S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
1	19	2.3 Existing Desktop Inventory	The operating systems implemented on these desktops are Windows XP/ Windows Vista/ Windows 7/ Windows 8.	It is understood that there are some OS which are not supported by MS/OEM. Bidder will support required EMS functionality for Non-supported OS versions of OEM	It is clarified that - bidder shall support required EMS functionality for Non-supported OS versions of OEM on best effort basis.
2	19	2.5 Existing Anti-Virus System	Currently OICL is having 12690 perpetual McAfee Antivirus Licenses with Gold Support.	Kindly confirm whether bidder needs to provide & quote for 12690 or 13000 user licenses	Bidder needs to quote for 13000 user licences. Please refer clause 3.3.2
3	19	2.6 Bandwidth Details	Most of the OICL Offices are connected to data centre through MPLS VPN Dual Active-Active Link. Few offices are connected to VPN though secure Roam Connect over Internet.	Link Availability for patch/AV updation will be responsibility of OICL. Any downtime due to non-availability of required/sufficient bandwidth will be managed & taken care by OICL	Current bandwidth details are already mentioned in RFP Section 2.6 on which current set-up is running successfully. Downtime due to non-availability of bandwidth will be responsibility of OICL.
4	20	2.7 Existing Server Details	For Active Directory, Antivirus, Enterprise Management Software & Helpdesk Solution, OICL will treat Vashi as DC Site and Bengaluru as DR Site. OICL shall provide following servers to the Bidder for the deployment of proposed solution:	It is assumed that all necessary & required hardware/server for Antivirus, EMS Suite & Helpdesk solution will be provided by OICL. Any delay in provisioning of the required HW/OS would affect the timelines and bidder will not be responsible for the same. Bidder will only provide the necessary DB for proposed solution.	Additional hardware along with Operating System shall be provided by OICL & and bidder will not be responsible for any delay due to same. Database & other licenses required to run the solution to be provided by bidder
5	20	2.7 Existing Server Details	For machines connected to VPN through Internet, Reporting has to be managed through server hosted in DMZ at data center. Bidder has to share hardware sizing & OS details for this server.	Kindly provide the count of systems (roaming) which will fetch update via internet directly through VPN. Accordingly server config will be provided	Currently count of such system is approximate 900.

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
6	21	3.1 Active Directory Upgrade	The existing active directory is implemented on Windows 2003 Server. The Bidder shall be responsible for upgrade of Single Active Directory Domain using latest Platform with High Availability and manage all desktops/Servers at all the Branches and offices across the country with a single domain and to have a Standard Operating Environment rolled out across its desktops and laptops.	It is assumed that DC & DR should be proposed in HA for all solution including-AD, Antivirus & EMS Suite.	Hardware HA is not required, however bidder may use virtualization feature in the OS provided by OICL while designing the solution.
7	22	3.2.2 Anti-Virus Solution	The total number of licenses required will be as following: · Desktops : 13000 · Windows Based Servers : 32 · RHEL Based Servers : 32	Request OICL to provide location-wise split of endpoints at each location (DC, DR, HO, RO, DO, BO, MO, SVC & Hub). Also it is assumed that existing local antivirus update system at remote locations can be re-used for optimized Antivirus architecture. Also EMS suite would also require local distribution point/relay system at each remote location, for which existing AV system/file/print server can be reused.	<table><tr><td>Type of Office</td><td>No of Offices</td><td>No. of PCs per Office (Approx. Range)</td></tr><tr><td>HO</td><td>1</td><td>500</td></tr><tr><td>RO</td><td>30</td><td>20-50</td></tr><tr><td>DO</td><td>340</td><td>10-15</td></tr><tr><td>BO</td><td>500</td><td>8-12</td></tr><tr><td>EC</td><td>900</td><td>1-2</td></tr><tr><td>SVC</td><td>28</td><td>10-25</td></tr><tr><td>TP Hub</td><td>32</td><td>10-15</td></tr></table> Existing local antivirus update system can be re-used. Currently, local server is configured at 40 locations where more than 512 kbps bandwidth is available & it is clarified that these are not remote locations. For EMS, local distribution point/relay system can be configured at locations where bandwidth is more than 512 kbps. For other locations, update shall happen directly from server.
8	22	3.2.4 & 3.2.5Anti-Virus Solution	The solution should take care of bandwidth while updation of antivirus on Desktops in branches connected through MPLS, VPN and Roam Connect along with Servers at DC & DR Site. DR solution should be 100% of the DC Configuration.	It is assumed that DR solution should be 100% of DC configuration in terms of hardware capacity & it should be in HA at both location.	Hardware HA is not required, however bidder may use virtualization feature in the OS provided by OICL while designing the solution.

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
9	23	3.2.8 Anti-Virus Solution	The Bidder has to ensure that the proposed AV should be able to install its agents and send updates / patches and receive status on the available bandwidth during office hours without affecting the normal work of the office. During the night hours and holidays, it is not possible to keep the desktops ON.	For optimizing bandwidth, it is assumed that local AV update system/EMS relay system will be made available to bidders by OICL at each remote location.	Currently local AV server are configured at 40 locations where more than 512 kbps bandwidth is available. Bidder is supposed to design AV/EMS solution accordingly.
10	23	3.3 Enterprise Management Software/3.3.3, 3.3.4 & 3.3.5	DR solution should be 100% of the DC Configuration. The bidder shall carry out the asset management of all networked devices in all the offices of OICL. It shall also support auto-discovery of equipment and shall generate online report without any manual intervention. Integrated reporting shall be fully automatic with no manual intervention. All the EMS modules shall integrate with the Helpdesk solution.	It is assumed that DR solution should be 100% of DC configuration in terms of hardware capacity & it should be in HA at both location.	Hardware HA is not required, however bidder may use virtualization feature in the OS provided by OICL while designing the solution.
11	24	3.3.16	Vendor has to deploy following modules: i. Asset Management (Hardware & Software) ii. Patch Management / Software Distribution Management iii. Remote Assistance Functionalities	For antivirus, OICL has asked for Latest Gartner Leader's Magic Quadrant of Endpoint Protection Platforms. Request OICL to consider the Gartner Leader quadrant criteria for EMS to qualify enterprise class tools	As per RFP
12	26	3.4 Help-Desk Solution/3.4.2	The Bidder is required to extend the helpdesk solution to all the users under the head office at New Delhi and all the 30 Regional Offices by providing interface/logins for lodging complaints with their respective AMC Vendors.	It is assumed that helpdesk solution will not be deployed at DC & DR site.	Helpdesk solution will be deployed at servers at DC & DR site. However resources shall be deployed at OICL head office.

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
13	27	3.5 Facilities Management Services/3.5.2	FM engineer(s) should be trained & experienced professional having excellent communication skills. The FM resources should be minimum graduate/diploma holder in engineering (IT/Electronics/Computers) having good knowledge on Directory Services, Enterprise Management Software & Anti-Virus (AV) Solution. The FM resource(s) should be having Certification on Proposed Directory Services / Enterprise Management software/ AV solution.	Request OICL to consider resource certification on similar (rather than proposed) platform for Directory Services / Enterprise Management software/ AV solution.	As per RFP
14	28	3.5.9 Facilities Management Services	FMS Resources shall also be responsible for the maintenance of the FTP Server provided by OICL.	Request you to clarify which FTP server/solution is being referred here. Also this will be hosted at which all locations.	OICL already has one Windows based FTP Server hosted at DC Site.
15	31	3.9.1 Documentation/ 3.9.1 & 3.9.2	3.9.1 The Bidder will have to develop a detailed system design document for all the services in consultation with OICL. Provide a template for system design document along with the technical bid.	Kindly clarify what all details are expected to be included as part of system design document as this will be submitted along with technical bid	As per scope of work mentioned in RFP section 3
16	31	3.9.1 Documentation/ 3.9.1 & 3.9.3	3.9.2 The Bidder is also required to develop and document detailed system administration and maintenance procedures customized for OICL. These documents will serve as guides for OICL administrators while managing the project.	It is assumed that all detailed system administration and maintenance procedures will be shared by successful L1 bidder	Yes
17	17	1.7 Project Timelines/1.7.3	The Delivery, Configuration, Installation & Commissioning of Application Software and Help Desk Setup shall be completed within a period of 45 Days from the date of placement of order.	Request OICL to extend delivery & commissioning timelines from 45 days to minimum 90 days as delivery would itself take 4-6 weeks & further commissioning at multi-locations would need another 45 days for 13000 endpoints	It is clarified that - The Delivery, Configuration, Installation & Commissioning of Application Software and Help Desk Setup shall be completed within a period of **60 Days** from the date of placement of order.
18		General	Request OICL to consider EMS & Help-desk software as a service; instead of buying the product license up-front	Pls clarify whether Bidder can propose software as service model for both EMS & help desk solution	No Change, As per RFP
19	30	3.8 Training	The Bidder shall provide OICL with a comprehensive training program that includes instructor-led training to facilitate successful implementation and knowledge	As Appendix 1 Bill of Material Table E P95 Training days are more, Please confirm that bidder has to quote as per commercial sheet only.	Bidder has to quote as per commercial sheet only.

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
			transfer of the proposed solution. The SI will be required to conduct the technical training session.		
20	24	3.3 Enterprise Management Software	3.3.10 Proposed solution should also be implemented in Roam Connect desktops as well. Count of such desktops is approximately 900	Please help us understand - What is "Roam Connect Desktop"?	These desktops are outside MPLS VPN but connected to VPN - as & when required using VPN over local internet.
21	24	3.3 Enterprise Management Software	3.3.11 Removal of unauthorized software with confirmation from OICL	What is the expected periodicity of such activity to check and eradicate unauthorized software from OICL computers?	This activity shall be performed quarterly or as and when required.
22	24	i. Asset Management	i) It should provide configuration management.	Please define Scope of Configuration Management. If Configuration Backup is to be taken every week or every month?	It is clarified that solution shall maintain a record of hardware & software configuration for items indicated in the RFP as part of Asset Management. Configuration backup to be taken weekly.
23	25	ii. Patch Management	b) On administrator's approval, deployment of patches without end user intervention	How do we ensure Computer Restarts if at all "Restart" is required by the type of Patch being installed?	Pop-up or Message should be displayed at users screen before "Restart" with the option of Restart Now or Restart Later.
24	25	ii. Patch Management	c) Prioritize and deploy patches based on requirements.	What will be the logic used to prioritize Patches? Do OICL currently have a process/logic documented that will be shared with successful bidder for this purpose?	Details shall be provided to successful bidder
25	26	3.4 Help-Desk Solution	3.4.4 Bidder is also required to provide a dashboard console as well as reporting mechanism to HO and all 30 RO's for analysing the complaints	Please share which points/KRAs to be reported for monitoring performance of Regional Offices.	Bidder shall design the solution as per scope mentioned in the RFP however specific details shall be provided to successful bidder.
26	26	3.4 Help-Desk Solution	3.4.5 OICL also requires a separate help-desk partition which shall be common for HO and all 30 RO's with the common SLA and access rights to all the users under HO and RO's	Please help us understand this expectation clearly. Is it w.r.t. Shared Service Desk being partitioned for OICL?	It is clarified that OICL is procuring its own helpdesk solution though this RFP & bidder shall make as many separate help desk partitions & SLAs as required by OICL.
27	26	3.4 Help-Desk Solution	3.4.6 Access of the Helpdesk solution will be provided to HO and all 30 RO's	Do you wish to grant Admin rights (which will be with OICL IT Team and Service Desk team) to AMC Vendors as well? Can we suggest to provide Read-Only AMC vendor? Any updates to ticket status could be done by given Service Desk team.	Full admin rights shall be with OICL IT Team and Service Desk team only, however access rights shall be provided to AMC vendor / RO IT Co-ordinators for their respective regions only.

