



**Bank's Response to Pre-Bid Queries to RFP FOR PROCUREMENT OF ENTERPRISE NETWORK MANAGEMENT SOLUTION FOR IDBI BANK**  
RFP No: IDBI/VMG /RFP/2018-19/050 Dated 30 Mar 2019

S. No	RFP Ref Page no	RFP Clause no	Existing clause Details	Clarification Sought	Banks Response
1	9	3	Bid Security of Rs. 5,00,000/- (Rupees Five Lakhs Only) by way of demand draft or pay order	Bid Security exemption against MSME Certificate	As per GOI Guidelines
2	104	21	The solution should provide the ability to define group scorecard ,multitrend views , Calender heat charts , baseline calculation , data context dashboard and others views to simplify and isolate issues faster.	Please provide sample templates for required dashboards & reports.	MIS reports (vendor wise, date wise, bandwidth wise etc)
3	105	8	The Solution shall integrate with email /SMS to notify events to concerned people with auto escalation as per pre-defined policy.	Customer need to provide SMTP gateway and SMS gateway. SMS gateway API is required for integration with NMS and SD tools. SMS package need to be bought by customer	Bank will provide the necessary details as per requirement
4	109	Point 19 to 24	The solution should be SDN ready and capable to track the inventory for SDN entities and performance utilization of such entities.	Please provide SDN controller API & MIB files from the SDN vendors.	Bank will provide the necessary details as per requirement
5	107	7	The solution should be able to perform and track address space allocations in accordance with routing topology to model and optimize route aggregation.	This is dependent on telecom service provider. Please explain more detail about this requirement	We expect that Solution should be able to track IP subnets from routing table of respective devices
6	111	F	Network Configuration Management	EVERESTIMS will give NCCM products which will help bank adhere to norms set out in the RBI circular (RBI/2015-16/418  DBS.CO/CSITE/BC.11/33.01.001/2015-16) on guidelines addressing Cyber Security Framework in Banks. NCCM specifically fulfil points pertaining to Annex 1: No. 4) Network Management and Security spanning inventory of authorized devices, appropriate configuration, and maintenance of network activity logs.	No Change in RFP clause
7	67	3.18.2	SLAs for Solution Uptime Uptime % calculated on monthly basis for ENMS. Above 99.9% --- NA 98% to 99.9% --- 2% 95% to 97.99% --- 4% 90% to 94.99% --- 6% 80% to 89.99% --- 8% 70% to 79.99% --- 10% Less than 70% --- 100%	Penalty as mentioned below of overall Monthly ENMS operation Cost*. NA 0.10% 0.50% 1.00% 2.00% 5.00% 10.00%	No Change in RFP clause
8	68	3.2 PENALTY FOR Delay 3.20.1	every week or part of delay in the delivery after 8 weeks from PO date, 1% of the invoice value with Max of 10% of Invoice Value	every week or part of delay in the delivery after 8 weeks from PO date, 0.1% of the invoice value with Max of 5% of Invoice Value	No Change in RFP clause
9	68	3.2 PENALTY FOR Delay 3.20.2	every week or part of delay in the Implementation after 16 weeks from PO date, 1% of the invoice value for delivery will be deducted, with a maximum of 10 % of invoice value	every week or part of delay in the Implementation after 16 weeks from PO date, 0.1% of the invoice value for delivery will be deducted, with a maximum of 5 % of invoice value	No Change in RFP clause
10			Additional Points	<a href="#">Enterprise Management System (EMS)</a>	No Change in RFP Clause (Additional Point)
11				It is proposed that an Enterprise Management System (EMS) is proposed by the bidder for efficient performance management of the Network, system, Application, reporting, SLA monitoring and resolution of issues. Various key components of the EMS to be implemented as part of this engagement are:	No Change in RFP Clause (Additional Point)
12				1) Network Performance Monitoring & Diagnostic System	No Change in RFP Clause (Additional Point)
13				2) IT Infrastructure Monitoring System	No Change in RFP Clause (Additional Point)
14			Additional Points	The solution should provide a unified web based console which allows role based access to the	No Change in RFP Clause (Additional Point)

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15			Additional Points	Users having a unified dashboard for all the technologies - SNMP, network packet data analytics, flow data analytics, WMI, synthetic tests and ability to build & monitor custom metrics for Application/Network /Server infrastructure monitoring without use of any agent.	No Change in RFP Clause (Additional Point)
16			Additional Points	1. Network Performance Monitoring & Diagnostic System	No Change in RFP Clause (Additional Point)
