

Addendum1

Addendum to following Annexure:

1. Annexure 02 – Eligibility Criteria

Clause in RFP:

Sr No.	Clause in RFP	Clarifications/ Changes made
C	Eligibility Criteria : Experience & Support Infrastructure	
1.	The bidder should have supplied & successfully Implemented at least -500- nos. of AV licenses of Tend-Micro in past 3 Years in at least 2 No's Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India. (As on RFP date).	The bidder should have supplied & successfully Implemented at least -500- nos. of AV licenses of Tend-Micro in past 3 Years in at least 1 Nos. Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India. (As on RFP date).

Replies to the PreBid queries

SI No	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion	Bank Response
1	ANNUAL TECHNICAL SUPPORT (ATS)	Planning and implementing version up-gradation, migration, testing of the application. In case bank engaging OEM directly for version upgrade, then the successful bidder is required to carry out Program Management Responsibilities to ensure end to end completion of the activities. Post version upgrade, successful bidder is required to manage & support the application along with the IT hardware.	If bank engaging OEM directly for version upgrade, assume our scope limited to program management only, kindly confirm.	Bidder needs to co-ordinate with OEM for necessary version up-gradation, migration & testing of the application.
2	ANNUAL TECHNICAL SUPPORT (ATS)	Develop / customization of in scope applications as per regulatory / statutory requirement.	Kindly elaborate the scope in Develop / customization of in scope applications as per regulatory / statutory requirement.	Bidder needs to co-ordinate with OEM for necessary Develop / customization of in scope applications as per regulatory / statutory requirement.
3	ANNUAL TECHNICAL SUPPORT (ATS)	Mandates from various interchanges / information security/ enhancement / any other requirement.	Kindly elaborate the scope in Mandates from various interchanges / information security/ enhancement / any other requirement.	Bidder needs to co-ordinate with OEM for necessary requirement.
4	ANNUAL TECHNICAL SUPPORT (ATS)	Technical Support Team should be well trained to effectively handle queries raised by the User. Bank will provide the Service Desk tool for call logging and SLA management.	Whether we have to deploy any on-site dedicated resources for support?	Bank will require remote support, no onsite support engineer is required.
5	Annexure 12–Service Levels	The Vendor should have 24X7 monitoring, escalation and resolution infrastructure.	Assume this can be done through remote, kindly confirm.	Bank will require remote support, no onsite support engineer is required.
6	Annexure 12–Service Levels	Time bound problem addressing team (onsite/offsite) for the complete contract period.	Whether we have to deploy any on-site dedicated resources for support?	Bank will require remote support, no onsite support engineer is required.

7	Annexure 12–Service Levels	Vendor to arrange for updation required in the system to meet the changes suggested by RBI/ Govt. of India/ regulatory authorities/tax authorities towards compliance as part of ATS at no extra cost to bank for the entire contract period. Any delay in meeting the timelines would result in penalty.	Assume the scope limited to Trend Micro Deep Security Antivirus solution only, kindly confirm.	Bidder needs to supply the deep security licenses and provide ATS for the same.
8	Annexure 02 – Evaluation Terms >> Experience & Support Infrastructure >> A. Eligibility Bid Evaluation	The bidder should have supplied & successfully Implemented at least -500- no's of AV licenses of Tend-Micro in past 3 Years in at least 2 No's Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India. (As on RFP date).	We would request you to accept the single PO with 1000Nos. Of AV Licenses. or we would request you to amend the clause as per below mentioned. The bidder/OEM should have supplied & successfully Implemented at least -500- no's of AV licenses of Tend-Micro in past 3 Years in at least 2 No's Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India. (As on RFP date).	Refer the revised eligibility clause in Addendum
9	Annual Technical Support (ATS)	Payable quarterly in against receipt of satisfactory service report from the Bank's Project / Operation Manager for the previous quarter.	We would request you to amend the ATS payment clause yearly in advance instead of Quarterly.	Payable quarterly in advance against receipt of satisfactory service report from the Bank's Project / Operation Manager for the previous quarter
10		General Query	We would request you to amend the below clause The License start date from delivery instead of implementation.	The License start date from date of delivery of licenses. However, the payment will be made as per payment terms mentioned in the RFP.

11	Annual Technical Support (ATS)	Payable quarterly in against receipt of satisfactory service report from the Bank's Project / Operation Manager for the previous quarter.	Requesting to consider changing the payment term for Annual Technical Support (ATS) to "Yearly Advance Payment"	Payable quarterly in advance against receipt of satisfactory service report from the Bank's Project / Operation Manager for the previous quarter
12	Contract Period	The bank shall enter in to an agreement with the selected bidder for a period starting from date of the Purchase Order till -5- years from the Go-Live Sign-off date given by Bank officials.	Please clarify if the license start date, as mentioned in the RFP, begins from the date of the Purchase Order or from the Go-Live Sign-off date?	No change
13	8. Payment Terms point b - Annual Technical Support (ATS)	Payable quarterly in against receipt of satisfactory service report from the Bank's Project / Operation Manager for the previous quarter.	Request you to kindly change the payment s to Yearly in Advance.	Payable quarterly in advance against receipt of satisfactory service report from the Bank's Project / Operation Manager for the previous quarter
14	Annexure 16 Bank Guarantee	2 sum of Rs./- (Rupees ...only)representing balance 10% of the consideration amount payable to the Bidder in terms of, the said agreement.	Request you to kindly clarify on the balance 10% amount price as its not mentoned in the Payment terms.	Bank Guarantee for early release of retention money is not applicable
15			license start date should be from date of delivery	The License start date from date of delivery of licenses. However, the payment will be made as per payment terms mentioned in the RFP.
16	Eligibility Criteria C) Experience & Support Infrastructure	The bidder should have supplied & successfully Implemented at least -500- no's of AV licenses of Tend-Micro in past 3 Years in at least 2 No's Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India. (As on RFP date).	Pls confirm if we can submit 2 different PO copies of the same customer	Refer the change eligibility clause in Addendum

17	Annexure 16 - Bank Guarantee for early release of retention money	Annexure 16 - Bank Guarantee for early release of retention money	Pls confirm % or amount along with duration for this PBG	Bank Guarantee for early release of retention money is not applicable
18	PAYMENT TERMS_ Annual Technical Support (ATS)	Payable quarterly in against receipt of satisfactory service report from the Bank's Project / Operation Manager for the previous quarter.	Please provide clarity on the Payment terms. Is it Quarterly in advance. If yes, for How the Payment for First Year Quarter one will be released as required service report from Bank Project manager for the previous Quarter.	Provide confirmation of installation from Bank implementation team for claiming first quarterly payment.
19	Payment terms		We also request for payment terms for ATS to be changed to Yearly in Advance.	Payable quarterly in advance against receipt of satisfactory service report from the Bank's Project / Operation Manager for the previous quarter
20	Contract period	The bank shall enter in to an agreement with the selected bidder for a period starting from date of the Purchase Order till -5- years from the Go-Live Sign-off date given by Bank officials.	We understand that license will be activated from the date of delivery along with ATS support as the ATS support includes all technical support from OEM. We request to change contract start date to be change to Software delivery date.	No change
21	Annexure 12–Service Levels, Penalties	Penalty at an incremental rate of 10% of cost of yearly ATS charges for every 0.1% lower than the stipulated uptime	We request to change the clause to " Penalty at an incremental rate of 1% of cost of yearly ATS charges for every 0. 5 % lower than the stipulated uptime	No change