

RFP Page	Point Ref.	RFP Provision	Query / Change Requested	Bank's Response
12	2.12 RFP Response Submission Details	<p>The RFP response document should be submitted to Bank in duplicate in paper copies i.e. two sets of envelope (One containing original &amp; other having duplicate set) clearly mentioning ORIGINAL/DUPLICATE in each envelope set.</p> <p>In case, Bidders are not able to submit bids in physical copies due to Covid-19 lockdown by Government, following process should be followed for bid submission:</p> <p>6. All bids should be e-mailed to <a href="mailto:isd.risk.bcc@bankofbaroda.com">isd.risk.bcc@bankofbaroda.com</a></p>	Request to accept the digitally signed documents using a valid digital certificate for this RFP response.	In case, Bidders are not able to submit bids in physical copies due to Covid-19 lockdown by Government, process for submission is defined in Section 2.12 (Point B). Also, digitally signed documents will be accepted.
18	3.3.2 General Scope of Work:-	The system should be proposed in High Availability architecture at DC and DR location of the Bank.	<p>Kindly confirm does HA require only for Management server level at Gateway as well.</p> <p>Is the DC - DR in Active Passive state? Pls confirm.</p>	HA required at DC as well as at DR at Management Server level only. Further, details will be shared with Successful Bidder.
18	3.3.2 General Scope of Work:-	The solutions should be able to integrate various log types and logging options into SIEM, with Active Directory for user authentication, ticketing tool for ticketing/workflow/case management, reporting/dashboard, etc.	Please share the details of SIEM, Active Directory & ticketing tool used by bank.	Details will be shared with successful Bidder
19	3.3.2	The proposed solution should support auto discovery i.e. creation of an inventory of all databases / database users, deployed across the enterprise.	The database inventory would consist of users only and what other details would be required.	Proposed solution should support auto discovery i.e. creation of an inventory of all databases / database users.

19	3.3.2	The proposed solution shall use agent-based and/or agentless approach for performing Database activity analysis and should have feature to report any deviation from configured DAM policies.	Should this be indicated as a report.	Proposed solution should have functionality to perform Database analysis and should have feature to report any deviation from configured DAM policies (through dashboard / alerts / notifications / reports)
20	3.6	Project Timelines	The project implementation Timelines of 4 months should be considered from date of Delivery of Hardware. Since it is very difficult to predict Hardware delivery timelines due to ongoing Pandemic.	Complete installation, configuration and deployment of DAM solution at DC and DR should be completed within -6- months of issuance of the purchase order.
20	3.6 Project Timelines	Complete installation, configuration and deployment of DAM solution at DC and DR. This should be completed within -6- months of issuance of the purchase order.	Request bank to change this to "Complete installation, configuration and deployment of DAM solution at DC and DR. This should be completed within -10 months of issuance of the purchase order."	No Change
21	3.7 Support and Maintenance	All support by SI/OEM has to be provided onsite. Remote access will not be allowed though any remote desktop sharing applications	Request bank to elaborate on this requirement.	Remote access will not be allowed in any case through any remote desktop sharing applications (Webex, Zoom etc.)
22	3.7 Support and Maintenance	☒ Direct OEM Service and support should be covered under with dedicated TAM (Technical Account Manager) and onsite support, as and when required.	Request Bank to remove this clause. OEM Support will be made available.	For resolution of issues, support has to be provided onsite by the Bidder in coordination with OEM. Please refer RFP document for details.