17			Additional Points	Proposed Solution should provide network performance monitoring & diagnostic along with server & network device monitoring. Solution should help to isolate and analyze performance bottleneck across Layer-1 to Layer-7 of Network environment that includes performance metrics collected using SNMP, Network Flow and Network packet along with ability to build & monitor custom metrics for Application/Network /Server infrastructure monitoring without use of any agent.	No Change in RFP Clause (Additional Point)
18			Additional Points	Following are key functionalities that are required which will offer Network forensics, Network infrastructure monitoring and historical analysis in a single solution to resolve network performance issues quickly. Help IT team to deliver full stack analysis—from packets to Web pages/TCP session with powerful, flexible network and application analytics and workflows to speed problem diagnosis and resolution:	No Change in RFP Clause (Additional Point)
19			Additional Points	1) The proposed solution should have a command center portal / unified dashboard having data across all the technologies - SNMP, network packet data analytics, network flow data analytics, WMI, CLI data & network device configuration auditing data	No Change in RFP Clause (Additional Point)
20			Additional Points	2) The proposed command center portal / unified dashboards should allow the flexibility to create context based dashboard on the fly automatically based on drill downs. There should not be a need to pre-configure all the dashboards beforehand and drill down should be automatic based on context selected	No Change in RFP Clause (Additional Point)
21			Additional Points	3) The proposed packet capture solution should be Single appliance solution: Data collection/storage, analysis, report generation, alerts, and performance troubleshooting all in 1 box	No Change in RFP Clause (Additional Point)
22			Additional Points	4) The proposed solution should allow expandable storage on the same existing appliance without changing the hardware or adding new monitoring or packet collection appliance. The storage should be just additional disks that could be connected to main appliance.	No Change in RFP Clause (Additional Point)
23			Additional Points	5) The proposed solution should allow integration between SNMP and Netflow data.	No Change in RFP Clause (Additional Point)
24			Additional Points	6) The proposed solution should be able to merge packet flow data and netflow/flow record data into single de-duplicated unified record	No Change in RFP Clause (Additional Point)
25			Additional Points	7) The solution should support DPI and should be able to break down user response time into retransmission time, server processing time, connection setup time, time to transfer data, round trip time	No Change in RFP Clause (Additional Point)
26			Additional Points	8) The solution should be able to create a stack chart of overall response time along with the components such as retransmission time, server processing time, connection setup time, time to transfer data, round trip time	No Change in RFP Clause (Additional Point)

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27			Additional Points	9) The proposed packet based solution should integrate with flow collection solution and should send flows containing metrics such as response time, network transfer time, server processing time in the flow	No Change in RFP Clause (Additional Point)
28			Additional Points	10) The proposed solution should allow packet analysis by Meta data and indexes. This should allow administrator in remote offices/location to analyze packets without downloading them but by just the meta data and indexes shared between the appliance and packet analysis client	No Change in RFP Clause (Additional Point)
29			Additional Points	11) The proposed solution should allow simulation of traffic capacities for capacity planning, simulations of application behavior by changing parameters such as bandwidth, latency, TCP windows etc	No Change in RFP Clause (Additional Point)
30			Additional Points	12) The proposed solution should support Network-layer analysis	No Change in RFP Clause (Additional Point)
31			Additional Points	<ul style="list-style-type: none"> <li>Provides support for network-layer analysis, such as ARP, microburst, broadcast and multicast issues</li> </ul>	No Change in RFP Clause (Additional Point)
32			Additional Points	<ul style="list-style-type: none"> <li>Address management protocols :: Troubleshoot DHCP and DNS issues</li> </ul>	No Change in RFP Clause (Additional Point)
33			Additional Points	13) Proposed solution should support Network Diagnostics / Network forensic analysis :	No Change in RFP Clause (Additional Point)
