correct?	Understanding is correct
5.1.2	32	Gap Identification and Resolution	The Vendor shall provide for all subsequent changes to reports as suggested by the statutory and regulatory bodies from time to time immediately to the Bank at no additional cost to the Bank.	We are offering report writing tool viz. Intelligent Data Store (IDS). Bank can use this tool for generation of new reports required from time to time. This tool will serve the purpose. Hence we need not consider any additional report during the support period?	RFP requirement stands
5.1.3	33	Data Migration	The Vendor will be responsible to massage the data as per the software / upload format required by the solution.	Migration tool will be provided by the vendor and bank will furnish the date as per the template. The scope may be re-defined	RFP requirement stands
5.1.5	34	Training	<ul style="list-style-type: none"> Customization development 	Bank can modify the parameters and masters as may be required from time to time. Whereas the customization, if any required will be done by the vendor. As such no training for "Customization Development" is envisaged.	RFP requirement stands



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

5.1.6	37	Testing c)	The Vendor is expected to provide for the requisite test and development infrastructure including hardware, software, operating system and Database for all Applications including any 3rd party solutions being offered by the Vendor. The Bank expect the Vendor to set up the required solutions (including the client desktops)	Kindly confirm whether the Desktops to be arranged by the vendor or bank	Desktops to be arranged by vendor as stated in RFP.
5.2.4	40	Integration with External Systems v.	Any other system as required by the Bank from time to time.	This requirement is open-ended. Vendor can integrate with any other systems that the bank may require from time to time on T & M basis. Requesting the Bank to clarify the same	Revised Clause: Any other system as required by the bank due to regulatory & statutory guidelines.
XIX. One Time Activities	83	1	Migration involves one-time activities required to transfer responsibility for the migration & services, including processes, assets, facilities, technology and other knowledge to the bidder.	This requirement is not clear. Requesting the bank to explain the same in details	Please be guided by the RFP
6.3.3	100	Technical Bid Evaluation Criteria:- 1.	The Core Banking Solution shall comply with minimum 90% score.	Whether only "Fully Compliant" will rank for this 90% score or it is "Fully Compliant + Customization"	Fully Compliant + Customization
5.2.1	39	Detail scope of AML x.	Multi Jurisdiction AML Compliance	Please let us know the jurisdictions for Compliance that PDCC is seeking through AML. Normally all Banks in India reports to FIU for their India Operations. Does PDCC have operations outside India? Please clarify.	RFP Clause stands deleted



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

5.2.1	39	Detail scope of AML xi.	Multi-Currency	Does PDCC deal in multi currency? Even if it is so, all reporting is done in home currency to the FIU-IND. We replicate the home currency value of all Foreign exchange transactions from the Core Banking System itself. Please clarify if this will suffice the reporting requirements of PDCC.	RFP Clause stands deleted
5.2.1	39	Detail scope of AML xi.	Multi-Lingual Support	In what area PDCC is looking for multi lingual support in the AML system? Please clarify.	RFP requirement stands
5.2.3	39	Implementations & Customization viii.	Provide Implementation, Parameterization and Customization Services along with Migration of existing Data.	Migration of Existing Data - what is meant by existing data? Is this the data available in the core Banking System OR whether PDCC is having any existing AML data? Please provide the details of the existing AML data viz. the RDBMS, the solution in which this data resides, period for which the data is available.	Presently Bank is having InfracoreTech AML Application with MS SQL. Bidder need to migrate existing data.
5.3.4	41	Integration with External Systems	i. Proposed Core Banking System.	We provide real-time integration for Sanction Screening of new customers during the client creation or client on boarding process. For all other areas like transaction monitoring, risk categorization, we provide offline integration with the Core Banking System. Please let us know if this is alright.	Understanding is correct
5.2.4	39	Integration with External Systems ii, iii, iv & v	ii. FIU-India iii. Regulatory Authorities iv. Integrated Risk Management Architecture	These are generic systems. Please let us know the specific systems to which Bank requires AML to be integrated and also the type of integration viz. online or offline.	Same will be shared with shortlisted bidder