22	3.7 Support and Maintenance	<p>☒ The proposed product (hardware, software, etc.) should not be under "End of Sale" for the next three years and the proposed product should not be under "End of Shelf Life" (EOSL) in the next three years.</p> <p>☒ If product goes EOSL within contract period of three years, support and upgrade to new version of hardware / software shall be provided by the bidder to the Bank without any additional cost.</p>	Request Bank to reduce the "End of sale" period as maximum 180 days from the bid submission date or Date of supply of material/License only	No Change
22	Log Retention	<p>All Log (raw or normalized) data must remain within the Bank's Data Center. Under no circumstances these data must travel outside Bank's environment. Further Bidder must follow the best practices for all compliances related to data and its security.</p> <p>Bidder will be responsible to store logs in industry standard solution and format. Bidder shall propose solution that should be capable of retrieving the archived logs for analysis, correlation and reporting and forensic purposes. Log retention period must be as mentioned below;</p> <p>☒ Three Months – Online</p> <p>☒ Twenty Four Months – Offline</p> <p>After the online log retention period Logs must be pushed to Secondary storage / Syslog server / SAN storage / Back-up server provided by BIDDER for archival purpose.</p> <p>Bidder must ensure that once logs are written to the disk / database no one including database / system administrator should be able to modify or delete stored raw logs.</p>	As a standard practise the Logs are forwarded/stored into SIEM for historical references in future, request bank to remove offline log retention for a period of 24 months.	No Change
25	Technical Bid Evaluation	Number of implementations completed for the proposed solution in BFSI / Govt. / Pvt. sector in last 5 years by the bidder in India having a minimum installation base of 50 DB Server License / 100 DB Instances / 100 CPU DB cores, running DB servers.	<p>Request to modify the clause as:</p> <p>Number of implementations completed/under implementation for the proposed solution in BFSI / Govt. / Pvt. sector in last 5 years by the bidder in India having a minimum installation base of 10 DB Server License / 100 DB Instances / 100 CPU DB cores, running DB servers.</p> <p>OR</p> <p>One implementation completed for the proposed solution in BFSI / Govt. / Pvt. sector in last 5 years by the bidder in India having a minimum installation base of 100 DB Server License / 200 DB Instances / 200 CPU DB cores, running DB servers.</p>	No Change

26	Commercial Bid Evaluation Weighted Evaluation:	o Weighted Evaluation: On the basis of the combined weighted score for technical and commercial evaluation, the bidders shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 shall be recommended for award of contract.	We request the bank to consider Commercial evaluation as per the cut – off technical score as part of technical evaluation shall be qualified for commercial bid opening and the commercial opening should be on L1 criteria instead of weighted evaluation criteria. Request to remove the Weighted evaluation criteria.	No Change
33	5.2.2 Performance Guarantee	5.2.2.1 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 13 to the extent of 3% of the total contract value for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a nationalized Bank only, other than Bank of Baroda.	Request Bank to accept the Bank Guarantee from any scheduled commercial banks located in India.	No Change
39	5.5.1	Deliverables	Penalty Should be capped at 5% of implementation cost(should exclude hardware and software cost for penalty calculation during entire PO term of 3 Years).	No Change
39	5.5 Terms of Reference 5.5.1 Deliverables	In case the deadlines are not met then the Bidder will have to pay penalty to Bank of Baroda @ 1% of Purchase Order (PO) value per week or part thereof, for late implementation beyond due date of implementation, to a maximum of 5%. If delay exceeds the maximum percentage of 5%, Bank of Baroda reserves the right to cancel the entire order.	Request Bank to remove the penalty considering the current pandemic situation. Or Reduce the penalty as "0.5% of the value of delayed component per week or part thereof, for late implementation beyond due date of implementation, to a maximum of 5%." Or Request to lower the % of penalty from 1% to 0.5% of the delayed implementation items.	No Change
39	5.5 Terms of Reference 5.5.1 Deliverables	The DAM Solution must be implemented as per project scope within a period of 6 months in totality from the date of placing of purchase order by the Bank.	Due to the prevailing unpredictable situation of covid 19 pandemic we request to modify the clause as: The DAM Solution must be implemented as per project scope within a period of 8 months in totality from the date of placing of purchase order by the Bank.	No Change