34			Additional Points	Single-click summarized analysis breaking down application response time into following components:	No Change in RFP Clause (Additional Point)
35			Additional Points	<ul style="list-style-type: none"> <li>Client/Server processing</li> </ul>	No Change in RFP Clause (Additional Point)
36			Additional Points	<ul style="list-style-type: none"> <li>Network bandwidth</li> </ul>	No Change in RFP Clause (Additional Point)
37			Additional Points	<ul style="list-style-type: none"> <li>Network latency</li> </ul>	No Change in RFP Clause (Additional Point)
38			Additional Points	<ul style="list-style-type: none"> <li>Network congestion</li> </ul>	No Change in RFP Clause (Additional Point)
39			Additional Points	<ul style="list-style-type: none"> <li>Network protocol (e.g. TCP)</li> </ul>	No Change in RFP Clause (Additional Point)
40			Additional Points	<ul style="list-style-type: none"> <li>Parallel effects involving any combination of the above components</li> </ul>	No Change in RFP Clause (Additional Point)
41			Additional Points	<ul style="list-style-type: none"> <li>Detailed scorecard analysis of system, application design, network and protocol effects on application performance</li> </ul>	No Change in RFP Clause (Additional Point)
42			Additional Points	<ul style="list-style-type: none"> <li>Application specific analysis/summaries for standard application components, such as HTTP, SOAP, TCP, VOIP, etc</li> </ul>	No Change in RFP Clause (Additional Point)
43			Additional Points	14) The proposed solution should automatically de-duplicate the flow from multiple sources such as routers, L3 switches, packet analysis solution etc	No Change in RFP Clause (Additional Point)
44			Additional Points	15) The proposed flow analyzer solution should be decoupled from packet analysis solution to maintain modular architecture	No Change in RFP Clause (Additional Point)
45			Additional Points	1) The proposed solution must provide application monitoring capabilities to monitor application response time and usage behavior along with bifurcation of response time as Client time, server processing time and Network time. In order to support co-related troubleshooting reported Network time should be further bifurcated as Connection setup time, Retransmission delay, Payload transfer time, Round trip time	No Change in RFP Clause (Additional Point)
46			Additional Points	2) The proposed solution should be able to do switch port mapping for the servers and other IP end points	No Change in RFP Clause (Additional Point)
47			Additional Points	3) The proposed solution should be to allow searching for IP addresses of end points/host machines/servers and show which switch and switch port the server is connected to and the statistics of the switch port including the switch's configuration	No Change in RFP Clause (Additional Point)
48			Additional Points	4) The proposed solution should support from the real-time network topology, it should be possible to click on a router and view the configuration changes. The user should have the ability to view the configuration such as startup config, ARP configuration, interface configuration differences between historical time periods or current and any historical time period	No Change in RFP Clause (Additional Point)

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49			Additional Points	5) The proposed solution should enables users/administrator to view the network path that an application segment traverses. This should provide a unique view of the network infrastructure in addition to network performance, monitoring views, helping them to troubleshoot application problems more quickly.	No Change in RFP Clause (Additional Point)
50			Additional Points	6) The proposed solution should be able to monitor network elements such as routers, switches using SNMP	No Change in RFP Clause (Additional Point)
51			Additional Points	• CPU Utilization	No Change in RFP Clause (Additional Point)
52			Additional Points	• Device Availability	No Change in RFP Clause (Additional Point)
53			Additional Points	• Device Statistics	No Change in RFP Clause (Additional Point)
54			Additional Points	• Device Status	No Change in RFP Clause (Additional Point)
55			Additional Points	• Host Device Status	No Change in RFP Clause (Additional Point)
56			Additional Points	• Host Disk Status	No Change in RFP Clause (Additional Point)
57			Additional Points	• Host Software Performance and Status	No Change in RFP Clause (Additional Point)
58			Additional Points	• Host System Statistics	No Change in RFP Clause (Additional Point)
59			Additional Points	• Listening Ports	No Change in RFP Clause (Additional Point)