Tickets status of the user complaints shall be updated by the respective AMC vendors. |

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
28	27	3.4 Help-Desk Solution	3.4.13 Monitoring systems to proactively determine, diagnose, and resolve problems. This includes notifying customers and all service providers of known problems and alerts	Do OICL need a "Self-Healing" solution?	Solution should meet minimum technical specifications mentioned in Annexure 10.1.2
29	28	3.5 Facilities Management Services	3.5.5 If required, resources may travel as and when required at OICL's DC / DRC locations at bidders own cost	If the resources need to travel to OICL's DC and DRC site due to OICL's requirement, OICL should reimburse travel expenses at actuals instead of bidder paying for those expenses. Please confirm.	As per RFP
30	28	3.5 Facilities Management Services	3.5.6 In case OICL intends either to replace the existing old Desktops with the new Desktops (transition phase), or there is an increase in the count of Desktops during the contract period there shall be no change in the commercial value of FMS resources	What will be the expected % increase in number of computers? While Bidder may not increase number of FM support engineers, OICL's SLA may take a beating.	upto 20% increase in number of computers during the transition period of replacement of the existing old Desktops with the new Desktops.
31	28	3.5 Facilities Management Services	3.5.9 FMS Resources shall also be responsible for the maintenance of the FTP Server provided by OICL	Please share SoW expectations for the FTP Servers.	To upload the software, files & documents etc. given by OICL IT team on the FTP server.
32	29	3.6 Project Management	l) Provide strategic and tactical recommendations in relation to technology related issues and technology improvement.	How do you measure if the inputs given and efforts put in are sufficient and adequate for OICL? Please help us understand as how will you measure this parameter against your expectations.	This shall be mutually agreed between OICL and project manager deployed by successful bidder.
33	53	7.2 Technical Bid Documents	5. CV's of Manpower proposed	We can share Sample CVs or JD of required profiles. Sharing CVs of candidates at this time won't be possible as those candidates may get assigned to other projects before OICL's PO is received.	Proposed resources shall meet criteria mentioned in RFP clause 3.5.1
34	3.3.16 / i /b		It must provide comprehensive inventory information collected from all network connected systems.	Need Clarity on the Term "Network connected systems". Does this include only desktops connected to the network or any other network devices included as well?	Please refer clause 3.3.16/i/h
35	3.3.16 / i /e		It must allow local, offline auditing of intermittently connected devices over network or dial-up connections.	remove this point as it goes against the purpose of centralized management and automation. Solution should be capable of managing a device irrespective of its network connectivity or location.	As per RFP

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
36	3.3.1 6 / iii/a		It should allow remote control of end-user desktops. It should offer remote control capabilities for various Operating System environments.	Need clarity on the term "Various Operating Systems". Which operating systems are scoped under this RFP requirement?	Please refer RFP clause 2.3
37	19	2.4 Existing Active Directory	AD present infrastructure landscape	Request to share more information on the AD structure	• Single Domain • 2 Domain Controllers (Primary & Additional Domain Controller) • Intra site replication • Organizational Unit (OU) structure based on Regions & Users. • Group policy deployed on Domain and OU.
38	20	2.7 Existing Server Details	Make and model CISCO UCS Blade	Are you using virtualization or plan to use on these server hardware?	Microsoft Windows Server 2012 R2 Standard Edition has by default feature of 2 VM's, bidder is free to utilize the same.
39	57	1.d Asset Management	System should support agent-less and agent-based data collection and provide unified dashboards	Dashboards are often customized as every organization has different requirements. Request you to please include creation of dashboard by means of customization	It is clarified as bidder shall provide unified dashboards that can be customized as per requirement of OICL.
40	57	1.g Asset Management	Shall collect detailed Hardware Inventory for Processor, Bios, RAM, Hard Disk, Interfaces and Battery health	Battery health information comes from the Battery Applications installed by OEMs and not from the system driver. Battery applications from these OEMs do not provide APIs for collection of Data. Request you to please remove the battery health from the specs	It is clarified that - shall collect detailed Hardware Inventory for Processor, Bios, RAM, Hard Disk, Interfaces.
41	57	1. k Asset Management	Shall help to manage the life cycle of the asset from the procurement all the way to scrapping it.	The requested requirement can be met by the means of customization and integration	As per RFP
42	57	1.l Asset Management	Shall provide dashboards to understand who uses the asset and in which location	The requested requirement can be met by the means of customization and integration	As per RFP
43	57	2. Asset Management	Financials - Shall provide an ability to capture the procured financial value of an asset and provide access to	The requested requirement can be met by the means of customization and integration	As per RFP
44	58	3. Asset Management	System shall provide an ability to generate Bar-code's / IP Address for the assets under management	The requested requirement can be met by the means of customization and integration	As per RFP

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
45	64	10.1.2 Help-Desk Solution, ITIL Certification, Point 1.a	Service desk should be certified in ITIL v 2011 on a minimum of 3 processes and should allow the implementation of Incident management, Problem management, change management and service request fulfilment process.	To our understanding you are referring to ITIL certification. Can we assume that the solution to be based on ITIL? MS Solution is based on MOF (which is based on ITIL standards) Service desk should be based on ITIL v3 on a minimum of 3 processes and should allow the implementation of Incident management, Problem management, change management and service request fulfilment process.	As per RFP
46	64	10.1.2 Help-Desk Solution, Point 3 e.	Standalone user authentication algorithm, If the LDAP server is not available	The solution which we offer has tight integration with Active Directory. The users who login to the console are the ones who exist in Active Directory and on top we provide role based access control. Keeping this point would make us out of the bid. Request for removal	As per RFP
47	65	10.1.2 Help-Desk Solution, Point 7 d.	Upon submission, every request should be assigned with unique-id which shall remain unique through-out the lifecycle and the request id should not be re-used. It should be possible to customize the numbering format of the generated request (ex: date-month-branch ID - type of asset - xxx)	To our understanding the request raised to be of unique id and need not be re-used , on the customizing the format is it acceptable to identify the incidents\problems\service request with two letter unique pre-fix	As per RFP
48	67	10.1.2 Help-Desk Solution, Point 15.d	Ability to the users in the system to rate the usefulness of the Knowledge Base articles	To our understanding you like to bring in rating information for the knowledge base articles. Hope the same can be provided by helpdesk engineer would be acceptable? Ability to the users\engineer in the system to rate the usefulness of the Knowledge Base articles	As per RFP
49	67	10.1.2 Help-Desk Solution, Point 15.e	Knowledge Base articles to be automatically popped up to the users in the system whenever it is relevant to the ticket that is logged	We offer capability to search the knowledge base which does not need an automatic popup. Knowledge Base articles to provide search capability to the users in the system whenever it is relevant to the ticket that is logged	As per RFP
50	67	10.1.2 Help-Desk Solution, Point 16.a	System should provide an ability to define operational level agreement where-in operational level agreements between the inter department can be tracked	To our understanding there is no IT multiple departments where OLA need to be defined. Request for removal	As per RFP

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
51	67	10.1.2 Help-Desk Solution, Point 16.b	OLA tracking should provide escalation mechanism (prior and post violation) and any such escalation should support SMS and E-mail	To our understanding there is no IT multiple departments where OLA need to be defined. Request for removal	As per RFP
52	67	10.1.2 Help-Desk Solution, Point 16.c	It should be possible to define OLA based on any service request fields (i.e. including custom fields)	To our understanding there is no IT multiple departments where OLA need to be defined. Request for removal	As per RFP
53	68	10.1.2 Help-Desk Solution, Point 16.d	Should support business hours and non-business hours based OLA definition and measurement	To our understanding there is no IT multiple departments where OLA need to be defined. Request for removal	As per RFP
54	69	10.1.2 Help-Desk Solution, Point 19.a	System should provide an ability to define multiple business hours and holiday profiles which should be applied automatically for SLA and OLA calculation	To our understanding there is no IT multiple departments where OLA need to be defined. System should provide an ability to define multiple business hours and holiday profiles which should be applied automatically for SLA calculation	As per RFP
55	69	10.1.2 Help-Desk Solution, Point 21	Service desk shall be accessible from smart-phone browsers and shall provide mobile device friendly interfaces.	We offer the capability to open the web console via a web browser, when you mention mobile device friendly interface, are you referring to mobile app? Request to mention this as an options. Service desk shall be accessible from smart-phone browsers or shall provide mobile device friendly interfaces.	It is clarified that - Service desk shall be accessible from smart-phone browsers / interfaces. However Mobile app is not required.
56	69	10.1.2 Help-Desk Solution, Point 23.b	Shall be able to administer the entire monitoring solution from a single, administrative console accessible via HTTP - The ability to centrally manage completely	To our understanding you are referring of central management console. We provide the same via thick console rather than web console. Request to make this as optional.Shall be able to administer the entire monitoring solution from a single, administrative console accessible via HTTP or console- The ability to centrally manage completely	As per RFP
57	94	Table B - Software Cost	32 Windows server & 32 Linux	Request to provide the versions of the Windows & Linux servers along with count	Microsoft Windows Server 2012 R2 Standard Edition - 32 Nos. RHEL 6.5 - 32 Nos.
58		Solution Architecture		Is OICL looking for centralized architecture or decentralized architecture as you are looking at providing administration/read only consoles in Regional Offices?	Centralized architecture

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
59	75	20/10.1.4	Solution should provide single Web Based management console to manage all endpoints all services and define central policy for the solutions available. OICL will also extend consoles to HO and all its 30 regional offices	Central console is responsible for defining policies centrally. Hence clarification is needed whether this specification is talking about role based access which can be given to different administrators based on regional offices. Kindly confirm	Please refer clause 3.2.11
60	76	25/10.1.4	Solution should support Microsoft Windows 8/7/Vista/XP, Microsoft Windows 2003/2008/2012 Server edition and RHEL. (Server/Desktop)	RHEL support has been asked for. Limited antivirus features are supported in RHEL as RHEL gives limited set of controls for endpoint protection. Hence request it to be clarified as limited AV support can be provided in RHEL environment	RHEL support is asked for only RHEL based servers as mentioned in clause 3.2.2 & bidder shall provide full support for the same.
61	76	30/10.1.4	Solution should provide Registry lockdown.	Registry lockdown might cause issue in installing new programs or applications. Hence request it to be modified to "Must clean computers of file-based and network viruses plus virus and worm remnants (Trojans, registry entries, viral files)—through a fully-automated process"	It is clarified that while installing any new program / application there should not be any issue.
62	77	35/10.1.4	Solution should be capable of Remote Client Installation and Remote Patch Deployment.	Remote patch deployment will be taken care by patch management software which has already been asked for in the RFP under 3.3 Enterprise Management Software. Hence clarification is required whether this patch is for AV patch deployment.	It is clarified that this asked patch management solution is for all the patches required to be deployed remotely not specifically for AV patches.
63	21	3.1	Active Directory Upgrade	1. Since Windows server 2003's is at its end of life and there is no possible upgradation, microsoft's documents talks about the migration to latest windows server 2. And, since naming a product denies other OEM a right to fair competition Should the clause not be renamed to: "Domain Server Migration"	As per RFP
64	77	32	The solution must have support for multiple alerting mechanisms including mobile, email and SNMP notification.	Sending a notification through email will need an integration with a SMS gateway server. Would request this to be changed to mobile/email/SNMP.	It is clarified that - The solution must have support for multiple alerting mechanisms including mobile / email / SNMP notification.
65	77	39	The proposed End-point Protection solution should provide anti-virus support at different layers of an enterprise like	Is customer looking for a antivirus solution of enterprise groupware solutions if yes what is the groupware product they are	Solution should have support for MS Exchange, Lotus Domino, Windows live mail, Outlook Express

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
			groupware (MS Exchange, Lotus Domino, Windows live mail, Outlook Express) and desktops.	using. Or is it that customer is looking for an integrated fuctionality of endpoint with the groupware clients like MS outlook, Outlook Express etc.	
66	78	43	The solution should be proposed with OEM Premium Support i.e. highest Level of Support directly from the OEM. The same should be certified by OEM with relevant documents	Need to know if customer is looking for a dedicated Account Manager as well as a dedicated technical resource.	Solution should be proposed with OEM Premium Support i.e. highest Level of Support directly from the OEM.
67	Page 23,	Point 3.3.5	Integration with the Helpdesk solution is required.	Can we know some of the integration examples?	To get hardware & software configuration of the asset for which complaints is being raised as it will help to get first-hand information about the possible cause for the reported issue.
68	Page 24 ,	3.3.10	Does roam connect desktop have only internet connectivity?		Yes
69	Page 24,	3.3.16	Is remote assistance required on in network devices or also for devices on the internet?		Remote assistance is required on network devices as well as devices on the internet.
70	Page 24,	Asset Management:	Are we looking at only IT assets or we are also looking at Non-IT asset management here.		Only IT assets.
71	Page 25,	Patch Management		Are we looking at third-party software patches, i.e. non-microsoft vendor patches. E.g Adobe, Firefox, Google etc..	Yes
72	Page 27,	Helpdesk, 3.4.15	Proposed solution shall be customizable as per the requirements of OICL.	Does the OICL have an existing Procurement system in place. We would require the details of the same along with the database being used by the system	Currently OICL is using out-sourcing model for helpdesk. Bidder has to propose the solution as per mentioned technical specification in Annexure 1.
73	Page 58,	point 3	System shall provide an ability to generate Bar-code's / IP Address for the assets under management	We would require the number of Barcode devices to be used for licensing. Also does the bank have these devices, we need to know the make and model of the same.	Currently only ability is required.
74	Page 61, 21b	Asset Management Requirements	Shall also provide a tool which analyses collected data with a variety of different reporting functions.	We know to know the solutions across which the reporting is required.	Asset management
75	Page 66, 8a		System should provide a facility to track engineer's attendance and availability for taking up the call.	We need to know the number of concurrent technicians who are going to access the service desk. The licensing would depend on the same.	It is clarified that AMC vendors at 31 locations are required to log, update the status, resolve, closing the call to maintain their SLA. All individual OICL users must be able to log complaint on helpdesk.