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

			v. Any other system as required by the Bank from time to time.		
5.2.5	40	Data Migration Requirements i.	All the transaction details if required as found during requirement study.	Please let us know the previous period from which history data is required to be migrated to AML from the Core Banking System.	All the CBS data available in existing CBS.
8.37.2	121	IT Hardware payment terms	Terms of Payment	Hardware Payment Terms. 20% Advance, 70% on Delivery and installation and balance 10% on Hardware sign off.	RFP requirement stands
8.37.3	122	Application payment terms	Terms of Payment	1. Application Payment Terms. 40% on Delivery of License, 30% on UAT sign off and 30% on Go Live of application.	RFP requirement stands
7.4	107	Penalty Cap	Penalty	Kindly consider to Discuss penalty clauses at the time of contracting.	RFP requirement stands
3.2.1	13	Present Applications, Database & Interfaces	CBS Database size	Requesting confirmation that bidder needs to only consider 702.96GB data for CBS migration purpose.	RFP requirement stands
XVI.	82	Facility Management XVI.	TPS and Concurrent users	TPS = 60 , Concurrent users = 500 . Please clarify whether it is okay for the bank if bidder considers these as end state requirements (i.e at the end of 5 years) for the purpose of sizing.	The proposed solution should support 60 TPS and accordingly proposed CBS solution to be benchmarked.
4-B	27	Financial Eligibility	The bidder should be a Profit making company for last three (3) financial years (2016-2017, 2017-2018 and	Relaxation Requested:- (As we Demerged from parent entity.) The Bidder should be a profit making company for any	RFP requirement stands



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

			2018-2019) from the Indian operations.	two out of three financial years (2016-2017, 2017-2018, 2018-2019).	
4-B	27	Financial Eligibility	The bidder should have a minimum turnover of INR 300 Cr for each of the last 3 years (2016-2017, 2017-2018 and 2018-2019) exclusively from their Indian operations.	Requested to have a minimum turnover of INR 500 Cr for each of the last 3 years (2016-2017, 2017-2018 and 2018-2019) exclusively from their Indian operations.	RFP requirement stands
4-A	27	General Eligibility	The bidder should have ISO 9001:2008, CMMi Level 3 certified, ISO 27001:2013	Request to amend the clause as: The bidder should have ISO 9001:2008, CMMi Level 5 certified, ISO 27001:2013. Request to include The Core application should figure in the Leaders quadrant of Gartner, this will help the bank to get the best solution.	RFP requirement stands
4-C	28	Experience and Service Capability	The proposed Core Banking Solution should have District Central Cooperative Banks specific Agricultural Loan module and KCC module which should have implemented in minimum 2 Banks in India.	Relaxation Requested:- The proposed Core Banking Solution should have District Central Cooperative Banks specific Agricultural Loan module and KCC module which should have implemented in minimum 1 Bank in India.	RFP requirement stands
6.3.3 Technical Bid Evaluation Criteria	101	Evaluation Approach	The proposed Core Banking Solution should have District Central Cooperative Bank specific Agricultural Loan module and KCC module which should have implemented in minimum two (2) Banks in India. (Max 100 marks)	Relaxation Requested:- The proposed Core Banking Solution should have District Central Cooperative Banks specific Agricultural Loan module and KCC module which should have implemented in minimum 1 DCCB in India.(Max 100 marks)	RFP requirement stands



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

6.3.3 Technical Bid Evaluation Criteria	101	Evaluation Approach	The proposed Core Banking Solution should have District Central Cooperative Bank specific Agricultural Loan & KCC module which have implemented in minimum Two (2) Core Banking Projects in India out of which at least One (1) should be DCCB in India (70 marks).	Relaxation Requested:- The proposed Core Banking Solution should have District Central Cooperative Bank specific Agricultural Loan & KCC module which have implemented in minimum one (1) bank(non DCCB) in India (70 marks).	RFP requirement stands
2. Background	10	Bank's DC & DRC have 2mbps lease line connectivity to individual 10 no. of nodes through BSNL. DC-DRC replication links are both from BSNL having a capacity of 4 mbps each	Bank's DC & DRC have 2mbps lease line connectivity to individual 10 no. of nodes through BSNL. DC-DRC replication links are both from BSNL having a capacity of 4 mbps each	Request you to kindly confirm the bidder is responsible for to provision the MPLS, P2P, RF, VSAT, IPsec VPN connectivity from Branches to Branches, Branches to DC and Branches to DR and Replication Link from the Primary DC to DR Site, Please	Bidder will only be responsible to confirm the branch & replication bandwidth requirement to achieve the RFP objectives. Bidder will be required to configure IPsec tunnel from DC/DR till branch end router as part of DC & DR network support. Link management is bank's responsibility
3.2 Inventory Details	11	3.2.1 Present Applications, Database & Interfaces	3.2.1 Present Applications, Database & Interfaces S. No Solution Name Supplier	Kindly confirm the bidder has to provide the Antivirus Solution for Branches, if yes, kindly confirm the number of email user count.	Antivirus & HIPS solution is required for the proposed servers of DC & DR only. However bidder is required to provide Facility Management support for antivirus/HIPS at DC, DR & branches (Antivirus only) Total mail users is 2000.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