60			Additional Points	• Memory Usage	No Change in RFP Clause (Additional Point)
61			Additional Points	• TCP Connections	No Change in RFP Clause (Additional Point)
62			Additional Points	• CoS Based Discards	No Change in RFP Clause (Additional Point)
63			Additional Points	• CoS Based Interface Throughput	No Change in RFP Clause (Additional Point)
64			Additional Points	• Ethernet Statistics	No Change in RFP Clause (Additional Point)
65			Additional Points	• Interface Availability	No Change in RFP Clause (Additional Point)
66			Additional Points	• Interface Errors and Discards	No Change in RFP Clause (Additional Point)
67			Additional Points	• Interface Status	No Change in RFP Clause (Additional Point)
68			Additional Points	• Interface Utilization and Throughput	No Change in RFP Clause (Additional Point)
69			Additional Points	• Interface Media Calls	No Change in RFP Clause (Additional Point)
70			Additional Points	• IP SLA Latency	No Change in RFP Clause (Additional Point)
71			Additional Points	• IP SLA Latency and Jitter	No Change in RFP Clause (Additional Point)
72			Additional Points	• Incoming interface discard rate	No Change in RFP Clause (Additional Point)
73			Additional Points	• Outgoing interface discard rate	No Change in RFP Clause (Additional Point)
74			Additional Points	• Incoming interface error rate	No Change in RFP Clause (Additional Point)
75			Additional Points	• Outgoing interface error rate	No Change in RFP Clause (Additional Point)
76			Additional Points	• Incoming interface utilization	No Change in RFP Clause (Additional Point)
77			Additional Points	• Outgoing interface utilization	No Change in RFP Clause (Additional Point)
78			Additional Points	a. CoS based incoming utilization	No Change in RFP Clause (Additional Point)
79			Additional Points	b. CoS based outgoing utilization	No Change in RFP Clause (Additional Point)
80			Additional Points	7) The proposed solution should be able to create detailed inventory report out of the box, containing information such as device name,ip address,device module type such as power supply,fan,sensors, ports,physical slots,WIC/VIC and their model type and its hardware version	No Change in RFP Clause (Additional Point)
81			Additional Points	8) The proposed solution should automatically detect "duplicate IPs" in the network and report on devices and interfaces that have duplicate IPs	No Change in RFP Clause (Additional Point)
82			Additional Points	9) The proposed solution should highlight and report on duplicate mac address	No Change in RFP Clause (Additional Point)
83			Additional Points	10) The proposed solution should report on routing protocols running in environment	No Change in RFP Clause (Additional Point)
84			Additional Points	11) The proposed solution should be able report on network device OS, version and list the devices running the version	No Change in RFP Clause (Additional Point)
85			Additional Points	12) The proposed solution should be able to report on interface status (operating status and admin status) ,physical address, IP address,network device on which it resides,sub interface details, if index,if type in a single report.	No Change in RFP Clause (Additional Point)
86			Additional Points	13) Proposed solution should enables below reports	No Change in RFP Clause (Additional Point)
87			Additional Points	• Configuration Reports	No Change in RFP Clause (Additional Point)
88			Additional Points	• Inventory Reports	No Change in RFP Clause (Additional Point)
89			Additional Points	• Troubleshooting Reports	No Change in RFP Clause (Additional Point)



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90			Additional Points	<ul style="list-style-type: none"> <li>Customize Reports</li> </ul>	No Change in RFP Clause (Additional Point)
91			Additional Points	<ul style="list-style-type: none"> <li>Ability to search, sort and export any report</li> </ul>	No Change in RFP Clause (Additional Point)
92			Additional Points	14) The Command Center portal should be able to publish Network,Server,Application performance dashboard based on all source of data (SNMP,NetworkFlow,Network packet,WMI,CLI) at single page for unified dashboard	No Change in RFP Clause (Additional Point)
93		Technical Specifications/ J) Integration of Service Desk with Enterprise Network Management System	When certain user tries to make any change on network device through fault management console a Service desk ticket should be generated automatically	Please explain the requirement. Also, please mention a use case- what is the kind of change being referred to here?	Configuration changes done on selected critical devices should trigger a alert & based on that alert a ticket should be generated.