40	5.5.1 Deliverables (ii) Training	The Bidder needs to provide advance certification training to selected Bank officials on DAM solution. The Bidder should provide additional minimum three sets of training for Bank officials during the period of the contract for DAM solution.	Request bank to provide their expectations from this training. Kindly provide the number of personnel from bank for this three set of trainings?	Bidder needs to provide hands-on training to selected Bank officials in implemented DAM solution including but not limited to solution operations, configurations, creation of policies. Tentative 15-20 Bank Officials for each set of training.
41	5.5.4	Payment Terms	Payment terms for hardware and Software should be 100% on delivery.	No Change
41	5.5.4 Payment Terms	<p><b>a) Delivery of Hardware/Appliances</b></p> <p>☐ 70% of the Hardware / Appliances cost on delivery of Hardware / Appliance plus 100% of applicable taxes at actuals. The required documents to be provided along with original invoice:</p> <p>a) Original delivery Challans duly stamped and signed by the Bank Official.</p> <p>☐ 20% of Hardware / Appliance cost on successful installation of the hardware / Appliance and applicable Service Tax (if any).</p> <p>SNR case - Wherever installation could not be carried out by the successful Bidder due to the Bank's dependencies like Site not ready etc. even after 60 days beyond the date of delivery then the payment would be released, upon the successful Bidder's submission of certificate from location concerned duly signed (with Bank's seal affixed) by the Bank Authority concerned on the Bank's dependencies like site is not ready etc. However, in such a case the successful Bidder has to give an undertaking to complete installation within a week of being informed that the site is ready.</p> <p>Balance amount of 10% will be released on completion of warranty period plus 3 months or against bank guarantee in the format as specified in Annexure 14 Bank Guarantee for early release of retention money by a scheduled commercial bank other than Bank of Baroda valid for an equivalent amount valid for the period of warranty period plus 3 months.</p>	<p>Request Bank to remove the additional bank guarantee for last milestone payment collection.</p> <p>Also to consider the hardware/appliance payment terms as 80% on delivery acceptance and balance 20% on Installation and Signoff.</p>	No Change
42	5.5.4	Payment Terms(Delivery of Hardware and Software)	5% retention shall be applicable for project implementation cost.	No Change

42	5.5.4 Payment Terms	<p><b>b) Software / Application License Cost</b></p> <p>☑ 50% of the Software / Application license cost on delivery of Software / Application Licenses plus 100% of Goods &amp; Services Tax (GST) at actuals. The required documents to be provided along with original invoice:</p> <p>a) Original delivery Challans duly stamped and signed by the Bank Official.</p> <p>☑ 30% of the Software / Application license cost after successful installation of the Software / Application and payable against acceptance signoff in the form of Acceptance Report signed by both Bank's identified Project Manager &amp; vendor representative.</p> <p>☑ 20% of the Software / Application license cost after Go-Live closure signoff from Bank. Go Live Closure Sign Off in the form of Final Acceptance Test Report should be signed by both Banks identified Project Manager &amp; vendor representative.</p>	<p>Request Bank to remove the additional bank gurantee for last milestone payment collection.</p> <p>Also to consider the software payment terms as 80% on delivery acceptance and balance 20% on Installation and Signoff.</p>	No Change
42	a) Delivery of Hardware/Appliances	SNR case - Wherever installation could not be carried out by the successful Bidder due to the Bank's dependencies like Site not ready etc. even after 60 days beyond the date of delivery	<p>Kindly consider to lower the SNR period of 2 weeks (15 days) instead of 8 week period which is quite substantial to attract un-nessary interest cost.</p> <p>Or</p> <p>Incase BOB is not able to reduce the SNR period of 60 days to 15 days kindly allow the bidder to invoice the amount after 60 days in addition with 1% of total project cost as per the delayed penalty clause of the RFP mentioned in page 39.</p>	No Change
42	b) Software / Application License Cost	☑ 50% of the Software / Application license cost on delivery of Software / Application Licenses	Since OEM charges 100% of the License cost in advance to bidder upon order, we request the bank to pay 100% of License cost upon delivery atleast to avoid loading of unnecessary interest cost.	No Change
42	b) Software / Application License Cost	30% of the Software / Application license cost after successful installation of the Software / Application and payable against acceptance signoff in the form of Acceptance Report signed by both Bank's identified Project Manager & vendor representative.	Since OEM charges 100% of the License cost in advance to bidder upon order, we request the bank to pay 100% of License cost upon delivery atleast to avoid loading of unnecessary interest cost. And please consider seperate Installation cost into Implementation cost (OTC).	No Change
42	b) Software / Application License Cost	30% of the Software / Application license cost after successful installation of the Software / Application and payable against acceptance signoff in the form of Acceptance Report signed by both Bank's identified Project Manager & vendor representative.	Incase BOB is not able to consider separate Installation cost under implementation cost (OTC), we request the bank to consider 10% of of the Software / Application license cost payable after successful installation instead of 30%.	No Change