3.2.2 Compute & Storage	14	Primary Data Centre - Pune • The Primary Data center at Pune has the below mentioned CBS & Non-CBS servers	Database & Operating System licenses procured during the CBS implementation is listed below- Sr.No. License Description No. of License Type 1	Kindly confirm the bidder will use the existing MS SQL License or Bidder has to provide the all the required MS SQL Database License on SPLA / Paper License.	Bidder is required to propose new RDBMS license based on the solution envisaged by bidder
4. Eligibility Criteria	27	4. Eligibility Criteria	The bidder should have a minimum turnover of INR 300 Cr for each of the last 3 years (2016-2017, 2017-2018 and 2018-2019) exclusively from their Indian operations.	Request you to kindly amend this clause as" The bidder should have a average annual turnover of INR 70 Cr for the last 3 years (2016-2017, 2017-2018 and 2018-2019 (2018-2019 Un-audited Balance sheet)) exclusively from their Indian operations.	RFP requirement stands
5. Detailed Scope of Work	29	5. Detailed Scope of Work	HSM and Key Manager - Capital expenditure	Request you to kindly confirm the bidder has to propose the HSM as per the application architecture. And Primary site HSM will be in HA and DR site will be in standalone mode.	HSM & Key Manager requirement stands deleted
5.1 Core Banking Solution migration	30	5.1 Core Banking Solution migration	All transactional SMS Alerts incoming and outgoing should be sent in real time by the CBS, POS, ATM, RTGS/NEFT, Mobile and other delivery channels to the SMS Gateway. No transactional SMS Alerts should be sent in batch mode by the CBS to the SMS gateway.	Request you to kindly confirm the bidder has to propose the SMS Gateway & Email Gateway, If Yes, Please share the Monthly Quantity of the same.	Bidder to propose SMS gateway & email solution. Present volume of outgoing SMS is approx. 10 lakhs/month and incoming SMS is not enabled.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

5.1 Core Banking Solution migration	38	5.1.9 Audit Tools	<p>a) The Vendor is expected to provide various audit tools for auditing all the components proposed by the Vendor as part of the solution. These should include:</p> <ul style="list-style-type: none"> • Tools for Auditing Operating Systems • Tools for Auditing Database Systems • Tools for Auditing the Application Systems <p>b) The Vendor is expected to develop Application audit tools (for example identifying income leakages, non-compliance to policies and procedures, etc.), as requested by the Bank internal auditors/departments from time to time, within the contract period. c) The Vendor is expected to provide report of deviation in parameter set at scheme level & actual account level setting.</p>	Request you to kindly confirm the bidder has to purchase the audit software in the Name of Pune District Central Co-Operative Bank Ltd, or bidder will provide the third party services to do the VAPT kind of audit, please confirm.	Bidder to purchase the required applications in the name of PDCC Bank.
5.1 Core Banking Solution migration	43	C). Facility Management and on-site support	Bank may ask for need based Facility Management and on-site support. On-site support at server location includes rendering of user support, managing supplied infrastructure, back-up, troubleshooting etc. On-site support at Head Office Departments / Zonal Office includes user support, scanning of documents, upload of documents, hand-holding etc.	<p>1) Request you to kindly confirm for the Facility Management Services Required Seating Space, Desktop / Laptop, Internet Facility will be provision by the Pune District Central Co-Operative Bank Ltd.</p> <p>2) Request you to kindly confirm the bidder had to propose the Facility Management Services in Banking Hours only i.e. 6 Days in Week and 8 X 5 Support Per Day or 24 x 7 x 365 Days.</p>	<p>1) Required seating space & Desktop at Head office/PDC will be provide by Bank.</p> <p>2) Please be guided by the Service window mentioned under Annexure 8.12: FM cost sheet</p>