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
76	Page 66, 9b		System should provide integrated approval mechanism for getting approval from higher authorities upon a need. Flexibility to be provided to route the approvals automatically without the need of helpdesk/human intervention. Should provide approval managers an option to set 'delegation' in case they are unavailable for a period of time	We would require the approval workflow beforehand for us as this would require professional services.	Workflow will provision approvals required by current AMC vendors from OICL IT team. However for upcoming vendors in entire contract period, workflow shall be provided as and when required. Accordingly, **bidder is expected to make suitable arrangements with OEM.**
77	Page 67, 14a		System should provide a mechanism for achieving functional escalation & hierarchical escalations	We would need the escalation workflow or the entire incident process workflow in order for the required customisations to be put in place.	Please refer RFP clause 3.4.8
78	19	Existing Anti-virus Systems	OICL is using McAfee Anti-virus Licenses on all desktops. · Currently OICL is having 12690 perpetual McAfee Antivirus Licenses with Gold Support.	Is it must to propose McAfee based anti-virus or bidder is free to propose any other anti-virus	Bidder is free to propose any anti-virus meeting the technical specification mentioned in Annexure -1
79	20	Existing Server Details	OICL shall provide following servers to the Bidder for the deployment of proposed solution:	Please provide the HDD details for proposed server	2 * 900 GB 10K RPM SAS HDD
80		20 Existing Server Details	For machines connected to VPN through Internet, Reporting has to be managed through server hosted in DMZ at data center. Bidder has to share hardware sizing & OS details for this server.	How many machines will connect from internet for patch updation?	Currently count of such machines are approximate 900.
81		21 Active Directory Upgrade	The Bidder shall be responsible for configuring and providing the reports from the AD Server automatically through e-mails as required by OICL.	What kind of reports are expected from AD?	shall be provided to successful bidder
82	28	Help Desk Solution	If required, resources may travel as and when required at OICL's DC / DRC locations at bidders own cost.	How frequently?	If required by the successful bidder resources may travel as and when required at OICL's DC / DRC locations.
83	28	Help Desk Solution	FMS Resources shall also be responsible for the maintenance of the FTP Server provided by OICL.	Please provide the details of FTP infrastructure	One Cisco UCS B200 M3 Blade Server along with Windows Server 2012 R2 Standard Edition.
84	29	Help Desk Solution	FMS Resource should provide the details related to new OS patches/ hot-fixes released in Desktops & Servers. FMS Resource shall also be responsible for update / upgrade these patches/hot-fixes	Is OICL going to provide any testing infrastrcure to test the new released patches and updates before installing on production setup.	Bidder has to share the recommended sizing & OICL shall provide the required infrastructure. Please refer RFP clause 2.7

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
85	30	Training	Training	Is OICL going to facilitate necessary infrastructure for training?	Yes
86	74	10.1.4 Anti-Virus	Solution should Seamlessly integrate industry leading protection technologies (antivirus, antispyware, desktop firewall, IPS, and device control) in a single agent	Since you are deploying the Active Directory, Device Control can be possible through the AD GPO itself, it doesn't require any agent on the device. Request you to please remove the device control from the AntiVirus Agent's requirement	As per RFP
87	75	20. Antivirus	Solution should provide single Web Based management console to manage all endpoints all services and define central policy for the solutions available. OICL will also extend consoles to HO and all its 30 regional offices	Every solutions have different consoles type. Thick clients and Web based. Request you to please remove the specific web based console requirement. Are there local administrators which will be based in 30 Regional Offices? Solution should provide Console applications (web or thick) to manage all endpoints, all services and device central policy for the solutions available. OICL will also extend consoles to HO and all its 30 Regional Offices.	Please refer RFP clause 3.2.11
88	28. AntiVirus	76	The solution should have provision for unlocking the user interface with a password protection. Local machine admins should not able to unlock the interface of the solution without successfully using the password	Password based UI console is not required as if the AntiVirus Client is managed from Central Admin console. No local changes are Permissible/possible even if the user has local administrative rights.	As per RFP
89	44. Antivirus	78	The proposed Anti-Virus Solution should in the Latest Gartner Leader's Magic Quadrant for Endpoint Protection Platforms.	Some OEMs have Integrated solution of Client management and endpoint protection which are listed in Client Management Gartner quadrant. Can this be considered for AntiVirus as well.	As per RFP
90	76	Point no. 35	Solution should be capable of Remote Client Installation and Remote Patch Deployment.	Please clarify that the patch referred here is antivirus update not the OS patch.	Patch referred here is antivirus update
91	78	Point no. 42 of Anti-Virus specification	Proposed solution should have Randomization feature.	Request you to kindly clarify the details needed w.r.t randomization and explain the functionality expected	Updates of the machines in office should happen in staggered manner.

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
92	13	1.1	Office Locations within India	Pls. describe average user / end client (assets) distribution across office locations like, Head Office, Regional Offices , Branch offices, Divisional Offices, Service Centers, extension Hubs, etc.	<table><tr><td>Type of Office</td><td>No of Offices</td><td>No. of PCs per Office (Approx. Range)</td></tr><tr><td>HO</td><td>1</td><td>500</td></tr><tr><td>RO</td><td>30</td><td>20-50</td></tr><tr><td>DO</td><td>340</td><td>10-15</td></tr><tr><td>BO</td><td>500</td><td>8-12</td></tr><tr><td>EC</td><td>900</td><td>1-2</td></tr><tr><td>SVC</td><td>28</td><td>10-25</td></tr><tr><td>TP Hub</td><td>32</td><td>10-15</td></tr></table>
93	20	2.7	OICL shall provide following servers to the Bidder for the deployment of proposed solution.	Does proposed Hardware & Operating system includes Virtualization S/w or Shall Bidder propose for the same.	Microsoft Windows Server 2012 R2 Standard Edition has by default feature of 2 VM's, bidder is free to utilize the same.
94	20	2.7	OICL shall provide following servers to the Bidder for the deployment of proposed solution.	Pls. suggest the proposed processor Brand/ Model with Clock Speed details of the Server Hardware provided by OICL.	UCS B200 M3 Blade Server (2.60 GHz Intel E5-2650 v2)
95	20	2.7	OICL shall provide following servers to the Bidder for the deployment of proposed solution.	Pls. clarify on the Virtualization S/w provided by OICL and Its Management Tool.	Microsoft Windows Server 2012 R2 Standard Edition has by default of 2 VM's
96	20	2.7	OICL shall provide following servers to the Bidder for the deployment of proposed solution.	Pls. clarify can bidder propose Increase of Memory or change of processor for the Server Infrastructure provided by OICL.	Bidder can specify additional hardware requirement as mentioned in point 3 of section 2.7
97	20	2.7	OICL shall provide following servers to the Bidder for the deployment of proposed solution.	Pls. share details of Storage and Backup Infrastructure provided by OICL for proposed solution of EMS/ Helpdesk, Patch Management/ Antivirus Logs, etc.	Same shall be provided by OICL.
98	21	3.1.3	DR solution should be 100% of the DC Configuration.	Pls. clarify, does it mean redundancy at DC & DR?	Configuration for servers should be 100% similar at DC & DR
99	21	3.1.4	The Bidder should develop a project plan for the implementation of AD services indicating milestones and deliverables to OICL.	Bidder has to provide detailed design for OICL approval before implementation.	As per RFP
		3.1.6	Design & implement the logical and physical structure of Directory services, Organization Unit.	We request OICL to confirm our understanding:	
			Design and implementation of group policy, domain policy, naming conventions of the organization's unit as per OICL requirement as well as industries best policies.	Gap between "Submission of proposal (Design)" & "Approval received (in writing)" the time period will be excluded from the implementation schedule. As approval mechanism/ tenure is with OICL and bidder has No Control on same.	
100	22	3.1.19	Bidder shall also submit procedural	Is bidder responsible for management of	Bidder shall coordinate for backup

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
			documents related to day to day operations, backup, restoration etc.	Backup Infrastructure? Will OICL provide the required Infrastructure and Software for the same or bidder shall propose the same?	management, however Backup Infrastructure & Software shall be provided by OICL.
101	22	3.2.5	DR solution should be 100% of the DC Configuration.	Pls. clarify, proposed requirements of DC to be of 100% than why offered servers at DC is >3 times than DR?	Bidder can specify additional hardware requirement as mentioned in point 3 of section 2.7
				Does it mean DR to be 100% compute of DC or Redundancy / High Availability?	Hardware HA is not required, however bidder may use virtualization feature in the OS provided by OICL while designing the solution.
102	23	3.2.12	The proposed solution should provide the AV reports of the clients which are taking AV updates directly from the internet. The count these of desktops are approximately 900.	Pls. clarify the reason for 900 desktops getting updates directly from Internet?	OICL VPN is extended to approx. 900 remote offices. All these users connect to OICL VPN through local internet.
				How these desktops are / expected to be covered under centralized EMS solution for Patch Management / Asset management?	
103	23	3.3.4	The bidder shall carry out the asset management of all networked devices in all the offices of OICL.	Pls. clarify does this includes Router, Firewall, Printers, etc. or just the end user Laptop/ desktop & servers?	Please refer clause 3.3.16/i/h
				If all network attached devices pls. state the total devices apart from **13064** end clients (incl. workstations &64 Servers) across all offices/ locations.	
104	25	(J) Patch Management	It should provide distribution of software across large distributed environments connected over WAN.	Pls. clarify if RO, BO, EC/ EH, DO and other locations have any server Infrastructure to be used as Distribution point for large packages rollout at these locations. As current bandwidth may become bottleneck for rollout of Service packs which are around 100 MB or more to be deployed across all clients over limited bandwidth during office / business hours.	Server Infrastructure is only available at DC & DR.
105	25	(a) Remote Assistance	It should allow remote control of end-user desktops. It should offer remote control capabilities for various Operating System environments.	Pls. clarify the requirement is related to remote management of Desktops / Laptops (i.e. Microsoft windows environment)?	Yes
106	28	3.5.8	All the updates of the proposed solution for the application software and end points has to be done after proper testing. Confirmation of the testing shall be responsibility of the bidder.	Pls. clarify, will OICL provide the required test bed to ensure error free testing in given Enterprise environment? **Or** OICL will provision the Infrastructure for applicable testing?	Bidder has to share the recommended sizing & OICL shall provide the required infrastructure. Please refer RFP clause 2.7
107	28	3.5.11	FMS Resource shall be responsible to	Does this means only network attached	Please refer clause 3.3.16/i/h

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			maintain the inventory list of the assets. However entry & tagging shall be done by respective Regions.	assets or all assets, Incl. peripherals?	
				Will OICL shares the appropriate asset Inventory and applicable fields / parameters in tabular format as In production/ Store and Location with AMC provider details?	Details shall be provided to successful bidder if required.
108	28	3.5.13	Bidder has to maintain the backup of logged calls during the contract period & shall provide the same as per requirement (Daily/Weekly/Monthly basis).	Does it mean that Backup at Data Centre / DR, applicable infrastructure will be provisioned by OICL	Bidder shall coordinate for backup management, however Backup Infrastructure & Software shall be provided by OICL
				Pls. also state the retention period for the backup and media type to be considered here.	
109	30	3.8	The Bidder shall provide OICL with a comprehensive training program that includes instructor-led training to facilitate successful implementation and knowledge transfer of the proposed solution.	Pls. specify the location(s) of training (Train the trainers), will it be in Bidder's premise or OICL.	OICL premises
110		GENERAL (Anti-Virus)	Support for products which have been declared as EOS/ EOL by their respective OEMs; Like XP/ Vista/ Windows 2000/ 2003, etc.	Pls. clarify is OICL looking for technology support which is now considered as legacy or obsolete or it is a general statement?	Proposed solution should support all mentioned Operating Systems. Bidder shall provide support for Non-supported OS versions of OEM on best effort basis.
111	19	2.5 Existing Anti-Virus System & 3.2.1-3.2.18 Antivirus Solution	Currently OICL is having 12490 Client Access Licenses & SoW for Implementation of Solution	Since, OICL already has 12490 CALs, Would new licenses be replacement of existing OR over-n-above of existing?	Replacement of existing CALs
112	23	3.3.1	The bidder shall carry out the asset management of all networked devices in all the offices of OICL. It shall also support auto-discovery of equipment and shall generate online report without any manual intervention.	Request you to please provide the total inventory count to be managed through asset management module	Please refer 3.3.16/i/h: Desktops: 13000 Printers: 5000 Network Switches: 1100
113	24	3.3.16	Vendor has to deploy following modules: i. Asset Management (Hardware & Software) ii. Patch Management / Software Distribution Management iii. Remote Assistance Functionalities	Remote Assistance Functionalities - Is the remote assistance functionality required for providing the first level support through remote desktop access. If Yes, is the first level remote support for desktops under scope of helpdesk as part of this RFP?	It is clarified that - Vendor shall deploy Remote Assistance Functionalities, however first level support through remote desktop access shall be provided by AMC Vendors.
114	24	3.3.16	Vendor has to deploy following modules: i. Asset Management (Hardware & Software)	Is the bidder allowed to provide the cloud instance of helpdesk & EMS tools?	No

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
			ii. Patch Management / Software Distribution Management iii. Remote Assistance Functionalities		
115	26	3.4.1	The Bidder is required to establish and maintain a Help Desk Solution as a Single Point of Contact for all the services, solutions & infrastructure at OICL, for lodging complaints with their respective AMC vendors, generating ticket numbers, tracking complaints, routing service requests till call closure.	Is the Helpdesk team required only to log, track & close the tickets or they are also expected to provide the first level support using remote access?	Helpdesk team shall log, track & resolve the tickets along with first level remote support related to all the solutions supplied as part of this RFP.
116	26	3.4.11	Notifying users of problem status and resolution (via mails).	Does the scope include the integration of Helpdesk with mailing solution? If yes, please provide the details of email solution in use.	Yes, details of email solution shall be provided to successful bidder
117	27	3.5.1	Facilities Management Services	Helpdesk coordinator required is only 1. Need to understand the scope of helpdesk coordinator with respect to providing the level 1 support for desktops. In case level 1 support for desktop is to be provided by helpdesk coordinator then 1 engineer will not be able to support the 13000 assets.	Helpdesk team shall log, track & resolve the tickets along with first level remote support related to all the solutions supplied as part of this RFP.
118	27	3.4.12	Tracking of problems from an initial call to restore to service. This includes problems redirected to non-Bidder service providers	Is the helpdesk coordinator required to track the AMC tickets till closures including the AMC vendor coordination. Also need to understand if our scope includes the SLA tracking of the AMC vendors as well. If yes, what we understand is only 1 resource will not be sufficient to handle the overall scope for 13000 assets and need to resize the same.	Helpdesk team shall log, track & resolve the tickets along with first level remote support related to all the solutions supplied as part of this RFP.
119	27	3.4.15	Proposed solution shall be customizable as per the requirements of OICL.	Need to understand the customization requirements	It is clarified that bidder shall be required to customize the helpdesk solution as per OICL requirement throughout the contract period as and when required. Accordingly, **bidder is expected to make suitable arrangements with OEM.**
120	27	3.5.1	Facilities Management Services - Enterprise Management Service- 1 Resource	Need to understand the details of work to be done by the EMS resource. Will he be responsible for managing the EMS tool related issues or he will be responsible for	EMS resource shall be responsible for managing the EMS tool related issues along with managing the patch management & Asset management.