42	b) Software / Application License Cost	20% of the Software / Application license cost after Go-Live closure signoff from Bank. Go Live Closure Sign Off in the form of Final Acceptance Test Report should be signed by both Banks identified Project Manager & vendor representative.	Since we are tendering PBG of 3% of the total contract value for the entire period of the contract plus 3 months. It will be unwarranted to uphold additional amount as 20% of the SW License cost till sign off. Kindly consider removal of this clause and payment of the SW license cost as: 90% upon delivery 10% upon Installation	No Change
42	a) Delivery of Hardware/Appliances	Balance amount of 10% will be released on completion of warranty period plus 3 months or against bank guarantee in the format as specified in Annexure 14 Bank Guarantee for early release of retention money by a scheduled commercial bank other than Bank of Baroda valid for an equivalent amount valid for the period of warranty period plus 3 months.	Since we are tendering PBG of 3% of the total contract value for the entire period of the contract plus 3 months. It will be unwarranted to uphold additional amount as 10% of the Hardware cost till completion of warranty period + 3 months. Kindly consider removal of this clause and payment of the hardware cost as: 90% upon delivery 10% upon Installation	No Change
51	6.14	Order Cancellation	Oracle Follows a Non cancellation Policy. So Order once placed on Oracle cannot be cancelled in any circumstances.Hence this clause needs to be removed.	No Change
52	Clause 6.15 Indmnenity	The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:	We propose modification: The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:	No Change
53	Clause 6.15 Indmnenity	Indemnity shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this RFP and subsequent agreement by the Bidder.	We propose modification: Indemnity shall exclude indirect, consequential and incidental damages.	No Change
55	clause 6.22 Limitation of Liability	Under no circumstances BOB shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if BOB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.	we propose modification Under no circumstances neither party hall be liable to the other for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if party has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.	No Change