94		Technical Specifications/ A- General Requirement	The solution should provide ability to support 3rd party integration and have open API/interfaces for integration.	Please let us know if any third party integration is in scope. If so, please provide details	Should support 3rd Party integration (use case: Integration with Service Provider monitoring tool)
95		Technical Specifications/ H- Network Traffic Analysis Solution (Net flow)	The tool must support heterogeneous network Flow monitoring and traffic analysis for any of technology vendors like NetFlow v5, v7, v9, NBAR2 and Random Sampled NetFlow, sFlow version 5, IPFIX, J-Flow, cFlow, and NetStream flow that complies with the standards for NetFlow v5, v7, or v9	Are all these technologies used as part of the implementation? Can you please clarify what flow technologies would be needed for your current setup?	Yes (Currently Netflow, Jflow, sFlow)
96		Technical Specifications/ F- Network Configuration management	The solution should display configuration changes differences in GUI showing modified, remove, masked lined from last captured network configurations for routers and switches.	Please explain the requirement in terms of "masked lined"	Configuration difference between two devices should be "Highlited".
97		Technical Specifications/ C- Advanced IP Services Management	Admin should be able to give specific access rights to specific user. Admin should be able to define workflows for IP Address Management	Please let us know what workflows are being referred to, with a use case	Here we expect supar admin will assign a block of IP address to deligated admin, who will use those specific IP address pool to assign specific network devices managed by him/her.
98		Technical Specifications/ B- Network Monitoring tool	The solution should analyze and monitor SNMP and non-SNMP/ICMP data from all Layer 2 and 3 infrastructure technologies, covering the range of service provider technology domains (e.g., Radio Access and Wi-Fi; Aggregation, IMS core and IP Core). It should display them in a unified user interface optimized for very high scale visualization, correlation and network problem-solving.	Please mention the technologies and devices used. Is this direct monitoring or are there relevant EMSes in places for non SNMP devices?	Direct Monitoring, for Non-SNMP (IP) devices (ICMP based)
99		Technical Specifications/ C- Advanced IP Services Management	The solution should be able to perform and track address space allocations in accordance with routing topology to model and optimize route aggregation.	Please let us know the requirement, particularly in terms of "perform and track"	We expect that Solution should be able to track IP subnets from routing table of respective devices
100		Technical Specifications/ C- Advanced IP Services Management	The solution must Implement common allocation policies for and within address blocks to promote consistent subnet addressing.	Please explain the requirement	Here we expect, once common IP address policy is defined (such as in 4th octate specific IP is reserved for gateway, ATM, Printer etc), then IP addresses allocation should be based on this defined policy.