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				managing the patch management & Asset management of the installed inventory? In case this resource will be required for handling tool related issues, then who will be responsible for Patch & Asset management, Is their any other team already deployed for the same or is it under the scope of same RFP?	
121	28	3.5.4	The proposed resources can be transferred to OICL's Data Center Sites if required.	Who will be responsible for the respective costs associated with the transfer	Bidder
122	28	3.5.7	FMS Resources shall be responsible for system configuration of the Servers at DC & DR Site.	What we understand is the FMS resources are responsible only for the set of servers installed as part of this RFP and not the other servers already installed. Please confirm	Only the set of servers installed as part of this solution.
123	28	3.5.11	FMS Resource shall be responsible to maintain the inventory list of the assets.	Is the team responsible for managing the asset management for the overall inventory at OICL. If yes, please provide the complete details of location wise inventory	Details shall be provided to successful bidder if required. Please refer RFP clause 3.5.11
124	19	2.3 Existing Desktop Inventory		Request to share more information in repect to number of users/devices at each location. Do we have Windows XP systems lower than SP3? The implementation of AV/EMS and other required clients will be done remotely in most of the devices. However, for the cases where remote push fails, will the engineers of the current AMC vendor will support for installation of the same locally at remote sites?	Yes, few desktops have Windows XP systems lower than SP3. The implementation of AV/EMS and other required clients will be done remotely in all the devices however AMC vendor shall co-ordinate in case of any issues.
125	23	3.3.1 EMS	The responsibility of the Bidder is to maintain/manage/support the proposed solution which includes patches, updates, upgrades and implementation of EMS.	Does it cover upgrade to new versions of EMS products? When its been referred for the upgrade delivery does it refers only from licenses prospective or we need to	It is clarified that bidder shall ensure maintain/manage/support the proposed solution which includes patches, updates, upgrades and implementation of EMS without

Type of Office	No of Offices	No. of PCs per Office (Approx. Range)
HO	1	500
RO	30	20-50
DO	340	10-15
BO	500	8-12
EC	900	1-2
SVC	28	10-25
TP Hub	32	10-15

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				upgrade the solution also for next six years.	any additional cost implication.
126	24	3.3.9 EMS	Bidder is required to provide a console of EMS solution to HO and 30 Regions for their respective regions with view right only.	To our understanding it will increase the bandwidth utilization.	As per RFP Again it is clarified that bidder shall ensure the functionality as per RFP clause 3.5.11
127	24	3.3.10	Proposed solution should also be implemented in Roam Connect desktops as well. Count of such desktops is approximately 900.	Request to share more information on this.	These desktops are outside MPLS VPN but connected to VPN - as & when required using VPN over local internet.
128	24	3.3.16 I (h) Assest Management	It should have support for inventory of network devices (Desktops, Printers, and Switches).	Request to share more information on this.	Please refer 3.3.16/i/h: Desktops: 13000 Printers: 5000 Network Switches: 1100
129	25	3.3.16 ii (o)	It should constantly monitor for newly available patches. Should work proactively with major software vendors to know in advance what new patches will become available and when.	Does it include non windows patches. If yes, then requested requirement can be met by means of integration. Request more information on this.	Windows Patches only,
130	25	3.3.16 iii (A)	It should allow remote control of end-user desktops. It should offer remote control capabilities for various Operating System environments.	The requested requirement can be met by the means of customization and integration for MAC but not for Linux and Unix. Request to share more information.	Operating systems as mentioned in clause 2.3 of RFP
131	57	1.a	Shall discover all the heterogeneous devices(Windows, Linux, Solaris, HP-UX, Mac) on the network and collect all the hardware/software and other inventory details of the devices	MAC supports brings in PKI infrastructure in place which requires a PKI certificates. The solution design relies on the number of MAC devices. Need more clarity. Request to share more information.	Currently only MAC support is required.
132	57	1 h	Shall provide support for integration with Service-desk for implementation of IMAC processes with complete support for approval mechanism	The requested requirement can be met by the means of customization and integration	As per RFP
133	59	12 b	End-users shall be able to login to the portal using their Active directory credentials(If exists) or through proprietary accounts given by the system	The requested requirement can be met by the means of customization and integration of other system center module	As per RFP
134	59	12 c	Self service activities may include 'Active directory user account password reset', etc. If the business expects more such self-services to be launched, then the framework should be extendable to support such activities	The requested requirement can be met by the means of customization and integration of other system center module	As per RFP
135	59	12 d	End-users logging into the self-service portal	The requested requirement can be met by	As per RFP

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
			shall be able to view the assets allocated to them. If they find that the assets allocated to them are wrong, they shall be provided with an interface to log an wrong-allocation-support-call with asset management team	the means of customization and integration of other system center module	
136	77	Point no. 31 of Anti-Virus specification	Solution Should provide application control	Request you to kindly expand the functionality of application control such as on selected machines solution should have capability to control the application of the end user such as intranet insurance application and should not allow any other malicious application to run to provide advance level protection to the application from malwares.	Solution should have capability to block unauthorized applications and codes on servers and desktops along with complete protection from unauthorized application.
137	NA	NA	NA	Request you to kindly add the clause to increase the solution efficiency-The proposed solution should provide combined block rate of more than 90% as per the 2013 NSS Labs Corporate AV /EPP Comparative Analysis for Exploit Protection.	No Change, As per RFP
138	NA	NA	NA	Request you to kindly add the clause to increase the security control on application accessed by endusers-The solution should provide the dynamic management of execution capability of applications on an endpoint system, prevent unauthorized registry manipulation and in memory protection of application	No Change, As per RFP
139	NA	NA	NA	Request you to kindly add the clause to increase the solution efficiency-The proposed solution should provide an overall combined evasion block rate of 100% as per 2013 NSS Labs Corporate AV /EPP Comparative Analysis for Exploit Evasion Defences	No Change, As per RFP
140	NA	NA	NA	The solution should have global intelligence threats to provide proactive monitoring along with same solution should have local/enterprise reputation intelligence to provide real time control on end devices by	No Change, As per RFP

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
				sharing the intelligence across the network.	
141	NA	NA	NA	Request you to kindly add the clause to increase the security control on endusers- The solution should have capability to alert/warn the end user on accessing any malicious website or browsing the internet using inbuilt security mechanism.	No Change, As per RFP
142	30		Page no. 30 says that Train the Trainer requirement is for 1 day with 30 pax in one class while Table E on page 95 for training cost says that Train the trainer requirement is for 2 days' with 15 participants in a batch. Please check which one to be considered		Please refer Table E of Appendix 1
143			Also the duration heading in both the tables say "Min. no. of days per batch". Does it mean that the bidder is free to decide the duration or it is fixed?		Duration is fixed.
144			Is this duration for a total of all the solutions (i.e. a+b+c+d ; 2 days for all 4 solutions training) or each of a, b, c and d (i.e 2 days for each of 4 solutions which is 8 days in total).		This is duration for a total of all the solutions (i.e. a+b+c+d ; 2 days for all 4 solutions training)
145			Who will provide the platform for Video/voice conferencing training for Sr. no. 2 in each of the table?		OICL
146	13	1.3-Project Objective	In order to manage these desktops OICL intends to have an Enterprise Management Software. Also OICL wants to implement an anti-virus solution on these desktops and Servers available at DC & DR Site	How many servers are there in DC and DR? Are the existing desktops compatible for new services and if not Is OICL Ok to replace the desktop or looking for an upgrade the existing desktops?	No. of servers are already mentioned in RFP clause 3.2.2

new services should be implementable on operating systems mentioned in RFP clause 2.3.

Bidder shall support required functionality for Non-supported OS versions of OEM on best effort basis. |
| 147 | 20 | 2.7-Existing Server Details | 1) However if the bidder requires more hardware then they have to mention the required configuration in the technical proposal. OICL shall arrange the hardware | Assuming for additional hardware required licenses would be procured by OICL as per clause detailed. Pl. clarify | Additional hardware along with Operating System shall be provided by OICL.

Database & other licenses required to run the |

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
			along with Operating System. 2) Bidder shall also be responsible to supply database & other licenses required to run the solution		solution to be provided by bidder.
148	35	4.1.4.2-Acceptance of the Solution	There will be an acceptance test conducted by OICL or its nominated consultants after implementation of solution at DC and DR.	Will the Nominated Consultant be allowed to sub-contract further their UAT work?	Clause is self-explanatory
149	48	5.33-Service Level Agreement	The table below specifies support/maintenance matrix along with mean time to respond (MTTR1) and mean time to resolve (MTTR2).	MMTR1 time is very short and may need to increase as practical MMTR2 doesn't have Resolve time instead it has SLA time. To be clarified.	As per RFP
150	24	Asset Management	General	What is the current tool for Asset inventory management	currently there is no such tool deployed
151	24	Asset Management	General	How many License are currently managed in the License management tool.	
152	24	Asset Management	General	How many vendors are to be maintained in the tool for vendor management	Details shall be provided to successful bidder.
153	24	Asset Management	General	Are all the Desktop, Servers and laptops under a single domain	Yes, Single domain
154	25	Patch Management	General	Device count for each location with OS	Details shall be provided to successful bidder.
155	25	Patch Management	General	Any server or desktops to be considered in DMZ	Yes, if proposed as per solution requirement.
156	26	Helpdesk Solution	General	Any new solution to be proposed are to be implemented in HA mode or as stand-alone systems?	Hardware HA is not required, however bidder may use virtualization feature in the OS provided by OICL while designing the solution.
157	26	Helpdesk Solution	General	Is process implementation part of requirement? List of processes to be implemented?	Solution should meet the minimum technical specifications mentioned in Annexure 10.1.2
158	26	Helpdesk Solution	General	Please provide the list of integrations done or to be considered for new solution with the ticketing system?	
159	26	Helpdesk Solution	General	Incase of a green field implementation, please provide the list of processes to be deployed on the ticketing system?	
160	26	Helpdesk Solution	General	Does client requires helpdesk solution in HA or DR mode	DR mode
161	26	Helpdesk Solution	General	Does client agrees for SaaS solution or on premises solution	on premises solution
162	26	Helpdesk Solution	General	Do you expect Full onsite support or Full	Please refer RFP clause 3.5.1

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				Offshore support or blended model (Onshore/Offshore)? Please specify any specific requirements if any.	
163	22	3.2.1	Bidder is expected to supply, install and maintain Anti-virus for all the Windows & RHEL based servers and OICL's existing & new Desktops during the tenure of the contract.	What is the service window for AV server management (24*7 or 8*5 etc)	Please refer clause 43 of Annexure 10.1.4
164	22	3.2.4	The solution should take care of bandwidth while updation of antivirus on Desktops in branches connected through MPLS, VPN and Roam Connect along with Servers at DC & DR Site.	Pls share the current bandwidth utilisation for the McAfee AV distribution architecture	successful updation of AV is happening without any intervention with the current bandwidth mentioned in RFP section 2.6
165	23	3.2.11	In addition to Centralized Antivirus management console for Head Office, the Bidder is required to provide one Antivirus Management console to each of the 30 Regional offices with view rights only, to enable the Regional offices to view the real time update status of the Antivirus of the end points under their respective regional offices only	Pls share the current AV distribution architecture inclUding ePO servers, AgentHandlers, SUperAgents etc.	• Single Anti-virus server • Machines at 40 locations are taking updates from their local Servers configured at one user desktop located at respective ROs. • Rest of the machines are taking daily DAT updates directly from Anti-virus server and one local server which are hosted at Vashi Data Centre. • All the Machines are taking polices directly from Anti-virus server at DC.
166	22	3.2.6	The responsibility of Bidder is to maintain/manage/support which includes patches, updates and upgrades implementation of AV across all OICL offices	Pls share the last one years volumetric for service requests, change requests and incidents related to AV server and clients.	shall be provided to successful bidder
167		3.5.1	The successful Bidder should depute qualified dedicated manpower (FM support Engineers) from project sign off date to contract expiry date at OICL Head Office, New Delhi from Monday to Friday 9:00 am to 6:00 pm, and at any other time as and when required by OICL.	We understand Managed Services is not in scope which includes providing helpdesk operations etc. and we need to propose only these resources during Support	Bidder is required to deploy the resources as mentioned in Section 3.5
168		3.5.1	The successful Bidder should depute qualified dedicated manpower (FM support Engineers) from project sign off date to contract expiry date at OICL Head Office, New Delhi from Monday to Friday 9:00 am to 6:00 pm, and at any other time as and when required by OICL.	For the implemented tools, AD, AV support etc., do we need to provide resources for post implementation support? If yes, only 1 resource required for each domain as mentioned in Sec. 3.5.1 or we can propose our own estimations	Bidder is required to deploy the resources as mentioned in Section 3.5