55	6.23 Ownership, Grant and delivery	The Bidder shall procure and provide a non-exclusive, non-transferable, enterprise wide perpetual license to the Bank for all the software to be provided as a part of this project. The Bank can use the software at any of its branches and locations without restriction and use of software by service providers on behalf of the Bank would be considered as use thereof by the Bank and the software should be assignable / transferable to any successor entity of the Bank.	Request bank to change this to "The Bidder shall procure and provide a non-exclusive, non-transferable, enterprise wide <b>Perpetual/Subscription</b> license to the Bank for all the software to be provided as a part of this project. The Bank can use the software at any of its branches and locations without restriction and use of software by service providers on behalf of the Bank would be considered as use thereof by the Bank and the software should be assignable /transferable to any successor entity of the Bank."	No Change
61	B1	The Bidder must have registered an average turnover of Rs. 30 Crores (from Indian Operations only) during the last three completed financial years (FY) i.e. 2018-19, 2019-20 and 2020-21 (Not inclusive of the turnover of associate companies).	Since we are an MSME company, we are seeking exemption from this rule	No Change
61	Annexure 02 - Eligibility Criteria	B Financial: 1. The Bidder must have registered an average turnover of Rs. 30 Crores (from Indian Operations only) during the last three completed financial years (FY) i.e. 2018-19, 2019-20 and 2020-21 (Not inclusive of the turnover of associate companies).	Request to consider modification of the clause as: The Bidder or Bidder's parent company ( incase bidder is wholly owned subsidiary of the parent company) must have registered an average turnover of Rs. 30 Crores (from Indian Operations only) during the last three completed financial years (FY) i.e. 2018-19, 2019-20 and 2020-21 (Not inclusive of the turnover of associate companies).	No Change
62	Annexure 02 - Eligibility Criteria	B Financial: 2. Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three audited years, i.e. 2018-19, 2019-20 and 2020-21.	Request to consider modification of the clause as: The Bidder or Bidder's parent company ( incase bidder is wholly owned subsidiary of the parent company) must be net profit (after tax) making entity (from Indian operations only) continuously for the last three audited years, i.e. 2018-19, 2019-20 and 2020-21.	No Change
62	Annexure 02 - Eligibility Criteria	C. Technical The Bidder should be an OSD or authorized partner of OSD for supply of licenses, solution implementation and maintenance support under warranty / AMC / ATS for the proposed solution.	Request to consider modification of the clause as: The Bidder or Bidder's parent company ( incase bidder is wholly owned subsidiary of the parent company) should be an OSD or authorized partner of OSD for supply of licenses, solution implementation and maintenance support under warranty / AMC / ATS for the proposed solution.	No Change
63	D1	The proposed Solution must be implemented in at least two Commercial Banks / Financial Institutions in India in last 5 financial years in India. (out of which one must be a Bank incorporated in India)	Since we are an MSME company, we are seeking exemption from this rule	No Change
63	D3	Bidder must have experience of implementing the proposed solution in at least one organization in India in past 5 years having a minimum installation base of 50 DB Server License / 100 DB Instances / 100 CPU DB cores, running DB servers. In case OEM is directly bidding for this RFP, implementation experience directly or through their channel partner will be considered.	Since we are an MSME company, we are seeking exemption from this rule	No Change



63	D3	Bidder must have experience of implementing the proposed solution in at least one organization in India in past 5 years having a minimum installation base of 50 DB Server License / 100 DB Instances / 100 CPU DB cores, running DB servers. In case OEM is directly bidding for this RFP, implementation experience directly or through their channel partner will be considered.	OEM/ OSD must have experience of implementing the proposed solution in at least one organization in India in past 5 years having a minimum installation base of 50 DB Server license / 100 CPU DB cores, running DB servers.	No Change
63	Annexure 02 - Eligibility Criteria	Multiple bidders can propose same OSD/OEM solution for the bid. However, one Bidder can bid only with one OSD/OEM product.	Request to consider One OSD/OEM solution with only one Bidder and viceversa for the bid.	No Change
63	Annexure 02 - Eligibility Criteria	D. Experience & Support Infrastructure Bidder must have experience of implementing the proposed solution in at least one organization in India in past 5 years having a minimum installation base of 50 DB Server License / 100 DB Instances / 100 CPU DB cores, running DB servers.	Request to consider modification of the clause as: The Bidder or Bidder's parent company ( incase bidder is wholly owned subsidiary of the parent company) must have experience of implementing the proposed solution in at least one organization in India in past 5 years having a minimum installation base of 50 DB Server License / 100 DB Instances / 100 CPU DB cores, running DB servers.	No Change
65	Annexure 04 – Onsite Resource Requirement	Shift: Two L2 level resources are required for performing in two shifts i.e. One resource in each shift for 8 Hours a day, timings will be: ☐ 07:00 AM to 03:00 PM ☐ 03:00 PM to 11:00 PM	Our understanding is banks needs two L2 resource per shift, Pls Confirm.	One L2 resource is required in each shift. Please refer RFP document for details.
79	Annexure 11 - Technical Requirement – DAM Solution , Integration Capability-Point No 58	The proposed solution must able to integrate with Service Manager Tool such as MicroFocus SMAX or any other ticketing tool for ticketing/workflow/case management, if required	Integration with ServiceNow and BMCRemedy Desk is available out of the box. But for Microfocus as there is no direct integration we can provide REST API which can be used by Ticketing tool to integrate with DAM. So request to revise this clause as "The proposed solution must able to integrate with Service Manager Tool such as MicroFocus SMAX or any other ticketing tool for ticketing/workflow/case management using default or API integration method, if required"	Proposed solution should support integration with ticketing solution using default / API integration / REST API or plug-in module.
81	Annexure 12	Service Levels	Service levels and performance should be de-linked with penalties as Software Performance is guaranteed by Oracle. So no penalty should be levied on Clover Infotech for Software or hardware Performance.	No Change
81	4	Penalty of 2% for every fortnight for not informing of the Bank of latest versions / release/upgrades/ patch for DAM solution upon its release.	Are patch expected every week ?	Patching of the solution should be done at earliest upon its release.

