

**Important Dates:**

#	Particulars	Timelines
4	Last Date of Submission of RFP Response (Closing Date)	<b>03:00 PM on 18<sup>th</sup> August, 2023</b> Mode: Online (on GeM Portal)
5	Eligibility Cum Technical Bid Opening Date	<b>3:30 PM on 18<sup>th</sup> August, 2023</b> Mode: Online (on GeM Portal)

**Clause in RFP:**

Sr No.	Clause in RFP	Clarifications/ Changes made
1	<p><b>Annexure 11 – Project Details and Scope of Work</b></p> <p><b>7. Escrow Mechanism</b></p> <p>The Bank and the Vendor shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the software product supplied/procured by the Vendor to the Bank in order to protect its interests in an eventual situation. In case of a disagreement between the Bank and the Vendor regarding appointment of an escrow agent, the Bank shall appoint an escrow agent in its entire discretion which shall be final and binding on the Vendor. The Bank and the Vendor shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be borne by the Vendor. As a part of the escrow arrangement, the final selected Vendor is also expected to provide a detailed code documentation.</p>	<b>Clause Deleted</b>

**Clarification of Pre-bid queries is enclosed as part this Addendum as per ‘Annexure A’**

All other Terms & Conditions are same as per our RFP no. GGEM/2023/B/3606433 Dated 23<sup>rd</sup> June, 2023 for Supply, Implementation & Maintenance of EMS Tools Application for Bank of Baroda sponsored RRBs.

Sr. No.	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Reply to the bidder query
1	A. Eligibility Bid Evaluation - C. Experience & Support Infrastructure	Bidder should have supplied, implemented and managed proposed EMS application in at least 2 Financial Institutions / PSUs / Govt. Organizations / Large Corporates in India in last 3 years (as on RFP date).	Request you to relax this clause to:  "Bidder should have supplied, implemented and managed at least 9 out of 12 proposed EMS application in at least 2 Financial Institutions / PSUs / Govt. Organizations / Large Corporates in India in last 3 years (as on RFP date)."  <b>start-up or MSME should be exempted from experience criteria or consider OEM experience to fulfill your requirement]</b>	No change
2	Annexure 18 - Bill of Material	Details -> Perpetual / Enterprise wide / Other details	Every OEM now are proposing subscription licenses. Hence request you please update the clause to propose and submit commercial for Subscription licenses as well.	No change
3	Annexure 23 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT FORMAT	Service Level Agreement	Kindly confirm the SLAs for P1, P2 & P3 as it is not mentioned in the annexure 23.	No change
4	Annexure 11 – Project Details and Scope of Work - Detailed Scope of work:	The resolution time for issues pertaining to supplied tools in the solution shall be 4 hours. There should be 24x7x365 support for any technical issue for all the supplied products through this RFP directly from the OSD and the vendor.	Request bank to modify the clause as:  "The resolution time for issues pertaining to supplied tools in the solution shall be as per SLA. There should be 24x7x365 support for any technical issue for all the supplied products through this RFP directly from the OSD and the vendor"	No change

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**Bank's clarification on Pre-bid Queries from Prospective Bidders for RFP: Supply, Implementation & Maintenance of EMS Tools Application for Bank of Baroda sponsored RRBs (Bid no. GEM/2023/B/3606433 dated 23<sup>rd</sup> June 2023)**

5	Annexure 11 – Project Details and Scope of Work - Detailed Scope of work:	Bidder must engage OSD and Bidder professional team/services onsite to implement the whole project.	Request bank to modify the clause as: "Bidder must engage OSD/Bidder professional team/services onsite to implement the whole project."	No change
6	Annexure 11 – Project Details and Scope of Work - Detailed Scope of work:	Solution should be 100% cloud native. Solution should be able to migrate to cloud without any additional cost (if Bank wants to migrate its solutions/applications to cloud in future).	Requesting you to remove this clause as many OEMs still do not support cloud deployment	No change
7	Annexure 11 – Delivery	The EMS Tools Application must be implemented as per project scope within a period of 3 months in totality from the date of placing of purchase order by the Bank. The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned above.	Request bank to change the delivery timeline from 3 months to 4-5 months.  "The EMS Tools Application must be implemented as per project scope within a period of 4-5 months in totality from the date of placing of purchase order by the Bank. The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned above."	No change
8	Annexure 11 – 7. Escrow Mechanism	The Bank and the Vendor shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the software product supplied/procured by the Vendor to the Bank in order to protect its interests in an eventual situation. In case of a disagreement between the Bank and the Vendor regarding appointment of an escrow agent, the Bank shall appoint an escrow agent in its entire discretion which shall be final and binding on the Vendor. The Bank and the Vendor shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be borne by the Vendor. As a part of the escrow arrangement, the final	Kindly help us understand/clarify this clause as OEMs do not share their source code for the software product supplied.	Clause deleted as published in Addendum