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169		3.5.1	The successful Bidder should depute qualified dedicated manpower (FM support Engineers) from project sign off date to contract expiry date at OICL Head Office, New Delhi from Monday to Friday 9:00 am to 6:00 pm, and at any other time as and when required by OICL.	If managed Services in scope, please let us know the support window requirement(8*5/ 16*5/ 24*7)	Bidder is required to deploy the resources as mentioned in Section 3.5
170		3.5.1	The successful Bidder should depute qualified dedicated manpower (FM support Engineers) from project sign off date to contract expiry date at OICL Head Office, New Delhi from Monday to Friday 9:00 am to 6:00 pm, and at any other time as and when required by OICL.	If managed Services is in scope, please suggest where will be the team based out of? OICL office or Bidder office or hybrid. If from Bidder/ Hybrid opption,hope OICL shall provide the remote access at TechM premises	Bidder is required to propose the resources as mentioned in Section 3.5
171		3.5.1	The successful Bidder should depute qualified dedicated manpower (FM support Engineers) from project sign off date to contract expiry date at OICL Head Office, New Delhi from Monday to Friday 9:00 am to 6:00 pm, and at any other time as and when required by OICL.	If Managed Services is in scope, Please provide ticket volume for the last 6 months including number of Incidents tickets, Problem Tickets, Change Tickets etc.	Details shall be provided to successful bidder.
172		3.5.1	The successful Bidder should depute qualified dedicated manpower (FM support Engineers) from project sign off date to contract expiry date at OICL Head Office, New Delhi from Monday to Friday 9:00 am to 6:00 pm, and at any other time as and when required by OICL.	Is End User onsite support in scope? Please confirm.	No
173			General	Is design of ITIL processes for transition and operations in scope of the RFP.	Quote as per RFP document.
174		2.7	OICL shall provide following servers to the Bidder for the deployment of proposed solution	We understand that the underlying infrastructure will be build and provided by OICL including the network setup etc.	Additional hardware along with Operating System shall be provided by OICL.

Database & other licenses required to run the solution to be provided by bidder. |
| 175 | | 3.5.1 | The successful Bidder should depute qualified dedicated manpower (FM support Engineers) from project sign off date to contract expiry date at OICL Head Office, New Delhi from Monday to Friday 9:00 am to 6:00 pm, and at any other time as and | Hope subcontracted is allowed. Kindly confirm. | Please refer clause 4.1.3 |

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
			when required by OICL.		
176				Total Number of Existing Domain Controllers?	Two
177				Total Number of Business Critical Application servers associated to Active Directory? (i.e. Can't afford any downtime for application)?	Details shall be provided to successful bidder.
178				what is the functional level of Active Directory forest?	Details shall be provided to successful bidder.
179				Do you want to deploy Read Only Domain Controller on Branch location?	No
180				Do you want to deploy Read Only Domain Controller in Perimeter Network?	As per RFP
181	21	3.1.8	The Bidder shall be responsible for User, Machine (Laptop/Desktop) & User Migration to the new Active Directory Domain from the existing Domains without any disruption in day-to-day work.	Do you want to migrate existing single/multiple forest/domino to new Active Directory environment with single domain?	Yes
182		General		Do you want to change Active Directory Domain namespace?	No
183		General		What are the number of forests in existing environment?	1
184		General		What are the number of Domains in existing environment?	2
185		General		Are you using Virtualized Domain Controller?	No
186		General		Do you want OU restructuring?	Yes
187		General		Do you want Group Policy restructuring?	Yes
188		General		Which Enterprise Applications have been setup and are running in the AD environment? Ex: SharePoint, Lync, Blackberry, etc…	Details shall be provided to successful bidder if required.
189		General		Do you have third party application integrated with existing Active Directory?	Yes
190		General		Do you have Active Directory integrated PKI infrastructure in existing environment?	No
191		General		Are there any 3rd party or home grown apps that have hard coded IP addresses of Domain controllers?	No
192		General		Are there any 3rd party or home grown apps that will be impacted by ADPrep or	No

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
				Schema upgrade?	
193		General		Are there any sites in the forest where domain controller hosts some other roles as well like Print or File servers?	No
194		General		Are the clients and servers patched to the latest Service Pack or patch level?	Details shall be provided to successful bidder.
195		General		Please share Active Directory logical diagram or Microsoft **A**ctive **D**irectory **T**opology **D**iagrammer report.	Details shall be provided to successful bidder.
196		General		Please share physical structure of the Active Directory environment (Domain controllers location and their numbers).	• Single Domain • 2 Domain Controllers • Intra site replication • OU structure based on Regions • Group policy deployed on Domain and OU.
197		General		What is the overall topology of your network?	Please refer section-2 of RFP
198		General		Can you provide the user/PC distribution breakdown by region/site?	(see table below)
199		General		Which sites provide Internet connectivity for external user access?	Details shall be provided to successful bidder.
200		General		What is the current DNS infrastructure? Do you have a split DNS?	Single DNS (Primary & Additional Domain Controller Server i.e. backup of Primary)
201	24	3.3		Please provide details on which tool is used for asset discovery and patching in the current environment	No tool deployed in current environment
202	24	3.3		please provide details on which tool is used for software license management and trackng in the current environment	No tool deployed in current environment
203	24	3.3		please provide the list of softwares in the current environment	shall be provided to successful bidder
204	24	3.3		Can we assume that procurement of all assets (hardware and software) will be done by OICL	Additional hardware along with Operating System shall be provided by OICL.

OICL Response for S.N. 198:

Type of Office	No of Offices	No. of PCs per Office (Approx. Range)
HO	1	500
RO	30	20-50
DO	340	10-15
BO	500	8-12
EC	900	1-2
SVC	28	10-25
TP Hub	32	10-15

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
					Database & other licenses required to run the solution to be provided by bidder.
205	25	3.3		Please provide a detailed Asset Inventory(hardware & software) covering the devices in scope, their respective OEMs, and the Asset Life information.	Details shall be provided to successful bidder if required.
206	25	3.3		Please provide the approximate number of patches that is installed every month	Details shall be provided to successful bidder.
207	25	3.3		Please provide the tool currently in use for Remote Assistance	Currently there is no such tool deployed.
208	26	3.4		what is the total number of incoming calls per month.	Details shall be provided to successful bidder if required.
209	26	3.4		Please also share the no of outbound calls done at the IT HelpDesk	Details shall be provided to successful bidder if required.
210	26	3.4		Please provide Contacts / % of Contacts through different channels (eg, calls, web, chat etc.)	Details shall be provided to successful bidder if required.
211	26	3.4		Number of Outbound Contacts / % of Outbound Contacts through different channels	Details shall be provided to successful bidder if required.
212	26	3.4		Is there a self help tool in place? If Yes, please provide the tool name.	Details shall be provided to successful bidder if required.
213	26	3.4		Please specify the Languages in which support is required and the percentage split of incoming calls in each of the languages required.	English & Hindi.
214	26	3.4		which tool is used currently for: Service Management Ticket Logging Incident Management Chat Password Reset Knowledge Management	Currently OICL is using helpdesk on outsourced model.
215	26	3.4		What is the average handling time for the calls	Average 5-10 minutes
216	26	3.4		Please provide last 6 months ticket data	Details shall be provided to successful bidder if required.
217	26	3.4.4		Please specify the respective SLA's to be considered for each of the Offices and the Vendors	Details shall be provided to successful bidder.
218		3.4.5		Please elaborate on what is meant by	Configuring separate SLAs for different vendors

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
				HelpDesk Partition	of OICL at head office & regional offices.
219	26	3.4		Is VIP support is in scope. If Yes, What is Executive/VIP Support Procedure used currently? Please provide the list of VIP's in the system	Query is not relevant to the asked solution
220	26	3.4		Please provide the estimate of the # of tickets closed by the remote support and the # of tickets closed by the deskside support. Please provide this detail for the past 6 months	Details shall be provided to successful bidder if required.
221		General		Customer will reach the Help desk via web portal (Service Desk Tool) , Phone and Email Only or any other LOB in scope like Social media, SMS & Chat Etc.? These applications will be provide by XXX or Clients?	Please refer RFP clause 3.5.13
222		General		Would Voice Solution be based on Client provided ACD or XXX need to facilitate ACD,IVR, Call Reporting, Recording etc?	Query is not relevant to the asked solution
223		General		Is there a requirement of Full fledge IVR or just to play announcements it is required for? Is there an integration of IVR system with application tools are in scope?	Query is not relevant to the asked solution
224		General		XXX assumes that client will deliver the calls till our delivery Centre by providing Toll/Toll Free Number & Voice PRIs Or TechM need to facilitate. Please confirm.	Query is not relevant to the asked solution
225		General		Is there a scope of outbound calling and it would be manual or is there a requirement of dialer? If yes it would be Progressive/Preview and customer database would be provide by Client?	Query is not relevant to the asked solution
226		General		Would There be any Call or Screen recording requirement? If yes; What is the required %age of Call & Screen recordings? What is the online / offline call retention period?	Query is not relevant to the asked solution
227		General		Provide a call collection points and geographies from where calls will be picked	Query is not relevant to the asked solution

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
				up and dial-out?	
228		General		Is there any requirement under scope like CTI Screen Popup, etc.,	Query is not relevant to the asked solution
229		General		Is there any preference in Hard Phones or Soft Phones?	Query is not relevant to the asked solution
230		General		What would be type of application access? Is it on internet, VPN, P2P Link or MPLS?	Details shall be provided to successful bidder.
231		General		Would Client provide Data Links for applications access? Or Bidder need to facilitate?	OICL will provide.
232		General		Would there be any recommended workstation specification or XXX can decide?	Bidder can decide the same.
233		General		What are all the Application or software required in desktop?	Bidder can decide the same. However no un-authorized software shall be allowed in OICL premises.
234		General		Assuming Client will provide the tools and details about websites which needs to provide access?	Query is not relevant to the asked solution
235		General		Is there any recommendation on per user bandwidth requirement for application access? Like 50 Kbps, 100 Kbps, etc.,	No
236	75	20/10.1.4	Solution should provide single Web Based management console to manage all endpoints all services and define central policy for the solutions available. OICL will also extend consoles to HO and all its 30 regional offices	Central console is responsible for defining policies centrally. Hence clarification is needed whether this specification is talking about role based access which can be given to different administrators based on regional offices.	Please refer RFP clause 3.2.11
237	19	2.3 Existing Desktop Inventory	OICL has approximately 13000 desktops across all offices in the country.	There are 30 Regional offices. Pls advise on AV status in other offices like DO, BO, MO/ SVC etc.	Please refer clause 3.2
238	23	3.2.11 In addition..		Pls revert with average number of desktops in each Regional Office.	350-400 in all offices (RO,DO, BO, EC, MO) under each RO
239	19	2.5 Existing Anti-Virus System		We understand there is already AV solution running with perpetual licenses. Pls elaborate whether you are looking for Upgrade/ refresh or Complete replacement of existing AV solution.	Bidder is free to propose any anti-virus meeting the technical specification mentioned in Annexure -1
240		EMS & Helpdesk	As per the specifications, the EMS & Helpdesk might be from different OEMs	We suggest to ask these from the same OEM as there might be integration issues when trying to install and configure	As per RFP

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
				products from two different OEMs. This might also make it difficult for bidders to price and correctly choose the OEM. Moreover a completion period of 45days might be difficult to achieve in a heterogeneous environment.	
241	21	3.1.2	3.1.2. The Active Directory solution should be implemented at DC, DRC and RO, HO, branches and other office locations of the OICL.	Please clarify the clause. Is the department expecting to setup domain controller servers at all these locations. Please let us know the locations where it is mandate to setup domain controller servers	Domain controller servers shall be implemented in DC & DR only. However AD solution to be implemented in all 13000 desktops across all OICL offices.
242	21	3.1.2	3.1.2. The Active Directory solution should be implemented at DC, DRC and RO, HO, branches and other office locations of the OICL.	Please share the Geo wise users / PC count per office location to size the AD/AV/patch management solution	
243	21	3.1.4	The Bidder is expected to provide the bandwidth requirement for DC and DRC replication of AD data to be in sync with each other.	We understand that only bandwidth sizing recommendation is expected from bidder and OICL will provide the required bandwidth. Please confirm	Yes
244	26	3.4	The helpdesk should act as a single point of contact for all users whether for service requests, incidents or problems	We understand that the Proposed FMS team will only resolve issues for the Availability of the proposed Toolset. However, OICL/ AMC vendor resources will take calls & resolve the end user issues i.e. Desktop issues, mail issues, Pasword Reset issues, New User Creation requests, Virus issues on Desktop etc.. Please Confirm?	Yes, However the user creation, domain password reset, Virus issues on Desktop etc. shall be done by the FMS team.