101		Technical Specifications/ C- Advanced IP Services Management	The Solution should help to automate the transition from IPv4 to IPv6.	Please explain the requirement	Migration from IPv4 to IPv6 (future Prospect)
102		Technical Specifications/ H- Network Traffic Analysis Solution (Net flow)	The user must be able to generate reports from the long term database based on specific thresholds defined by the user where the threshold can be compared to rate, utilization or volume of every monitored interface as a filter for inclusion in the report.	Please clarify. Also please let us know what rate and utilization is being referred to here	Data transfer rate & bandwidth utilization
103		Technical Specifications/ H- Network Traffic Analysis Solution (Net flow)	Top utilized links (inbound and outbound) based on utilization of every link being monitored by every collection device.	Please explain what you mean by collection device	Network Device
104		Technical Specifications/ H- Network Traffic Analysis Solution (Net flow)	The solution must automatically populate a list of interfaces exporting Flow traffic to any of its collection devices without user intervention or individual configuration of the reporting interfaces on the solution. The solution must also support manual / automatically polled information.	Please explain what is needed in terms of manual polling	On demand polling

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105		Technical Specifications/ A- General Requirement	The solution should provide ability to support OPENAPI , which uses industry standard to allow developers to produce and consume data, not only to their own desktop applications, web sites and mobile apps, but also open their data up for solutions and allows bank to interface with web based/3rd party tools easily.	Is this a requirement to provide APIs using industry standard frameworks for integration with third party products? Please confirm	Yes
106		Technical Specifications/ A- General Requirement	The solution should provide the ability to define group scorecard, multitrend views ,Calendar heat charts , baseline calculation , data context dashboard and others views to simplify and isolate issues faster.	Please explain. Specifically, please let us know what is requirement in terms of group scorecard and data context dashboards	MIS reports (vendor wise, date wise, bandwidth wise, etc)
107		Technical Specifications/ General Requirement	The solution should provide ability to monitor data from non-SNMP/ICMP devices or obtain data from the Element Management System (ENMS) for supported network elements.	Please let us know what mechanism you envisage here and devices used. Also, please share details of the EMSes for these devices	Non-Snmp devices (ICMP Base)
108		Technical Specifications	General Query	Is there any integration with other tools needed? If so Please let us the tools, framework for integration, and use cases	Yes, Integration with Service Providers tool, Bank will provide the necessary details as required.
109		Technical Specifications	General Query	Do you need HA for the solution	YES
110		Technical Specifications	General Query	Are you looking for a separate DR instance? If so does the device list include DR as well?	YES
111		Technical Specifications	General Query	Please let us know the data retention period	12 Months
112		Technical Specifications	General Query	If you have an estimate of events expected from the system, please mention this as well	No estimate available
113	14	11.2.	Payment will be processed only after submission of necessary documents like delivery challan, Installation/commissioning report duly signed by authorized bank person, accompanied by the Invoice.	Hope 70% delivery payment will be released on submission of invoice with Delivery confirmation ( Not on submission of Installation Report)	70% on Product delivery (as mentioned in RFP terms 11.2)
114	15	11.10.	Payment for AMC/ATS (C) etc.)-Quarterly in Arrears on submission of invoice. (Section C)	Request bank to release AMC cost at Yearly advance or atleast quarterly in advance	No Change in RFP clause
115	19	5.4.	The prices quoted should be valid for the period of 12 months from the date of award of the contract (acknowledgement of LOI/PO).	Request bank to reduce the validity to 90 or 180 Days maximum as no OEM provides the Price validity for such a long period	No Change in RFP clause
116	19	5.8.	Price Protection on the License Fee for procurement of additional License: If required, Bank may opt for additional licenses during the contract period. For additional purchase within 1 years, license price will remains same but the associated support services for this additional purchase will be procured at negotiated price with mutual consent.	Request bank to reduce the Price Protection for additional procurement to 90 or 180 Days maximum as no OEM provides the Price validity for such a long period	No Change in RFP clause
117	25	26.5.	Fresh PBG to be submitted for AMC/ATS period and should be valid for a period of 30 months from the date of issue of Performance Bank Guarantee (2 years AMC period & 6 Months Claim period)	Request bank to remove the AMC PBG clause if AMC payment is in arrears only Or request to change the AMC?ATS payment terms as Yearly advance. Also AMC PBG percentage is not specified. Hope the same will be 10% of yearly AMC value.	No Change in RFP clause