		selected Vendor is also expected to provide a detailed code documentation.		
9	Annexure 12 - Minimum Technical Requirement - F. Database Monitoring - Point 33	Solution should have the ability to kill or blocking sessions for accessing sensitive data/policy violations and keeping all activity in the logs.	Does Bank has any Security and Threat Detection Tool which can be integrated with our solution?	Details of security solution will be shared with successful bidder. Integration has to be performed by OSD/Bidder
10	Annexure 12 - Minimum Technical Requirement - F. Database Monitoring -Point 35	Proposed Solution should support Monitoring Mode and blocking Mode of Deployment. In monitoring mode, solution can generate alerts for unauthorized activity. In blocking mode, solution must proactively block the queries including blocking of matching signatures for known attacks like SQL injection.	Request bank to provide more clarity on this clause.	Clause is self-explanatory. Solution should support both monitoring and Blocking mode so that solution could handle attacks like SQL injection accordingly as per configured modes.
11	Annexure 12 - Minimum Technical Requirement - I. Application Performance Monitoring - Point 20	The solution should offer proactive monitoring of application performance and availability. These solutions should be enabled with minimal setup and zero-infrastructure costs.	Need clarity on zero-infrastructure cost.	Solution should not add overhead on infrastructure which will be integrated for monitoring.
12	Annexure 12 - Minimum Technical Requirement - I. Application Performance Monitoring - Point 23	The monitoring solution should allow users to define event correlation rules to reduce event clutter and quickly understand the root cause of business outages	Does solution need to have Machine Learning based event correlation that can help to do event correlation and event ranking to reduce number of alerts?	Yes
13	Annexure 12 - Minimum Technical Requirement - I. Application Performance Monitoring - Point 33	The solution must provide the ability to detect application and component changes such as topological, status and attribute changes within the environment automatically.	Does this also require monitoring configuration change of monitoring component, such as hardware config change, application configuration/version update.	Yes
14	Annexure 12 - Minimum Technical Requirement - I. Application Performance Monitoring - Point 37	The solution must be able to automatically learn normal application performance and apply intelligence to report on instability and differences from normal performance - without any intervention or threshold definition by Administrators.	Does monitoring tool needs to have Application Behaviour Learning, that will set dynamic thresholds based on behaviour of application usage	Yes

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16	Annexure 11	<ul style="list-style-type: none"> <li>The resolution time for issues pertaining to supplied tools in the solution shall be 4 hours.</li> </ul>	<p>Since it will be impractical to commit to a four hour resolution time, we request you to allow bidder to specify their response time objectives based on following Severity Levels of the issue:</p> <p>a) Critical: Production system is down b) High: Major feature or function failure c) Medium: Minor feature or function failure d) Low: Minor problem</p>	No change
17	Annexure 11	<ul style="list-style-type: none"> <li>Bidder will be responsible for configuration of all reports required by the Bank at time of installation as per the bank requirements.</li> </ul>	<p>Kindly specify the reports required by the Bank for acceptance of the project.</p>	General Enterprise management reports related to Server, Database, Network, Hardware, Users, SLA etc. & refer the technical specification for detailed reports requirement.
18	Annexure 11	<ul style="list-style-type: none"> <li>The Bidder needs to size, design, procure, commission, and maintain the hardware and related software for the application required as per the RFP.</li> </ul>	<p>Please share the required volumetrics basis which the system sizing and architecture can be arrived at. We need to know the following at a minimum:</p> <p>1) Maximum number of Network devices to be monitored over the period of the contract. 1a) Number and type of network links between device locations 2) Maximum number of servers (Operating System Instances) to be monitored (phy and virtual) 2a) Types of Operating Systems 2c) Count of physical server (like esxi) 2d) Count of laptop/desktop for IT Assets. 3) Number of employees 4) Number of service desk agents 5) Number of Asset Managers 6) Applications to be monitored 7) Distribution or spread of assets 8) Average number of service requests you receive on a daily basis 9) Average number of change requests 10) Retention period of monitored data</p>	<p>Approximate Count :- Servers 500 Network Devices 7500 Desktop / Laptop 20000 Database Instances 120</p> <p>Other details will be shared with successful bidder.</p>