The image in cell 242 OICL Response contains the following table:

Type of Office	No of Offices	No. of PCs per Office (Approx. Range)
HO	1	500
RO	30	20-50
DO	340	10-15
BO	500	8-12
EC	900	1-2
SVC	28	10-25
TP Hub	32	10-15

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
245	28	3.5.14	Providing a Single Point of Contact (SPOC) for assistance with IT services under scope. It should encompass Helpdesk, EMS, AD & AV issues. In addition, it should offer a focused approach for delivering integrated Service Management.	We understand that the Integrated service management will be performed by OICL/ AMC vendor resources who will take user calls & resolve the end user issues for their Desktops, Application , User Id Requests /Issues, mail issues, Pasword Reset issuesetc.. Please Confirm?	Yes, However the user creation, domain password reset, Virus issues on Desktop etc. shall be done by the FMS team.
246	26	3.4.6	Access of the Helpdesk solution will be provided to HO and all 30 RO's. One for Regional IT Coordinator for monitoring the complaints under their Region and for penalty calculation. And one admin login for the AMC partner of each of the locations, for updating the status of the complaints lodged under their region and for managing the SLA terms and conditions.	Please Share the complete location count and the Total number of OICL/AMC Partner support staff who will take calls, Managing tickets & generate reports ? the same will be required to size the licenses required fer the Helpdesk Tool.	Please refer RFP clause 3.4.2, 3.4.3 & 3.4.5
247	27	3.5.1	Helpdesk Coordinator	We understand that the Helpdesk Coordinator (FMS Staff) will only manage the Helpdesk Toolset and generate reports as required by the RFP. However, The Helpdesk coordinator will not take any user calls for Issues related to Desktop, Server,User Request etc. ?	Yes
248	28	3.5.4	The proposed resources can be transferred to OICL's Data Center Sites if required.	Please confirm if the resource will be placed at OICL HQ, Delhi or OICL DC, Bangalore.? Also, Please confirm if there is an requirement for the Resource to travel to DC/DR for any Requirement? Please share the Frequency of such Travel	Please refer clause 3.5.1
249	28	3.5.9	FMS Resources shall also be responsible for the maintenance of the FTP Server provided by OICL.	Please share the Count of the FTP server and the scope of support (detailed task & Activities) for these FTP server?	To upload the softwares, files & documents etc. given by OICL IT team on the FTP server. Also bidder is expected to co-ordinate with hardware & OS vendor to keep the FTP services up.
250	28	3.5.10	FMS Resources shall coordinate with the AMC Vendor of all the regions and provide confirmation for installation &	We understand that the FMS staff will not be required to travel to any of the locations as all Deskside support & the support for	Deskside support & the support for the Servers & the running OS shall be provided by AMC vendors / OICL.

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
			commissioning of the procured solution to maintain the compliance level of proposed solution.	the Servers & The running OS (on which the proposed toolset is setup) will be performed by AMC Partners?	However bidder shall be responsible to resolve all the problems related to supplied solution.
251	28	3.5.12	OICL will provide the necessary seating space, furnishing, and electrical connections for the same. Bidder has to provide Desktops, PSTN telephones with STD facility, Toll Free Number etc. for the quoted resources.	We understand the setup is required for logging of the call for the Toolset availability Only by the AMC Admins & Not for the User Helpdesk setup?	Clause is self-explanatory.
				Also , Please confirm our understanding that the bidder is free to choose the telephone lines(PSTN orTollfree) they want to deply at the premise?	It is clarified that bidder has to provide Desktops, PSTN telephones with STD facility, Toll Free Number / Mobile etc. for the quoted resources.
252	28	3.5.13	The Bidder has to provide the telephonic, electronic mechanisms and software based tool for reporting problems of AD/AV/EMS, issue a ticket number for all calls entered, acknowledge the tickets, allocate appropriate category requests for service, update status and resolve the issues. Bidder has to maintain the backup of logged calls during the contract period & shall provide the same as per requirement (Daily/Weekly/Monthly basis).	We understand that the bidder can use the same helpdesk toolset being deployed for OICL to report AD/AV/Ems Issues, Pls Confirm?	Yes
253	29	3.5 c	In case of any problem regarding AD/AV/EMS software at operating offices, the NOC Team will coordinate with HO/RO administrators and respective AMC partners to troubleshoot the problem and will prepare the documentation for the same.	We understand that incase the AMC Support team faces any issues with AD/AV/EMS they will call the bidders FMS Resources to guide them in resolving the issue. However, No user related issues will be passed on the FMS team?	As per RFP
254	37	4.1.14	Case logged to FMS from HO (Bulk Issues Case Log)	Kindly confirm when and for what issues will this penalty clause be applicable	More than 5 Offices/ 50 Users are affected simultaneously.
255	49	5.33	Case logged to FMS from HO (Bulk Issues Case Log)-MTTR2-0Should maintain 99.5%uptime	Please clarify the SLA as there is a discrepancy in the SLA asked; The penalties ask for an SLA for 1 day to resolve the issue?	One day (MTTR2) is applicable only for AV Signature updation (Bulk Update)

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
256	20	2.7	Existing Server Details	We understand that all hardware (Server, Storage, Backup, network, connectivity etc.) and OS license required for deploying the AD, AV, EMS toolsets will be provided by OICL at all required locations. However bidder would only need to provide the AD/AV/EMS toolset along with the database license in case required for solution.	Yes
257	21	3.1	Active Directory Upgrade	Please confirm if bidder need to factor software assurance from Microsoft.	As per RFP
258	21	3.1	Active Directory Upgrade	Request OICL to provide the information in the attached Questionaire sheet	Details shall be provided to successful bidder
259		AD Migration		Please share the following additional details for AD Migration: 1. List the Number of Domains in the forest. 2. Functional level of the forest and the domain. 3. What is the Hostname, number of the Domain Controllers per domain and list the Topology information? 4. List the Location of the FSMO roles in the DC. 5. List the no of GC servers. 6. Credentials for Domain Admin and the Enterprise admin users. 7. Explain the domain, and OU naming conventions. 8. List of Radius servers along with the roles configured, If any 9. VPN user list per routing VPN server, If any 10. No of zones in DNS. 11. Logical structure of the DNS flow. 12. List if Any Forwarders or conditional forwarders created for other domains. 13. Site Topology and replication connection along with the subnet	Details shall be provided to successful bidder

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
				connection string.	
				14. Do you have any trust relationship for other domains? If so, list the trust relationship and the domain details.	
				15. List, if there are any other smtp domain names in the forest configured through Domains and Trusts.	
				16. No of group policies located in the domain controller.	
				17. Briefly explain about the group policy which has been created.	
				18. List the hierarchy of the group policies.	
				19. List any startup or shutdown scripts linked with the GPO.	
				20. List any logon or logoff scripts linked with the GPO.	
				21. List if any security filtering configured in GPO and the groups related to the configuration.	
				22. List certificate server if any? if yes, list the hierarchy of the servers.	
				23. IS LDAP configured under the default port number?	
				24. List any major issues in the AD environment, if any.	
				25. Applications dependent on AD.	
				26. List of all the service accounts and the related applications.	
				27. Share us the result of the dcdiag command in a text file.	
				28. Scheduled backups related to AD.	
				29. Share the AD Hierarchy Diagram or Prepare the AD Hierarchy Diagram	
260	20	2.7	Bidder shall also be responsible to supply database & other licenses required to run the solution.	Its understood that for EMS and helpdesk , hardware and OS would be provided by OICL (based on sizing) but DB or any other required licenses need to be provided by bidder. Is this understanding correct ?	Additional hardware along with Operating System shall be provided by OICL. Database & other licenses required to run the solution to be provided by bidder.
261	26	3.4.2	The Bidder is required to extend the helpdesk solution to all the users under the	Need the count of the users for helpdesk software sizing.	13000

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
			head office at New Delhi and all the 30 Regional Offices by providing interface/logins for lodging complaints with their respective AMC Vendors.		
262	27	3.5.1	Should be certified in the proposed solution. (Minimum 3 Years of Experience in handling proposed/ similar EMS Solution)	Request you to modify this clause to read as --- Should be certified in the proposed or similar solution. (Minimum 3 Years of Experience in handling proposed/ similar EMS Solution)	As per RFP
263	17	1.7.3	The Delivery, Configuration, Installation & Commissioning of Application Software and Help Desk Setup shall be completed within a period of 45 Days from the date of placement of order.	Do the sustainance support will start after implementation? i.e. after successful implementation?	after implementation
264	21	3.1.2	The Active Directory solution should be implemented at DC, DRC and RO, HO, branches and other office locations of the OICL. AD data should be replicated to DRC. In case of the disaster at DC, all the branches seamlessly connect/authenticate with AD at DRC.	What is the methedology currently being followed for DR replication?	Currently there is no DR replication. In existing environment there are two servers Primary & Backup at same location i.e. Vashi
265	21	3.1.3	DR solution should be 100% of the DC Configuration. In case OICL plans for a separate replica of AD Solution for integration of AD with some other services of OICL, Bidder has to manage that infrastructure as well	What kind of services are expected for integration with AD? What would be tentative configuration of infrastructure being added into support?	details shall be provided to successful bidder
266	22-23	3.1.18-3.2.14	In case any problem (bulk issues) occurs in any of the authorized software/application of OICL due to proposed solution, Bidder has to coordinate with OICL/ Application Vendor / AMC Vendor of OICL & resolve the same during the tenure of contract.	We understood that bidder has to do vendor co-ordination in case of such issue and no application related troubleshooting comes under bidder scope, please confirm	Yes
267	26	3.4	Helpdesk Solution	How many users will be contacting directly to the helpdesk?	approximately 40
268	27	3.5.1	The successful Bidder should depute qualified dedicated manpower (FM support Engineers) from project sign off date to contract expiry date at OICL Head Office, New Delhi from Monday to Friday 9:00 am	Do engineers has to be deputed from the 1st day of signing of contract? As transition will be required from Implementation to sustenance team, request to give at least 45 days' time for services transition and	Yes engineers have to be deputed from the start of implementation. Further It is clarified that - The Delivery, Configuration, Installation & Commissioning of Application Software and Help Desk Setup shall

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
			to 6:00 pm, and at any other time as and when required by OICL.	manpower deployment from the date of contract.	be completed within a period of **60 Days** from the date of placement of order.
269	27	3.5.1	Helpdesk Coordinator Qty-1 Should be minimum graduate/diploma holder in engineering (IT/Electronics/Computers) having	Who will be contacting the asked helpdesk resource. In case if all 13000 end users will contact, then 1 qty would not be sufficient. It is assumed that only RO/HO coordinators will contact the helpdesk and no of such users would not be more than 50. please confirm	OICL IT Coordinators & AMC Vendors of HO & all 30 RO shall contact asked FMS team.
270	28	3.5.4	The proposed resources can be transferred to OICL's Data Center Sites if required.	We request to rephrase the clause as transferring the resource permanently to DC/DR site would be on his choice. It can be refrashed as " The proposed resource may have to be temporarily manage DC/DR site onsite. In case permanent transfer id required by OICL, bidder may propose equivalent or higher qualified resource at that site"	As per RFP
271	28	3.5.5	If required, resources may travel as and when required at OICL's DC / DRC locations at bidders own cost.	Please share tentative frequency of such travels, as it will impact the costing apparently.	As required by bidder.
272	28	3.5.6	In case OICL intends either to replace the existing old Desktops with the new Desktops (transition phase), or there is an increase in the count of Desktops during the contract period there shall be no change in the commercial value of FMS resources.	Please amend the clause as " In case OICL intends either to replace the existing old Desktops with the new Desktops (transition phase), or there is an increase in the count of Desktops during the contract period upto 5% of current count there shall be no change in the commercial value of FMS resources. In case of asset increases by 5% it will be mutually discussed between bidder and OICL technically & Commercially"	As per RFP
273	28	3.5.12	OICL will provide the necessary seating space, furnishing, and electrical connections for the same. Bidder has to provide Desktops, PSTN telephones with STD facility, Toll Free Number etc. for the quoted resources.	Does it require to have toll free no of single helpdesk?	PSTN telephones with STD facility, / Mobile / Toll Free Number etc.
274	30	3.7	Transition Management	What would the period of transition after implementation of the asked services?	Implementation period is the transition period.
275	37	4.1.14	Penalties and delays in Bidder's		As per RFP

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
			performance		
			AV signature updation (Bulk Update)	Please add SLA as " if 95% of systems not updated within one day penalty levied is Rs. 1000/day	
			Case logged to FMS from HO (Bulk Issues Case Log)	Please add SLA as " if 97% of calls not resolved within one day penalty levied is Rs. 1000/day	
276	19	2. Background & Current Infrastructure	· OICL has approximately 13000 desktops across all offices in the country. · Currently OICL is having 12690 perpetual McAfee Antivirus Licenses with Gold Support.	As per the given stats outoff 13000 endpoints only 12690 is having antivirus installed. Please share your comments for remaining 310 desktops.	Bidder shall be responsible to install Anti-virus at 13000 desktops
277	19	2. Background & Current Infrastructure	· OICL has approximately 13000 desktops across all offices in the country. · Currently OICL is having 12690 perpetual McAfee Antivirus Licenses with Gold Support.	For the new and old version of solution there will be different support ID from OEM, we assume this is OK with OICL.	It should be single support ID.
278	22	3.2 Anti-Virus Solution	3.2.3 The Bidder is expected to design the Antivirus solution architecture for the updation of the antivirus on Desktops at Extension Counters, Micro Offices, Branch Offices, Divisional Offices, TP Hubs, Regional Offices, Head Office and other OICL's office locations along with Servers at DC & DR Site and maintain the same for the period of contract.	We understand that all locations has to be covered under the Antivirus stack, and OICL will be providing the servers for management purpose. Need to understand that OICL is looking for centralised architecture or distributed architecture for antivirus where every location will have sub-signature server pusing signature to respective location desktop and in backend communicating to master management server in DC and DR.	centralised architecture
279	23	3.2 Anti-Virus Solution 3.2.11	In addition to Centralized Antivirus management console for Head Office, the Bidder is required to provide one Antivirus Management console to each of the 30 Regional offices with view rights only, to enable the Regional offices to view the real time update status of the Antivirus of the end points under their respective regional offices only.	Please confirm is bidder has to propose the desktop for this purpose at 30 offices or OICL will provide the desktop and required software.	OICL will provide the desktop and required software.