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

5.6.1 Detailed scope of work	68	5.11 Audit & Compliance	5.11.1 Ability to support all types of regulatory and internal audits including but not limited to branch audit, security audit, management audit, System audits, vendor audit etc.	Please confirm the bidder has to provide the Facility Management services for the Branches level to Managed the Security and other Networking components, or successful bidder has to responsible / as a part of branch level audit.	Bidder's Facility Management team will not be responsible for branch level audit
5.14 Disaster Recovery Centre (DR) on Hosting	75	Server Room Area	Server Room Area g) The bidder shall provide adequate numbers of 32 amps industry standard sockets in single phase and adequate numbers of 64 amps industry standard sockets in three phase in Bank's rack space as per the layout.	Server Room Area Request you to kindly amend this clause as "The bidder shall provide adequate numbers of 32 amps industry standard sockets in single phase and adequate numbers of 64 amps industry standard sockets in Single phase in Bank's rack space as per the layout.	Revised Clause: The bidder shall provide adequate numbers of 32 amps industry standard sockets in single phase and adequate numbers of 64 amps industry standard sockets in Single/Three phase in Bank's rack space as per the layout & solution envisaged by the bidder.
iii. Cross Functional Services	90	Patch Management	Patch Management - Provide patches management services for in-scope infrastructure at DC/DR/Branches/HO/other offices	Request you to kindly confirm the bidder will responsible for branches patch updating for only Antivirus, HIPS and DLP, bidder is not responsible for Branches Patch updating, please confirm.	Please be guided by the RFP Clause: Patch & configuration management for end user computer/laptops and branch peripherals is in scope for the Bidder. The same will include but not limited to Operating system, browser, anti-virus, HIPS etc.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Additional Query				Is IMPS switching solutions is to be procured by PDCC Bank? OR Interface of CBS to third party IMPS Switching service to be provided?	IMPS Switching Solution is not part of this RFP Scope. Bidder may propose IMPS Switching Solution in Non TCO component in commercial annexure (8 12 - New Application Cost)
Additional Query				The proposed HSM in the BOM is to support which type of delivery channel transactions? Kindly Specify. Is it mandatory to quote the HSM?	HSM & Key Manager requirement stands deleted
Additional Query				Does PDCC also act as sponsor bank for other UCB Banks in Pune District for CTS? If PDCC also acting as sponsor bank for some other interfaces also, please let us know those channels.	PDCC Bank is a sub-member bank of IDBI. PSB presently has 22 no of UCB s under it which may increase at a rate 10% Y-o-Y.
Additional Query				Which are the applications hosted at DC are to be ensured to run on DR?	Please refer RFP section 5.16 point no II(Page 78)
Additional Query				Can CBS Vendor propose the no. of servers (Application and DB Servers) for CBS Application, AML, Mobile Banking, HRM, CTS, Internet Banking (i.e. all Add-ons & Interfaces listed in commercial bid format) as per the Architecture and requirements of its CBS Software, Add-ons & Interfaces.	The CBS Database Server should be physical server (Non-Virtualized). Bidder to size, design & deploy as per the design & architecture envisaged by them based on minimum functional & technical specification mentioned in RFP.
Additional Query				Is vendor required to provide client desktops (with OS) for the Training Infrastructure for concurrent 100 users? If yes, then can PDCC please modify the commercial bid format to include this item to quote?	Please be guided by RFP Section 5.1.5 Training



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Additional Query				Is vendor required to provide client desktops (with OS) for the Testing (UAT) Infrastructure for concurrent 50 users? If yes, then can PDCC please modify the commercial bid format to include this item to quote?	Please be guided by RFP Section 5.1.5 Training
Additional Query				On Page 34, it is mentioned that “The vendor will be responsible to provide future interfaces required in next five years at no extra cost to the Bank” – Since it is very vague requirement, costing cannot be worked out and provided for such a vague and open ended requirement. You are requested to provide list of such future required interfaces in next five years IF bidder have to quote for it.	The interfaces required as part of regulatory & statutory guidelines within the tenure of contract will have to be provided to bank without any extra cost to the bank.
Additional Query				Is email server to be provided by the bidder on DC & DR? If yes, please add it in the commercial bid format.	The proposed email solution should have production instance in DC only but the production data should be backed up at DR. Please refer Corrigendum Section 2 for the specifications
Additional Query				Which is the Email System PDCC is currently using? Does PDCC wish to continue with same email system? What is the Server OS supporting the PDCC Email System? Can PDCC specify the no. of email accounts and the storage requirement for Email Server over next 5 years.	The new proposed email solution should have 2000 users and 95% mail box should have allocated space of 100MB/mailbox and rest 5% should have allocated space of 1 GB/mailbox. Accordingly Bidder to