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19	Annexure 12		Please allow PARTIAL option in marking along with Readily Available (RA), Customization (CU) and Unavailable (UA) so we can support for Partially supported compliance	No change
20	Annexure 12	Solution must support device redundancy discovery in case of virtual IP addresses have been employed for the network devices	Please clarify what is meant by 'device redundancy discovery'	Solution should be capable of recognizing multiple IP address of device/ failover of device
21	Annexure 12	Solution should be capable of tracking various metrics for load balancers like number of requests, session creation rate, number of session declined, retry rate etc. in order to gauge peaks and drops .	Please confirm if said metrics of Load Balancers are available via SNMP. Else please specify how Load Balancers will expose these metrics to our Solution for Monitoring.	SNMP access available
22	Annexure 12	Proposed solution shall support generation of reports for every Link Input/output Utilization (percentage, bps, kbps, mbps, octets/sec) for Leased Line, Wireless, 4G , and within Banks network	Please advise if 'Wireless and 4G' links terminate on Router/Switch and it can be monitored for utilization via SNMP. If that is not possible, request to remove Wireless and 4G.	SNMP access available
23	Annexure 12	Proposed solution should be able to indicate the Network Latency, Flapping Links, Changed Link Metrics, Prefix List and New Prefixes on each available links at bank	Please clarify what are Prefix List and New Prefixes, and how this information/metric is made available by Network Device to monitoring solution, and via which protocol.	Bank referring to IP prefix list and new prefixes, SNMP access will be made available
24	Annexure 12	Proposed solution should have the capability to export the reports results in standard file formats like CSV, pdf, xlsx etc	Please modify to "Proposed solution should have the capability to export the reports results in standard file formats like CS/pdf/xlsx etc"	No change
25	Annexure 12	Should be able to present the reports through web and also generate pdf, CSV and xlsx reports of the same	Please modify to "Should be able to present the reports through web and also generate pdf/CSV/xlsx reports of the same"	No change
26	Annexure 12	The proposed solution should be capable to provide hybrid monitoring architecture through support of both agent-based monitoring and agentless monitoring approach	Our solution is capable of both agent-based and agentless monitoring approaches. However, basis the requirements mentioned we wish to propose Agentless monitoring approach. Kindly confirm if this is acceptable to Bank.	Acceptable

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27	Annexure 12	Proposed solution should support option to export reports in multiple format viz. PDF, HTML, CSV, XLSX etc.	Please modify to "Proposed solution should support option to export reports in multiple format viz. PDF/HTML/CSV/XLSX etc."	No change
28	Annexure 12	Solution must support generation of report through easy GUI for various critical attributes of web and application server in various formats like xls, pdf etc.	Suggest to modify as "Solution must support generation of report through easy GUI for various critical attributes of web and application server in various formats like csv/xls/pdf etc."	No change
29	Annexure 12	Solution should be capable of Identifying web server performance issues with SSL monitoring	Please elaborate what is expected from this point.	Solution should be capable of Identifying web server performance issues with SSL monitoring like CPU, memory usage, and average network traffic, Website connections and application cache, Web server response time and page requests etc
30	Annexure 12	The proposed solution shall support version control for defined Configuration Items.	Version control is part of Software Lifecycle Management. Hence kindly remove from CMDB section.	No change
31	Annexure 12	The product should be able to measure, collect, and import performance and SLA data from a wide range of sources, including performance Management modules	Please remove this point. ServiceDesk calculates SLA data. Service Desk does not import Performance data from any system. The events from Performance measurement solution are forwarded to Service Desk which are then used to create incidents and measure SLAs on them.	Integration required with Performance Management tool to fetch configured SLAs.
32	Annexure 12	Solution should support real-time visualization of service level targets, penalties etc . in a management dashboard	Suggest to remove "penalties". Penalty calculation depends on external factors and can be done externally. Either in a BI tool, or manually.	No change. Need automation to calculate and provide results when data inputs are provided in form field.
33	Annexure 12	The solution must provide a flexible framework for collecting and managing service level templates including Service Definition, Service Level Metrics, Penalties and other performance indicators measured across infrastructure and vendors	Suggest to modify as below. Penalty calculation is to be done externally from ServiceDesk. Also, any perf metrics are stored in Server/Network Monitoring solution. "The solution must provide a flexible framework for collecting and managing service level templates including Service Definition, and Service Level Metrics"	No change. Need Automation for penalty calculation once the required data is filled in provided fields.