84	Annexure 12 - Service Levels	<p>Important Note:</p> <p>☑ All penalties will be calculated based upon the Hardware Appliance cost, Software Licenses Cost and/or ATS/AMC cost, as applicable.</p> <p>☑ Overall Cap for the penalty for all SLA violations is 10% of the total cost of HW &amp; SW for each quarter.</p>	<p>Hope the % of penalty will be applicable on the AMC /FMS cost respectively for the Yearly Value. Request bank to consider the "Overall Cap for the penalty for all SLA violations as 10% of the total cost of HW &amp; SW".</p>	No Change
88	Annexure 15 – Commercial Bid Format	<p>Notional License cost for 55 DB server license / 1400 DB Core licenses (If additional license are purchased by Bank)*</p>	<p>55 DB server license / 1400 DB Core licenses, Pls share the DC - DR Split for these database servers &amp; also share the Active &amp; Passive database count across each Site.</p>	<p>Count of DB Core license / DB server license specified in RFP document, please refer RFP document. Further, details will be shared with successful Bidder.</p>
90	Annexure 16 – Sizing for DAM Solution	<p>The proposed solution support monitoring of minimum 280 Database servers / 5100 Database cores. However, the hardware infrastructure provided by the bidder should support maximum 335 DB servers / 6500 DB cores.</p>	<p>Request you to provide the DC - DR split for 280 Database servers / 5100 Database cores and also provide the Active-passive database server/ database core count at DC and count at DR</p>	<p>Approximately 150 DB Servers at DC &amp; 130 DB servers at DR. Further, out of 280 Database servers, tentative Active DB servers count is 210 and Passive DB servers count is 70.</p>
90	Annexure 16 – Sizing for DAM Solution	<p>The proposed solution must support online retention of logs for a period of minimum 3 months and offline log retention for a period of 24 months i.e. solution should support logs storage and restoration. Logs must be pushed to Secondary storage / Syslog server / SAN storage / Back-up server provided by BIDDER for archival purpose.</p>	<p>As a standard practise the Logs are forwarded/stored into SIEM for historical references in future, request bank to remove offline log retention for a period of 24 months.</p>	No Change
NA	NA	General	<p>For the services(Implementation) the overall liability of service provider should not exceed the amount received from BOB towards project implementation.</p>	No Change
NA	NA	General	<p>Please share followinf information:</p> <ol style="list-style-type: none"> <li>1. Number of Active database instances (licensing model is based on number of active DB instances)</li> <li>2. Database instances are configured in Active-Active mode or Active-passive mode (DB configuration will impact license qty.)</li> </ol>	<p>Out of 280 Database servers, tentative Active DB servers count is 210 and Passive DB servers count is 70. Further, details will be shared with successful Bidder.</p>

NA	NA	General	Application Architecture	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	Deployment Architecture	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	No of Concurrent Users	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	Max Transaction per Day	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	Max Size of Write /Transaction year	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	Any Document Upload Permitted	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	Max Size of File in MB	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	Max Files per User	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	Database Backup Policy	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	Database Retention Policy	Details (if applicable & required) will be shared with successful Bidder

NA	NA	General	DC - DR Policy	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	RPO -- Recovery Point of Object	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	RTO -- Recovery Time of Object	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	Data Archival Policy	Details (if applicable & required) will be shared with successful Bidder
NA	NA	General	Is bank using any existing DAM Solution? Pls confirm.	Yes, details will be shared with successful Bidder