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280	28	3.5.6	In case OICL intends to replace the existing old Desktops with new Desktops (transition Phase) or there is increase in count of Desktops during the contract period there shall be no change in commercial value of FMS resources	Need clarity on this point. Kindly elaborate.	Clause is self-explanatory
281	21	3.1.4	The Bidder is expected to provide the bandwidth requirement for DC and DRC replication of AD data to be in sync with each other.	Bidder requests deletion of this sentence as bandwidth resale is not permitted by law.	It is clarified that - Current bandwidth details are already mentioned in section 2.6 of RFP. However, the bidder is expected to specify the bandwidth requirement for DC and DRC replication of AD data
282	22 23	3.2.6 3.3.1	The responsibility of Bidder is to maintain/manage/support which includes patches, updates and upgrades implementation of AV across all OICL offices	Bidder shall maintain/manage/support for the contract duration, which includes patches and free updates. However upgrades which include a cost should be routed through a change request.	It is clarified that bidder shall ensure maintain/manage/support the proposed solution which includes patches, updates, upgrades and implementation of EMS without any additional cost implication.
283	38	4.2(b)	The Bidder would permit OICL or any person / persons appointed by OICL to observe the technical and performance evaluation / benchmarks carried out by the Bidder. Any expenses (performing the benchmark, travel, stay, etc.) incurred for the same would be borne by the Bidder and under no circumstances the same would be reimbursed to the Bidder by OICL.	Request deletion	It is clarified that - Any expenses (performing the benchmark, travel, stay, etc.) incurred for the same would be borne by OICL.
284	19	2.4	Existing Active Directory	For understanding the architecture, please help provide the FQDN Domain Name along with your current Network Diagram	Details shall be provided to successful bidder
285	19	2.4	Existing Active Directory	In the new architecture, will you also be looking for Network Teaming on your NIC card	As per RFP
286	19	2.4	Existing Active Directory	Do you have a VOIP network in place?	No
287	19	2.4	Existing Active Directory	DNS/DHCP have been configured on a sperate role server?	No, on the same AD
288	19	2.4	Existing Active Directory	How are the Group Policy designed? Are they based on Site or Domain?	Details shall be provided to successful bidder
289	19	2.4	Existing Active Directory	Is your current AD in DMZ zone?	No
290	19	2.4	Existing Active Directory	Is your current AD separated from Non DMZ zone by any firewall? If yes specify the	Details shall be provided to successful bidder

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				firewall configuration details.	
291	19	2.4	Existing Active Directory	Please specify the Network/IP configuration Zone in terms of Class A/B/C? Also please specify the number of network?	Existing network details are mentioned in RFP section 1.1 & 2.1
292	19	2.4	Existing Active Directory	Please specify the network IP configuration in case you have a different Network for Application and Data?	
293		**General Query**		Which EMS Solution OICL is using currently?	No Solution
294		**General Query**		Which Helpdesk Solution OICL is using currently?	Currently OICL is using out-sourcing model
295	19	**2.6**	Few offices are connected to VPN though secure Roam Connect over Internet.	Please share the number of offices connected to VPN though secure Roam Connect over Internet to arrive the sizing / configuration of Server in DMZ at Data center Vashi & DRC	Currently this count is approximate 900.
296	20	**2.7**	Bidder shall also be responsible to supply database & other licenses required to run the solution	Please share the QTY of database Server.	Bidder shall factor the same if required to run the solution.
297	21	**3.1.2**	The Active Directory solution should be implemented at DC, DRC and RO, HO, branches and other office locations of the OICL	Please Confirm to implement the AD at RO , HO & branches do you need to have Child domain controller at each location if yes kindly share the Location details to arive on the number of Servers for child domain	Domain controllers shall be implemented at DC & DR site.
298		**General Query**		Could you please specify the uses of the mentioned 7 servers at DC vashi & 2 Servers at DRC?	To deploy the solution as part of this RFP.
299	28	**3.5.5**	If required , resources may travel as & when required at OICL's DC/DRC location at bidders own cost	We assumed that travel cost & all other expenses like Accommodation , Food & any other expenses will bear by OICL	As per RFP
300	15	1.6/2	The Bidder should have been in existence for a minimum period of FIVE years in India and	Kindly mention the complete clause.	The bidder should have been in existence for minimum period of FIVE years in India.
301	15	Point 9	The Bidder should be engaged in Successful Implementation of any 2 solutions from Enterprise Management Software, Help Desk, Active Directory, and Anti-virus Solution in India for last 5 years in Govt./PSU/BFSI sector in India. The implementation should be over LAN & WAN environment.	Request OICL to relax the number of references for Active directory from 2 to 1.	As per RFP

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302	15	Point 9	The Bidder should be engaged in Successful Implementation of any 2 solutions from Enterprise Management Software, Help Desk, Active Directory, and Anti-virus Solution in India for last 5 years in Govt./PSU/BFSI sector in India. The implementation should be over LAN & WAN environment.	Bidder has successfully implemented a DLP solution/project before 5 years which we are still supporting. It was a project with more than 10,000 desktop. Therefore, we request OICL to accept references for more than 5 years.	As per RFP
303	**15**	Eligibility Criteria	The Bidder should be engaged in Successful Implementation of any 2 solutions from Enterprise Management Software, Help Desk, Active Directory, and Anti-virus Solution in India for last 5 years in Govt./PSU/BFSI sector in India. The implementation should be over LAN & WAN environment. (PO value should be atleast 5 Crore).	Should the value of the 2 components be 5 crore Please Change the Clause to "The Bidder should be engaged in successful implementation of any 2 solutions from Enterprise Management Software, Help Desk, Active directory and Anti-Virus solution in India. The implementation should be over LAN & Wan environment. (PO Value should be 10 crores and above with any of the 2 components in the BOM) OR OEM PO for the same should also be valid. Its Rare to have PO where any of the 2 components mentioned in the Clause are together or even if they are together, there value are not as high as 5 Crore.	As per RFP
304	35	4.1.7 Performance Security	PBG of 10% Order value has to be submitted for 6 years… pls get it changed to 10% PBG valid for 1 yr (warranty period).. then subsequently 10% PBG of yearly AMC Value on yearly basis for 5 yrs AMC period.		As per RFP
305	44	5.15 Liquidated Damages	L.D. for non performance is 0.5% of contract price per week upto max. deduction of 10% of the contract price… pls get it max. capped to 5% of the contract price.		As per RFP

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306	Clause 5.20	45	Termination for Convenience	"Upon termination, the Purchaser shall also be liable to pay for products and services delivered till effective date of termination. In case of termination for reason other than breach of contract by bidder, Purchaser shall also pay a Termination fee as liquidated damages. Termination fee represents 25% of annualized services billing, taking twelve months billing immediately preceding effective date of termination as basis."	As per RFP
307	Clause 5.27	47	5.27 No Claim Certificate	In view of the present clause, Bidder shall not be entitled for any claim under this contract, after signing the "No claim " certificate. We Propose to delete the said clause.	As per RFP
308	48	Clause 5.30	Limitation of Liability	Limitation of Liability: Notwithstanding anything to the contrary contained in the contract Bidder's aggregate liability arising out of or in connection with the contract, whether based on contract, tort, statutory warranty or otherwise, shall be limited to the amount actually paid by the Purchaser to the Bidder in respect of the Equipment / Software / Services that are subject matter of a claim subject to a maximum of 10% of the contract value. The Bidder shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use, data, profit, income, business, anticipated savings, reputation, and more generally, any loss of an economic or financial nature, whether these may be deemed as consequential or arising directly and naturally from the incident giving rise to the claim.	As per RFP
309	51	As per clause 6.2	Bid Security/ EMD required is 1.2 Cr as a BG valid for 6 months… pls check whether the tender value is 60 Crores or more (as EMD is generally is 1-2% of tender value), if not pls		As per RFP

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			get it modified accordingly.		
310	15	1.16, Eligibility Criteria	The Bidder should be engaged in Successful Implementation of any 2 solutions from Enterprise Management Software, Help Desk, Active Directory, and Anti-virus Solution in India for last 5 years in Govt./PSU/BFSI sector in India. The implementation should be over LAN & WAN environment. (PO value should be atleast 5 Crore).	We request to extend the time frame for this eligibility clause for the last 10 years. 10 years time frame would ensure a wider participation from the prospective bidders and that would also provide OICL competitive commercial quotes and multiple vendor options.	As per RFP
311	83	A. Bidders Project Experience	The Bidder should be engaged in Successful Implementation of Any 2 Solution from Enterprise Management System, Help Desk, Active Directory, and Anti-virus Solution in India for last 5 years in any Govt./PSU/BFSI Unit.	We request to increase the time frame in this clasue to last 10 years and assgn the full 30 marks to one project of >= 5 Crores.	As per RFP
312	83	A. Bidders Project Experience	Bidder should have implemented Enterprise Management Software with at least 10000 of Assets & Patch Management in India for last 5 years in any Govt./PSU/BFSI Unit.	Bidder should have implemented Enterprise Management Software with at least 1000 agents/licences in India for last 10 years in any Govt./PSU/BFSI Unit. Entire 20 marks should be assigned to one project only.	As per RFP
313	83	A. Bidders Project Experience	Bidder should have supplied & installed at least 10000 Anti-Virus Licenses in India for last 5 years in any Govt./PSU/BFSI Unit.	Bidder should have supplied & installed at least 500 Anti-Virus Licenses in India for last 10 years in any Govt./PSU/BFSI Unit. 20 marks should be assigned to one project only.	As per RFP
314	83	A. Bidders Project Experience	Bidder should have supplied & installed at least 10000 Active Directory Licenses in India for last 5 years in any Govt./PSU/BFSI Unit.	Bidder should have supplied & installed at least 1000 Active Directory Licenses in India for last 10 years in any Govt./PSU/BFSI Unit. Also request to assign the 20 marks to one project only.	As per RFP
315	46	Clause 5.25	Taxes & Duties	in case of increase in taxes, duties or levies or in case of introduction of any new tax, duty or levy by the government during the contract period, the same shall be paid or reimbursed by the Purchaser	It is clarified that taxes shall be applicable on actual basis.
316	47	Clause 5.28	Cancellation of the contract & compensation	This clause is little harsh on SI's as they have to refund the payment received if contract is cancelled during Warranty period at any cost. We request for the dropping of this clasue.	As per RFP

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316	40	Clause 5.7	Indemnity	SI should not be Indemnified for damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities? We request for the dropping of this clause.	As per RFP
316	44	Clause 5.17	Termination for Default	SI should be given some minimum of 60 days before the invoking of this clause.	As per RFP
317		ToR No. 5.7 Indemnity	**Indemnity:** Bidder shall indemnify, protect and save OICL and hold OICL harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from (i) an act or omission of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, (ii) breach of any of the terms of this RFP or breach of any representation or warranty by the Bidder, (iii) use of the deliverables and or services provided by the Bidder, (iv) infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project. Bidder shall further indemnify OICL against any loss or damage to OICL's premises or property, OICL's data, loss of life, etc., due to the acts of the Bidder's employees or representatives. The Bidder shall further indemnify OICL against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the OICL for malfunctioning of the equipment or related software or deliverables at all points of time, provided however, (i) OICL notifies the Bidder in writing immediately on aware of such claim, (ii) the Bidder has sole control of	**We request OICL to amend clause as below.** **Indemnity:** Bidder shall indemnify, protect and save OICL and hold OICL harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly from (i) a gross negligent act of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, (ii) infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project. Bidder shall further indemnify OICL against any loss or damage to OICL's premises or property, loss of life, etc., due to the acts of the Bidder's employees or representatives. The Bidder shall further indemnify OICL against, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the OICL for malfunctioning of the equipment or related software or deliverables at all points of time, provided however, (i) OICL notifies the Bidder in writing immediately on aware of such claim, (ii) the Bidder has sole control of defense and all related settlement negotiations, (iii) OICL provides the Bidder with the assistance, information and authority reasonably necessary to perform the above,	As per RFP