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34	Annexure 12	Solution must provide detailed control/methodology of the metrics that are being collected	Suggest to remove this point, as it more suited to Metric collection which happen in Performance Monitoring solution and not ServiceDesk	No change
35	Annexure 12	Solution must support aggregation and correlation of performance data relatively to contractual agreements	Suggest to remove this point, as it more suited to Metric collection which happen in Performance Monitoring solution and not ServiceDesk	No change
36	Annexure 12	The Proposed solution should Generate a complete inventory of hardware, software, network components including communication lines etc. The solution should cover endpoints as well as servers.	Please advise what is meant by 'endpoints'. If it is desktop/laptop is required for ITAM, please provide count of laptop/desktop.	Endpoints means all connected hardware devices including desktops in infrastructure. Approximate Count: Servers 500 Network Devices 7500 Desktop / Laptop 20000 Database Instances 120
37	Annexure 12	The Proposed solution should support XML tagging	Please elaborate the requirement and expectation from this point.	Solution should provide a structured and standardized approach to organizing and representing data, facilitating efficient data management, analysis and integration within ITSM ecosystem.
38	Annexure 12	Solution should support auto reconciliation mechanisms with reconciliation cycle of half yearly and yearly closing	Suggest to remove "auto" since reconciliation is an org process triggered on-demand and not dependent on tool.	No change
39	Annexure 12	Solution should support capability for complete End-User Management for the Bank	Please elaborate this point from Business Process Monitoring standpoint. Complete End User Management can include a variety of domains, which may not be part of this RFP.	It will include all the business processes of Banks branches related to CBS and Non CBS
40	Annexure 12	GENERAL	Please share total count of Business Process (Transactions) that Bank wishes to monitor and track across any/every application. This can be a tentative number.	Approximate Financial & Non Financial Transaction per day 2.5-3 Cr.



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41	GEM PDF	GENERAL	The GEM Bid Document, page 9 mentions Server Automation Capability, which lists number of capabilities in DC governance area. However this section is not available in RFP Annexure 12. Hence kindly confirm if we must include GEM Server Automation capabilities in our proposal or skip it. There are other such areas in GEM such as MPLS Monitoring.	Pls refer strictly to the requirements given in the Bank floated RFP document (ATC).
94	Annexure 2 Evaluation Terms	Bidder should have supplied, implemented and managed proposed EMS application in at least 2 Financial Institutions / PSUs / Govt. Organizations / Large Corporates in India in last 3 years (as on RFP date).	Request bank to remove <b>proposed</b> and amend as below :Bidder should have supplied, implemented and managed <b>proposed</b> EMS application with similar Functionality in at least 2 Financial Institutions / PSUs / Govt. Organizations / Large Corporates in India in last 3 years (as on RFP date).	No change
95	Important Dates	Last date of Submission of RFP Response	In view of exhaustive scope and multiple Solutions Involved, request bank to consider to extending Bid Submission Date to 21st August 2023	Submission timelines will be provided as per policy. Please refer to the Bank's website (Tenders Section) for revised last date of bid submission, if any.
97	Annexure 12 - Minimum Technical Requirement Application Performance Monitoring (APM)	The solution should support integration with infrastructure monitoring such to capture relevant infrastructure performance information into Application Performance Management. This integration should enable in depth visibility into the application infrastructure like servers, network, virtual machines, etc.	What is the expectation of bank in terms of integration between network monitoring tool and application performance tool?	In case of application performance degradation or issue, it should correlate with the underlying or integrated infra to pin-pointing the exact issue whether lies with application/network/database/servers/VM etc.