118	34	17.1	If the Successful Bidder fails to meet the requirements under the Contract like delays/or defaults/deficiency of services in delivery/installation/replacement /repair of any or all of the Systems/ equipment's/Solution mentioned in the Purchase order (PO), Purchaser shall, without prejudice to its other rights and remedies under and in accordance with the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% percent per week or part thereof of respective purchase order cost subject to maximum deduction of 10% of the purchase order value of the delayed equipment or unperformed services for that particular location. In case of undue delay beyond a period of 15 days unless otherwise waived by the Purchaser, Purchaser in its discretion may consider termination of the Contract. Please refer Section-4.	Request bank to reduce the penalty to 0.5% per Week and Maximum5%	No Change in RFP clause
119	67	3.18 Service Levels during implementation phase	SLAs for Solution Uptime (excluding planned down time)	Request Bank to Cap the Penalty on SLAs for Solution Uptime (excluding planned down time) to Max 10% of overall TCO	No Change in RFP clause
120	93	13. INFORMATION SECURITY CERTIFICATE	We undertake to be liable in case of any loss that may be caused to the Purchaser due to the breach of any of the aforesaid assurances & representations and also for any physical damage, loss of information, loss of reputation and those relating to copyright and Intellectual Property Rights (IPRs), caused due to activation of any such malicious code in the hardware / software supplied.	we propose to delete the word " Loss of Reputation" since this liability may go beyond the contract value.	No Change in RFP clause

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121	116	Service Desk Management System (Point 2)	The proposed Service desk solution should support ITILv3 processes like Incident Management, Change Management, Problem Management, Configuration Management, Knowledge Management, Helpdesk Management.	The proposed Service desk solution should support ITILv3 processes like Incident Management, Change Management, Problem Management, Configuration Management, Knowledge Management, Helpdesk Management. In order to ensure that the Service desk solutions is in-line with ITIL v3, the proposed OEM solution should have at least 3 process pink elephant certified.	No Change in RFP clause
122	32	17.1.	If the Successful Bidder fails to meet the requirements under the Contract like delays/or defaults/deficiency of services in delivery/installation/replacement /repair of any or all of the Systems/ equipment's/Solution mentioned in the Purchase order (PO), Purchaser shall, without prejudice to its other rights and remedies under and in accordance with the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% percent per week or part thereof of respective purchase order cost subject to maximum deduction of 10% of the purchase order value of the delayed equipment or unperformed services for that particular location.	Request for the clause to be revised as : If the Successful Bidder fails to meet the requirements under the Contract like delays/or defaults/deficiency of services in delivery/installation/replacement /repair of any or all of the Systems/ equipment's/Solution mentioned in the Purchase order (PO), Purchaser shall, without prejudice to its other rights and remedies under and in accordance with the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to <b>0.5%</b> percent per week or part thereof of respective purchase order cost subject to maximum deduction of <b>5%</b> of the purchase order value of the delayed equipment or unperformed services for that particular location.	No Change in RFP clause
123	64	3.11.4	The bidder is responsible for calculation of Hardware sizing like no. of server and storage space required to run the NMS and Ticketing software successfully for a period of 5 years from date of successful installation	Clause 3.14.1 states that the Scope of ENMS solution is for the period of 1 year. Request bank to further clarify on the same.	Hardware sizing should be calculated for a period of 5 years (Scalability purpose)
124	59	3.8.8.	The solution must support the ability to report on traffic based on the IP ToS field using a bit pattern matching method that will allow reporting on any variation of usage within this 8 bit field including, DSCP and IP Precedence. The solution must maintain this custom ToS based information for each interface for at least 12 months at a minimum 15 minute granularity.	What is the maximum period for retaining the custom report data? Requesting clarity on retention period of data.	12 Months
125	104	16	The solution should provide ability to support the process of updating or creating certifications to support new vendor devices and technology types with capability to create/edit vendor certification expressions or using self-certification XML for network monitoring	Requesting Bank to elaborate on the same	Solution should support various OEMs Network Devices (e.g, Cisco, Juniper, Dell, D-link etc)
126	51	3.2.5.5.	The solution should provide ability to monitor data from non-SNMP/ICMP devices or obtain data from the Element Management System (ENMS) for supported network elements.	Requesting Bank to elaborate on the same	Non-Snmp devices (ICMP Base)

Date 12-Apr-19

Place Navi Mumbai