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

					propose server,storage space, OS, DB etc..
Additional Query				Can PDCC specify the no. of 'Active Directory' users and the storage requirement for Active Directory Server over next 5 years?	Presently PDCC Bank has 1659 desktop as mentioned in Annexure 15 and expected to increase at a rate of 5% Y-O-Y. Bidder to consider the desktops & proposed servers for Active Directory. Bidder to provision storage sizing accordingly.
Additional Query				For the add-ons / interfaces which are provided by Third Parties and to be continued as mentioned in Table under clause 3.2.1 (OR mentioned in other clauses in the tender document), kindly specify the Server OS requirement, RDBMS requirement and Storage Space requirement in next 5 years. For ex MicroATM, Inward – outward, CTS, ATM Reconciliation etc.	Same will be shared with shortlisted bidder
Additional Query				For the existing Application and its Databases as mentioned in table on page 13, does the application and its DB is required to be stored on new servers to be provided for DC & DR OR it shall be stored as a copy on servers from existing set-up?	The RFP clearly mentions that the existing Data of CBS & allied applications have to be migrated to the applications proposed by the bidder.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Additional Query				Kindly specify us all such requirements of PDCC which are not mentioned as item to quote in commercial bid. In case, bidder is not asked to quote for a requirement in commercial bid, it shall not be treated as its deliverable even if such general requirement is mentioned in the bid document.	The RFP mentions the minimum solutions required by the bank. If bidder's feels that additional solution is required as part of the proposed architecture & solution, same may be quoted in the commercial BoM which have option to add additional rows.
4-B	27	Financial Eligibility	The bidder should have a minimum turnover of INR 300 Cr for each of the last 3 years (2016-2017, 2017-2018 and 2018-2019) exclusively from their Indian operations.	The bidder should have a minimum turnover of INR 150 Cr for each of the last 3 years (2016-2017, 2017-2018 and 2018-2019) exclusively from their Indian operations.	RFP requirement stands
Additional Query			Additional Criteria	The Bidder should have ownership of all the modules mentioned in the RFP on its own name. The bidder should not be allowed to quote any third party modules in the CBS solution.	Clause not accepted.
Additional Query			Additional Criteria	Please allow submission of EMD in the form of Bank Guarantee (BG).	Clause not accepted.
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	General Requirement Point No 4	Vendor should have received recommended ratings by NSS in latest NGFW report with a minimum exploit blocking rate of 99% & above.	Please change the clause as "Vendor should have received security recommended ratings by NSS in latest NGFW report with a minimum security block rate of 95% & above."	Revised Clause: Vendor should have received security recommended ratings by NSS in latest NGFW report with a minimum security block rate of 95% & above.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Performance & Availability Point No 1	Minimum 50 Gbps stateful inspection firewall throughput, 6 million concurrent sessions, and 160,000 sessions per second support from day one	Concurrent connections and new sessions per second are not in line with Firewall throughput requested. Please change the clause as "Minimum 50 Gbps stateful inspection firewall throughput, 25 million concurrent sessions, and 300,000 sessions per second support from day one with application visibility enabled."	RFP requirement stands
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Performance & Availability Point No 2	IPS Should support at least 4 Gbps of Real-world IPS throughput measured using multi-protocol production traffic blend & protocol & should not be Ideal throughput.	IPS Throughput is not in line with firewall throughput requested. Please change the clause as "Solution should support NGIPS throughput of 40 Gbps or higher."	RFP requirement stands
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Performance & Availability Point No 3	Solution should provide 6 Gbps of NG threat prevention throughput (includes Firewall, Application Visibility Web Filtering, IPS, AV, Anti-spyware, anti-APT etc. enabled)	Threat Prevention Throughput is not in line with the Firewall Throughput asked. Please change the clause as "Solution should support at least 20 Gbps of Threat Prevention Throughput after enabling Firewall, Application Visibility, IPS and Anti Malware."	Revised Clause: Solution should provide minimum 6 Gbps of NG threat prevention throughput (includes Firewall, Application Visibility Web Filtering, IPS, AV, Anti-spyware, anti-APT etc. enabled)
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Performance & Availability Point No 4	Minimum IPS throughput of 10Gbps	IPS Throughput is not in line with firewall throughput requested. Please change the clause as "Solution should support NGIPS throughput of 40 Gbps or higher."	RFP requirement stands