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98	Annexure 11 – Project Details and Scope of Work	<p>Bidder will be responsible for establishing a high availability setup in DC and recovery setup in DR for business continuity as per requirement of the Bank.</p> <p>Hardware Specifications: The Bidder should size for adequate hardware and related software. The Application &amp; Database should be sized for Primary server at DC &amp; Secondary server at DRC so that application / database can fall back on each other. DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work</p>	Here these two statements are contradictory. Please provide an Location wise architecture. Do you want centralised solution or standalone solution? How the data will flow along with these sites? On individual site HA is required? What is the provision of DC, DR and HA in each site. Please provide the location of DC and DR.	Centralized solution with HA. From infrastructure perview high availability is required at both sites for redundancy. In addition primary site should be in continuous sync with standby site to handle any catastrophic situation. Location - Mumbai and Hyderabad
99	Annexure 14 – Masked Commercial Bid pg no 90	Data Migration from existing system to the new system shall be a responsibility of the successful bidder and it to be carried out by the as part of Installation cost.	Please clarify if any existing EMS tool is available with the Bank.	Yes and this RFP is floated to replace the existing application.
100	Annexure 11 – Project Details and Scope of Work	Bidder should provide required Hardware (Servers and Storage) sizing details to accommodate the mentioned softwares and applications.	<p>In order to calculate the hardware sizing and license count, please provide following details</p> <ol style="list-style-type: none"> <li>1. No of network devices to be monitored along with the bifurcation (routers, switches, firewalls, servers, UPS and any other SNMP devices)</li> <li>2. Total EPS (event per second)</li> <li>3. How many Applications? Databases? Servers to be monitored.</li> <li>4. Applications programming framework – java, .net, node js etc</li> <li>5. What's database –SQL, MYSQL, Postgres, Oracle etc</li> <li>6. What's the load on the application (TPS)?</li> <li>7. No of technicians for Helpdesk</li> <li>8. No of assets to be for inventory management</li> </ol>	<p>Approximate Count:</p> <p>Servers 500 Network Devices 7500 Desktop / Laptop 20000 Database Instances 120</p> <p>Other details will be shared with the successful bidder.</p>
101	Annexure 11 – Project Details and Scope of Work	Solution should support real time warnings and alarms via email, SNMP and remote syslog server	Log and flow monitoring is required? if yes please provide EPS details.	Yes. EPS will be share with successful bidder.

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102	Annexure 12 - Minimum Technical Requirement Network Monitoring	Proposed solution should support deployment of device configurations and subsequent configuration changes for network devices	Network configuration management is required? if yes please provide the license count for network configuration management.	Yes. Approximate Count: Network Devices - 7500
103	Eligibility Bid Evaluation	Bidder should have supplied, implemented and managed proposed EMS application in at least 2 Financial Institutions / PSUs / Govt. Organizations / Large Corporates in India in last 3 years (as on RFP date).	We request you to change the clause as per the following.  Bidder should have supplied, implemented and managed <del>proposed</del> <b>Similar</b> EMS application in at least 2 Financial Institutions / PSUs / Govt. Organizations / Large Corporates in India in last 3 years (as on RFP date).	No change
104	Eligibility Bid Evaluation	General	In order to select EMS solution with long term existence and offering proven solution in industry, we would request you to add following clause in the NMS specification.  "The proposed EMS solution must have atleast 2 deployments (in Banks) in India with 10,000 devices being monitored in each of these deployments in last five years. Reference PO copy and completion/ sign-off document need to be submitted at the time of submission."	No change
105	Eligibility Bid Evaluation	The Bidder must have registered average annual turnover of Rs. 25 Crore or above in each year during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies). OR Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or Start-up needs to be submitted by the bidder):	In order to select established EMS OEM with strong financial background in the industry, we request the authority to incorporate the below clause:  "EMS OEM must have average annual turnover of atleast INR 20 Cr. or above in last 3 financial years Excluding the current financial year with positive net worth and presence of min. 10 years in the market having the experience of deployment . CA certificate need to be submitted at time of bid submission."  Requesting to change as:	No change