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Performance & Availability Point No 5	The solution should be supplied with memory of at least minimum 16 Gb from Day-one	Considering Firewall Throughput requirement, the solution should at least support 128 Gb RAM or more. Also, as per growing need for applications and use of IPS signatures, it is better to have more RAM for enterprise grade performance. Please change the clause as "Solution should be supplied with memory of at least 128 GB or more from day one"	RFP requirement stands
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Hardware & Interface Requirement Point No 1	The platform must be supplied with minimum 8 x 10/100/1000GE RJ45 inbuilt interfaces & minimum 2 no. of free network interface slots from day one. Appliance should also be compatible to support 10GE SFP+ & 40GBase-F QSFP ports for future scalability. Should have separate console port, HA Port, Mgmt. and USB Ports. No Traffic ports will be used for HA or Management.	More and more banks are moving to 10 Gig connectivity to secure DMZ and LAN connectivity via Firewall and connect on 10 Gig Ports. Request you to mention at least 8x 10 Gig Ports also in specs, considering future growth. Please change the clause as "The platform must be supplied with minimum 8x 10/100/1000GE RJ45 inbuilt interfaces & minimum 8x 10 Gig SFP+ Interfaces from day one and required necessary ports for HA and Management connectivity."	RFP requirement stands
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Routing Protocols Point No 1	The proposed solution of appliances should support the dynamic routing protocols OSPFv2 and v3, BGP, RIP, Multicasting PIM-SM, PIM-SSM, PIM-DM , IGMP v2, and v3 etc.	Please change the clause as "The proposed solution of appliances should support the dynamic routing protocols OSPFv2 and v3, BGP, RIP, Multicasting PIM-SM, IGMP v1 and v2, etc."	Revised Clause: The proposed solution of appliances should support the dynamic routing protocols OSPFv2 and v3, BGP, RIP, Multicasting PIM-SM, IGMP v1 and v2,etc.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Routing Protocols Point No 4	Solution should be supplied with High Availability with Active/Passive or Active/Active LS functionality	Please change the clause as "Solution should be supplied with High Availability with Active/Passive or Active/Active or clustering LS functionality"	RFP requirement stands
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Firewall Features Point No 4	The Firewall should support ISP link load balancing.	This is a dedicated router functionality. Please remove this point.	RFP Clause stands deleted
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Firewall Features Point No 11	The Firewall should have integrated solution for SSL VPN.	SSL VPN is asked as a separate solution in the specs. There is no need to have SSL VPN functionality in External firewall.	RFP Clause stands deleted
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Firewall Features Point No 12	It should support the authentication protocols RADIUS, LDAP, TACACS, and PKI-x.509 methods	Please change the clause as "It should support the authentication protocols LDAP, Radius/TACACS, and PKI-x.509 methods."	Revised Clause: It should support the authentication protocols LDAP, Radius/TACACS and PKI-x.509 methods
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Integrated IPS Features Point No 4	Should protect from DOS & DDOS attacks such as SYN Flood, UDP Flood, DNS Query flood and GET floods	Anti-DDoS solution is asked separately in RFP, so request you to remove this feature from Firewall specs. This will add unnecessary cost for license/additional products.	RFP Clause stands deleted
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Integrated IPS Features Point No 8	Signature based detection using real time routine updated database & should have threat signatures to cover at least 3500+ CVE from day one.	Please change the clause as "Signature based detection using real time routine updated database & should have threat signatures to cover at least 40k+ intrusion attacks."	RFP requirement stands



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Integrated IPS Features Point No 9	IPS must have one-click single option to predefine action such as detect and prevent for newly signature downloaded in signature updates.	This is vendor biased functionality which debars other leading firewalls to participate. Request you to remove this point.	RFP Clause stands deleted
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Antivirus & AntiBot Point No 4	The AV engine of the proposed solution should be able to detect & prevent the Spyware, Ransomware & Adware etc. using pattern based blocking at the gateways & should support both stream based & proxy based inspection capabilities to provide highest catch rate.	We support stream based inspection since it doesn't add latency to network traffic like proxy based inspection. Please change the clause as "The AV engine of the proposed solution should be able to detect & prevent the Spyware, Ransomware & Adware etc. using pattern based blocking at the gateways & should support both stream based inspection capabilities to provide highest catch rate."	Revised Clause: The AV engine of the proposed solution should be able to detect & prevent the Spyware, Ransomware & Adware etc. using pattern based blocking at the gateways & should support stream based/proxy based inspection capabilities to provide highest catch rate.
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Antivirus & AntiBot Point No 6	The proposed solution should be able to detect & prevent the malware by scanning at least 20 different file types with configurable option to inspect, bypass or blocked various file-types as per organization need.	Please change the clause as "The proposed solution should be able to detect & prevent the malware by scanning different file types with configurable option to inspect, bypass or blocked various file-types as per organization need."	Revised Clause: The proposed solution should be able to detect & prevent the malware by scanning different file types with configurable option to inspect, bypass or blocked various file-types as per organization need.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Application Awareness Point No 6	Users of LAN or WAN can go to internet through this firewall using web proxy as either transparent or non-transparent. Should provide a login facility to the users in accordance with scheduler wise web filtering control.	Please change the clause as "Users of LAN and WAN can go to internet through this Firewall using URL Filtering for filtering of web requests"	Revised Clause: Users of LAN or WAN can go to internet through this firewall using web proxy /URL filtering. Should provide a login facility to the users in accordance with scheduler wise web filtering control.
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Management & Reporting functionality Point No 2	Centralized Management should have centralized advance logging & reporting feature with at least 1 TB storage. In-case if inbuilt feature is not available. Vendor should provide additional external logging & reporting device.	Please change the clause as "Centralized Management should have centralized advance logging & reporting feature with at least 900 GB storage. In-case if inbuilt feature is not available. Vendor should provide additional external logging & reporting device."	Revised Clause: Centralized Management should have centralized advance logging & reporting feature with at least 900 GB storage. In-case if inbuilt feature is not available. Vendor should provide additional external logging & reporting device.
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Management & Reporting functionality Point No 7	Advance logging feature should have log indexing capability for faster log search & log optimization.	Faster log search and log optimization ability is provided without log indexing since indexing method could be biased to a specific vendor. Please confirm if the same is acceptable.	RFP Clause stands deleted
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Management & Reporting functionality Point No 8	Should support for taking immediate action through logging pane in case of any critical DOS, Threat attempt.	Since anti-DDoS is asked as a separate solution in RFP, request you to remove DOS from this spec and change as "Should support for taking immediate action through logging pane in case of any critical Threat attempt."	RFP Clause stands deleted



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Licensing Point No 1	Solution should have enterprise license without any restrictions.	We assume that the ask is to have enterprise license for security features asked as per the technical specs. Please confirm if understanding is correct.	Understanding is correct
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Anti-APT Solution Point No 4	It should provide a contained runtime Windows 32/64 bit virtualized environment such as WinXP, Win7, Win8.1, Win10 etc. to analyze threat & suspicious code and explore the full threat life cycle.	Please change the clause as "It should provide a contained runtime Windows 32/64 bit virtualized environment such as Win7 or Win10 etc. to analyze threat & suspicious code and explore the full threat life cycle."	Revised Clause: It should provide a contained runtime Windows 32/64 bit virtualized environment such as Win7,Win10 etc. to analyze threat & suspicious code and explore the full threat life cycle.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Anti-APT Solution Point No 8	<p>The solution should support at least but not limited to File types :</p> <ul style="list-style-type: none"> - Archived: .tar, .gz, .tgz, .zip, .bz2, .cab, .rar, .7z, .tbz - Executable files (eg: .exe), PDF, .swf, Windows Office Document and JavaScript 	<p>Some of the file types in this clause are not widely used so there support with sandboxing might not be there. Request you to please put general file type support like "The solution should support file types but not limited to - BAT - Batch files</p> <ul style="list-style-type: none"> • .CHM - Compiled HTML Help – Microsoft Compiled HTML Help • .DLL - See: PE32 and PE32+ • .ISO - ISO image files • .HTA - HTML Application • .HWP, .HWT, .HWPX - Available on the win7-x64-kr VM only (specific to Hancom Office) • .JAR - Java Archives • .JS - JavaScript • .JSE - Encoded JavaScript • .JTD, .JTT, .JTDC, .JTTC: Available on the win7-x64-jp VM only (specific to Ichitaro) • .LNK - Windows shortcut files • .MSI - Microsoft Installer files • MHTML - Mime HTML Files • Microsoft Office Documents, including .DOC, .DOCX, .RTF, .XLS, .XLSX, .PPT, .PPTX • PDF - Portable Document Format (detailed static forensics, including JavaScript resources) • PE32 Files and Executables (.EXE) • Libraries (.DLL) • .PE32+ files – Available on the win7-x64 VM only • Executable (.EXE) • Libraries (.DLL) 	<p>Revised Clause: The solution should support all commonly used File types</p>
---	------------	------------------------------	--	--	---



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

				<ul style="list-style-type: none">• .PS1 - Powershell• .SWF - Flash Files• URLs (As Internet Shortcut file, or submit the URL directly. Detailed static forensics or JavaScript resources.)• .VBE - Encoded Visual Basic• .VBN - Virus Bin – See .ZIP• .VBS - Visual Basic Script• .WSF - Windows Script File• .XML and XML Based Office Document Types (.DOCX, .XLSX, .PPTX)• XML - Extensible Markup Language (.XML), An XML that is from Office will be opened in the corresponding program• (Office 2003). All other XML will be opened in IE• ZIP – Archive and Quarantine Formats, as well as .BZ2, .GZip, .XZ• ZIP (.ZIP) as a container, no nesting of archives, no password or 'infected'. We do not support nested ZIP archives due to known unpacking attacks, such as zip bombs and quines, including 42.zip, which is a well-known attack against AV services• Quarantine file types including .SEP, .VBN"	
--	--	--	--	---	--