		The Bidder must have registered average annual turnover of Rs. 10 Crore or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies).	if the Bidder is MSME or Start-up: 1. Registered average annual turnover of <b>Rs. 2 Crore</b> in last one/two/three Financial Years	
106	Additional criteria for OSD	General	In order to provide complete visibility of IT infrastructure including servers with micro level monitoring (on need basis) through which granular level details can be captured along with flexibility of monitoring through agent and agentless approach. Hence, we request the authority to add the following clause in the EMS specification:  "The proposed EMS solution must provide agentless as well as agent based monitoring for server infrastructure. The agents should be able to set polling interval as low as 1 second with low overhead on target server infrastructure."	No change
107	Annexure 11 – Project Details and Scope of Work	Bidder should provide required Hardware (Servers and Storage) sizing details to accommodate the mentioned softwares and applications.	Kindly confirm who will be providing hardware.	Bidder to provide the related hardware. Pls refer "Annexure 11 - Hardware Specification".
108	8	Bid Security (Earnest Money Deposit)	We request to the Bank to provide exemption to MSME companies for submission of EMD	No change. Exemption is already available to MSE companies.
109	6	The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure 16 to	As per the Ministry of Finance Office Memorandum No.F.9/42020-PPD dated 12th November 2020 the PBG amount will reduce from 10% to 3%, We request to the bank kindly reduce the PBG from 10% to 3%.	No change

		the extent of 10% of the Contract value for the entire period of the contract plus 3 months		
110	C	Bidder should have supplied, implemented and managed proposed EMS application in at least 2 Financial Institutions / PSUs / Govt. Organizations / Large Corporates in India in last 3 years (as of RFP date).	We request Bank to modify these clauses as mentioned below:- Bidder/OEM should have supplied, implemented, and managed proposed EMS applications which includes experience in NMS/ ITSM /ITAM/ Server Monitoring at least 2 Financial Institutions / PSUs / Govt Organizations / BFSI/Large Corporates in India in last 3 years (as of RFP date).	No change
111			Database licenses need to be procured from bidder end?	Bidder to provide the related hardware/software. Pls refer "Annexure 11 - Hardware Specification".
112	1	a) Software Licenses	We request bank to amend this clause. 1.100% payment should be released for Database license and Operating System license once the delivery of license is done.	No change



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113	1	b) Implementation and Integration Cost (OTC)	We request bank to modify this clause as 1.50% of Implementation Cost plus applicable tax (wherever applicable) after Implementation, Customization & UAT Sign off in the form of Acceptance Form which should be sealed and signed by both Bank's identified Project Manager & bidder's representative 2.40% of Implementation Cost plus applicable tax (wherever applicable) after go-live sign off from the Bank. Go Live Sign Off in the form of Acceptance Test should be sealed and signed by both Bank's identified Project Manager & bidder's representative 3.10% of Implementation Cost plus applicable tax (wherever applicable) after Go-Live closure signoff from the Bank. Go Live Closure Sign Off in the form of Final Acceptance Test should be signed by both Bank's identified Project Manager & bidder's representative.	No change
114	1	c) Hardware Cost	We request bank to modify this clause as 100% of the total cost of Equipment on delivery plus 100% of GST at actuals. Documents required with Invoice: Original delivery Challans dully stamped and signed by the Bank Official. Confirmation letter from OEM mentioning the serial number of the Equipment supplied to the Bank are covered under five years back to back warranty. Complete inventory details along with Serial Numbers of hardware and related software / licenses (i.e. Operating System etc. if any)	No change
115	Annexure 12	The monitoring solution should allow users to define event correlation rules to reduce event clutter and quickly understand the root cause of business outages	Does solution need to have Machine Learning based event correlation that can help to do event correlation and event ranking to reduce number of alerts?	Yes

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116	Annexure 12	The solution must provide the ability to detect application and component changes such as topological, status and attribute changes within the environment automatically.	Does this also require monitoring configuration change of monitoring component, such as hardware config change, application configuration/version update.	Yes
117	Annexure 12	The solution must be able to automatically learn normal application performance and apply intelligence to report on instability and differences from normal performance - without any intervention or threshold definition by Administrators.	Does monitoring tool needs to have Application Behaviour Learning, that will set dynamic thresholds based on behaviour of application usage	Yes
119	Annexure 12	Solution must allow you to set custom alert thresholds and trigger an action (email, snmp alarm, light-up dashboard indicator, etc.).	Does trigger should also call forensic or remedial action based on type of alert	Yes