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Anti-APT Solution Point No 14	Solution should support 8x GE RJ45 ports.	There is no need to have 8 port for a sandboxing appliance, two ports are enough for management and file submission. Request you to please change the clause as "Solution should support 2 x 1 GB Copper + SFP+"	RFP requirement stands
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Anti-APT Solution Point No 16	Should support emulation of at least 8000 files / per day.	8000 files/day is too high considering the Firewall Specifications mentioned. Please change this to "Should support emulation of at least 1500 files / per day."	Revised Clause: Should support emulation of at least 1500 files / per day
Annexure 8 11 - Functional & Technical Infrastructure Specification	Firewall 1	Anti-APT Solution Point No 20	Should support WebUI and CLI configurations as well as should be integrated with centralized management.	There is no need to have centralized management for Anti-APT Solution as they can operate independently. Please change the clause as "Should support WebUI and CLI configurations "	RFP requirement stands
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	General Requirement 1	The proposed EMS solution should be an integrated, modular and scalable solution from single OEM (i.e. all EMS components from single OEM) to provide comprehensive fault management, performance management, traffic analysis, IT service desk\ help desk \trouble ticketing system, IT Asset Management & SLA monitoring functionality and etc.	NMS and ITSM will are two different modules with independent Dashboards but integrated for Alert to ticket or incident creation	RFP requirement stands
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	General Requirement 2	It should have a secured single sign-on and unified console for all functions of components offered for seamless cross-functional navigation & launch for single pane of glass visibility across	NMS and ITSM will are two different modules with independent Dashboards	RFP Clause stands deleted



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

			multiple areas of monitoring & management.		
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	General Requirement 3	Solution should have a consolidated alarm view in order to consolidate and correlate the independent alarms from various monitoring tools.	All Alerts can be viewed in Alert Stream.	RFP requirement stands
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	Server Fault Monitoring 1	The proposed Enterprise Management tools must be able to monitor end to end performance of Server Operating Systems & Databases and Should be able to manage distributed, heterogeneous systems – Windows, UNIX & LINUX from a single management station.	NMS Solution can Monitor Performance metrics and Alert as per the Thresholds set we cant execute scripts or perform any maintenance tasks on Monitored OS	Revised Clause: The proposed Enterprise Management tools must be able to monitor end to end performance of Server Operating Systems & Databases
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	Server Fault Monitoring 3	The Tools must be able to measure systems availability and performance in near real time	Availability check every 120 Secs	Revised Clause: The Tools must be able to measure systems availability and performance at least every 120 sec
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	Server Fault Monitoring 6	The solution should have capability to monitor the systems by both agent-based and agentless mechanisms	Agentless Only Supported	Revised Clause: The solution should have capability to monitor the systems by both agent-based /agentless mechanisms



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	Server Fault Monitoring 7	The system must support multiple built in discovery mechanisms for e.g. Active Directory, Windows Browser, DNS with capability to discover and services discovery	Need More information	Please be guided by RFP.
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	Network Management System (NMS) 2	The solution should allow for discovery to be run on a continuous basis which tracks dynamic changes near real-time; in order to keep the topology always up to date. This discovery should run at a low overhead, incrementally discovering devices and interfaces.	Topology Discovery can be scheduled daily or hourly	Revised Clause: The solution should allow for discovery to be run on a continuous basis which tracks dynamic changes at least hourly basis; in order to keep the topology always up to date. This discovery should run at a low overhead, incrementally discovering devices and interfaces.
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	Network Configuration Automation 4	The proposed fault management solution must able to perform "load & merge" configuration changes to multiple network devices	Need More information	Please be guided by RFP.
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	Network Configuration Automation 5	The proposed tool should be integrated with network management tool and it should be seamlessly integrated and cross launch network automation tool	Need More information	Please be guided by RFP.
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	Helpdesk and IT Asset Management 2	Proposed Service desk must be ITIL certified on at least 10+ processes.	4 PROCESSES PINK VERIFIED	Revised Clause: Proposed Service desk must be ITIL certified on at least 4 processes.



Response to Pre Bid Queries

RFP for Selection of System Integrator for Core Banking Solution, Allied Applications and Related Underlying Hardware

RFP No: PDCC/IT-Tender/2019-20/001 Dated 19.06.2019

Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	Helpdesk and IT Asset Management 3	Native integration of processes i.e. Incident Management with Change Management and vice-versa and also for Knowledge base i.e. automatically creation of knowledge base post closure of tickets	KB is a manual process in our solution	Revised Clause: Native integration of processes i.e. Incident Management with Change Management and vice-versa
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	Dashboard Reporting 1	The Solution should provide a centralized Dashboard that picks up relevant business metrics from the service management solution giving at-a-glance visibility to key operational initiatives	Need more information	Please be guided by RFP.
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	Auto-Discovery and Inventory 3	Discovery system should have ability to modify out-of-box discovery scripts, create customized discovery scripts	Need More information	Please be guided by RFP.
Annexure 8 11 - Functional & Technical Infrastructure Specification	EMS	Asset Management 2	The tool should have well integrated listed modules - software asset management, contract management, finance management, procurement management	The tool should have well integrated listed modules - software asset management, contract management, procurement management	Revised Clause: The tool should have well integrated listed modules - software asset management, contract management, procurement management