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			defense and all related settlement negotiations, (iii) OICL provides the Bidder with the assistance, information and authority reasonably necessary to perform the above, and (iv) OICL does not make any statement or comments or representations about the claim without prior written consent of the Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to OICL's (and/or its customers, users and Bidders) rights, interest and reputation.	and (iv) OICL does not make any statement or comments or representations about the claim without prior written consent of the Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to OICL's (and/or its customers, users and Bidders) rights, interest and reputation.	
			The Bidder's should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:	The Bidder's should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:	
			a) Non-compliance of the Bidder with Laws / Governmental Requirements	a) _Request Omission_	
			b) IP infringement	b) IP infringement	
			c) Negligence and misconduct of the Bidder, its employees, and agents	**c) Gross Negligence and willful misconduct of the Bidder, its** employees, and agents	
			d) Breach of any terms of tender document or Representation made by the Bidder.	d) _Request Omission_	
			e) Act or omission in performance of service.	e) _Request Omission_	
			f) Loss of data due to Bidder provided facility.	f) _Request Omission_	
			Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities.	Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities.	
			The Bidder shall not indemnify OICL for	The Bidder shall not indemnify OICL for	
			(i) Any loss of profits, revenue, contracts, or anticipated savings or	(i) Any loss of profits, revenue, contracts, or anticipated savings or	

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			(ii) Any consequential or indirect loss or damage however caused, provided that the claims against customers, users and Bidders of OICL would be considered as a "direct" claim.	(ii) Any consequential or indirect loss or damage however caused,	
318	41	ToR 5.8 Inspection of Records	All Bidder records with respect to any matters covered by this tender shall be made available to OICL or its designees at any time during normal business hours, as often as OICL deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.	We request OICL to amend clause accordingly: All Bidder records with respect to any matters covered by this tender shall be made available to OICL or its designees at any time during normal business hours, provided OICL has given a prior written notice of 10 days to the Bidder, to audit, examine, and make excerpts or transcripts of all relevant data.	As per RFP
319	42	ToR 5.13.6(d) Confidentiality	The confidentiality obligations shall survive the expiry or termination of the agreement between the Bidder and OICL.	We request OICL to amend clause accordingly:- The confidentiality obligations shall survive one year post the expiry or termination of the agreement between the Bidder and OICL.	As per RFP
320		5.15 Liquidated Damages	If the bidder fails to deliver the services within the specified time lines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum is reached, OICL may consider termination of the contract.	We request OICL to amend clause accordingly:- If the bidder fails to deliver the services within the specified time lines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the contract price. Once the maximum is reached, OICL may consider termination of the contract. Bidder shall not be liable to OICL or delay in discharging its obligations, to the extent that such delay or failure is attributable to OICL. In case of such delay, the Bidder shall be entitled to an extension of time to	As per RFP

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				perform its obligations and, unless otherwise agreed, the period of the extension will be equal to the amount of delay.	
321	44	ToR 5.17	Termination for Default	We request OICL to amend clause accordingly:-	As per RFP
		Termination for Default	OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days written notice of default sent to the bidder, terminate the contract in whole or in part:	OICL may, without prejudice to any other remedy for breach of contract, by **60** calendar days written notice of default sent to the bidder, terminate the contract in whole or in part:	
			However, the bidder shall continue performance of the contract to the extent not terminated	However, the bidder shall continue performance of the contract to the extent not terminated and shall be entitled to receive the payments that have become due	
		5.20 Termination for convenience	Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience.	Either party may, by **90** calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience.	
322		ToR	Cancellation of the Contract and compensation	We request OICL to amend clause accordingly:-	As per RFP
323	48	5.28 Cancellation of the Contract and compensation	OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Company in the following circumstances:	OICL reserves the right to cancel the contract placed on the selected bidder **by providing 30 days' written notice** in the following circumstances:	As per RFP
			i. The selected bidder commits a breach of any of the terms and conditions of the bid.	i. The selected bidder commits a breach of any of the terms and conditions of the bid.	
			ii. The selected bidder goes in to liquidation voluntarily or otherwise.	ii. The selected bidder goes in to liquidation voluntarily or otherwise.	
		5.28 Cancellation of the Contract and compensation 5.3 Limitation of Liability	iii. The progress made by the selected bidder is found to be unsatisfactory	iii. The progress made by the selected bidder is found to be unsatisfactory	
			iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.	iv. If deductions on account of liquidated Damages exceeds more than **5%** of the total contract price	
			Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.	Notwithstanding anything contained in the Agreement, Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including	

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				loss of profit or saving.	
324	48	5.34 Repeat orders	OICL may place Repeat Order against the original order for a quantity up to 50% of the original order quantity.	OICL may place Repeat Order against the original order for a quantity up to 50% of the original order quantity at prices to be mutually agreed between Bidder and OICL.	As per RFP
325	49	5.2	OICL reserves the right to use the excess capacity of the licenses supplied by the bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure.	Pls. clarify the understanding of EXCESS CAPACITY.	Clause is self-explanatory.
326	39	5.2 5.25 Taxes & Duties	OICL reserves the right to use the excess capacity of the licenses supplied by the bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure.	1. Does it mean that OICL can deploy more licenses than it has asked in the RFP?	Clause is self-explanatory
				2. Does it mean that Compliance for license breach will not be as per Govt. Of India IT Act. 2000 and respective OEM's EULA/ PUR?	
				3. Does it mean that excess licenses usage is intended for leveraging the old/ existing licenses, OICL has acquired in past under respective License Terms & Conditions?	
				The Bidder shall be entirely responsible for all taxes, duties, license fees, and demurrage charges etc., incurred until delivery of the contracted goods & services to OICL. However, Octroi / local levies (if any), in respect of transaction between OICL and Bidder, will be reimbursed by OICL, on submission of proof of actual transaction. If there is any reduction/increase in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.	
327		4.1.4.1	Acceptance of Solution	Request the clause to be modified as under:	As per RFP

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				In an event, where any part of software / solution etc. are not delivered as per the timelines specified, warranty period will not commence, besides OICL's right to invoke the penalties which will be prescribed in the contract.	
328	34	5.2	Termination for convenience	Request the notice period to be increased to 90 days so that the bidder can redeploy the resources effectively We fruther request that the clause be modified to include that any charges payable/ due to the bidder till the date of termination for the services already rendered shall be paid by the bank within 30 days of any notice for termination	As per RFP
328	45	5.28	Cancellation of contract and compensation	We request OICL to include a reasonable cure period of 30 (thirty) days to enable Bidder to rectify the default prior to any cancellation under this clause. We further request OICL to consider the following modification in the clause: OICL reserves the right to cancel the contract placed on the selected bidder and recover incidental expenditure incurred by the Company, in the manner provided below, in the following circumstances: i. The selected bidder commits a material breach of any of the terms and conditions of the bid. ii. The selected bidder goes in to liquidation voluntarily or otherwise. iv. If computed deductions on account of liquidated Damages exceeds more than 10% of the total contract price. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility	As per RFP

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				(capped at 5% differential value) of the selected bidder. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same. In this event, the selected bidder is bound to make good the additional expenditure (capped at 5% differential value), which OICL may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled. If the Contract is cancelled during AMC, OICL shall deduct payment on pro-rata basis for the unexpired period of the contract.	
330	47	4.1.5	Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of bids.	Appendix 8 provides for suggesting deviations. Please confirm that the deviations (if any) submitted will be mutually discussed and agreed between winning bidder and OICL.	It is clarified that bids with deviation shall not be accepted.
331	35	4.1.10	Any unexcused delay by the bidder in the performance of his implementation/service/other obligations shall render the bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default.	We request that liquidated damages be sole remedy for any delay under the agreement.	As per RFP
332	36	5.2 and 5.5 respectively	5.2 - The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL.	Bidder clarifies that any software provided as a requirement under this RFP will be governed as per the end user license agreements (EULA) signed between such software provider and OICL.	As per RFP
333	39 and 40	5.2 and 5.5 respectively 5.7	5.5 - OICL may assign the software provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign	Bidder clarifies that any software provided as a requirement under this RFP will be governed as per the end user license agreements (EULA) signed between such software provider and OICL.	As per RFP

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			such portion of the AMC services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder.	We request the indemnity clause be mutually agreed to align with the indemnities generally provided under IT contracts. We request that the indemnities under the RFP be restricted to third party claims due to non-compliance of applicable law, any claims by a third party for infringement by Bidder of a third party's intellectual property rights and any third party claims due to Bidder's gross negligence and willful misconduct which result in (a) bodily injury or death or (b) damage to OICL's tangible property.	
			Bidder shall indemnify, protect and save OICL and hold OICL harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from (i) an act or omission of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, (ii) breach of any of the terms of this RFP or breach of any representation or warranty by the Bidder, (iii) use of the deliverables and or services provided by the Bidder, (iv) infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project. Bidder shall further indemnify OICL against any loss or damage to OICL's premises or property, OICL's data, loss of life, etc., due to the acts of the Bidder's employees or representatives. The Bidder shall further indemnify OICL against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the OICL for malfunctioning of the equipment or related software or deliverables at all points of time, provided however, (i) OICL notifies the Bidder in writing immediately on aware of		

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			such claim, (ii) the Bidder has sole control of defense and all related settlement negotiations, (iii) OICL provides the Bidder with the assistance, information and authority reasonably necessary to perform the above, and (iv) OICL does not make any statement or comments or representations about the claim without prior written consent of the Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to OICL's (and/or its customers, users and Bidders) rights, interest and reputation.		
334	40	5.7 5.3	The Bidder's should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Negligence and misconduct of the Bidder, its employees, and agents d) Breach of any terms of tender document or Representation made by the Bidder. e) Act or omission in performance of service. f) Loss of data due to Bidder provided facility. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities.	We request the indemnity clause be mutually agreed to align with the indemnities generally provided under IT contracts. We request that the indemnities under the RFP be restricted to third party claims due to non-compliance of applicable law, any claims by a third party for infringement by Bidder of a third party's intellectual property rights and any third party claims due to Bidder's gross negligence and willful misconduct which result in (a) bodily injury or death or (b) damage to OICL's tangible property. We request that the first paragraph of the clause be read as stated below:	As per RFP

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			The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused, provided that the claims against customers, users and Bidders of OICL would be considered as a "direct" claim.		
			Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.		
			Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving. Implementation, Installation & Commissioning,, 100% against the Software/Licenses delivery Implementation, Installation & Commissioning - 100% post sign-off		
335	48	5.3 4.1.11- Payment terms	Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving. Implementation, Installation & Commissioning,, 100% against the Software/Licenses delivery Implementation, Installation & Commissioning - 100% post sign-off OICL reserves the right to cancel the AMC placed on the selected bidder and recover AMC payment made by the Company, if the service provided by them is not satisfactory	"Bidder's cumulative liability for its obligations under the contract shall not exceed the annual contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving." What's the provision of part payment as 100% post delivery is not practical giving in current scenario?	As per RFP

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336	37	5.28-Cancellation of the contract & compensation	If the Contract is cancelled during Warranty, the bidder shall repay all the payment received from OICL and remove the solution supplied and installed by the bidder without any extra cost to the Company.	How AMC Services would be evaluated and what's criteria for the same? What's recovery calculation?	As per RFP
337	47	5.28-Cancellation of the contract & compensation	OICL reserves the right to make any changes in the terms and conditions of purchase. OICL will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations.	What's the criteria for cancellation of the contract in warranty phase which is subejct to start of Go live post UAT sign-off? If yes is this repayment of warranty amount or whole contract price? Pl. clarify	AMC Services would be evaluated based on the SLA's mentioned in the RFP
338	47	4.1.2.7	Cancellation of the contract & compensation OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Company in the following circumstances: i. The selected bidder commits a breach of any of the terms and conditions of the bid. ii. The selected bidder goes in to liquidation voluntarily or otherwise. iii. The progress made by the selected bidder is found to be unsatisfactory iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.	Suggested : OICL reserves the right to make any changes in the terms and conditions of purchase before the deadline of bids submission. OICL will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations.	Clause is self-explanatory.
339	34	5.28	As per RFP	Ambiguous statement, Highlighted in RED item no iii) should be removed, There are separate SLA & Penalty clauses defined in case of delay & Performance issues.	As per RFP
340	47	4.1.2.9 Right to Alter Quantities	In case maximum penalty is imposed for more than two times in a year OICL may revise the SLA penalty cap	Need clarity on this point with regards to prices quoted & for additional items required shall have prices related at time of procurement applicable only. Any alteration should be done only after mutual consent of the Parties.	As per RFP
341	34	6	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL.	Not acceptable. We can't agree to revision penalty cap. The maximum penalty under this Agreement shall not exceed five percent of the amount of defaulted deliverables.	As per RFP

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			OICL reserves the right to use the excess capacity of the licenses supplied by the bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure. Further the bidder also agrees that such use will not infringe or violate any license or other requirements		
342	38		Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify OICL about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect OICL and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	Need clarity on this. Kindly elaborate.	Clause is self-explanatory

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343		5.4 Compliance	Compliance in obtaining approvals/permissions/licenses:	Compliance with all applicable laws: The Bidder shall comply ~~undertake to observe, adhere to, abide by, comply with and notify OICL about all laws in force or as are or as made~~ with all applicable laws ~~in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender~~ and shall indemnify, keep indemnified, hold harmless, defend and protect OICL and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	As per RFP

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344		5.4 Compliance	Assignment	Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate OICL and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and OICL will give notice of any such claim or demand of liability within reasonable time to the Bidder. This indemnification is only a remedy for OICL. The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. ~~However indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities.~~	As per RFP
345	83	A. Bidders Project Experience		Request you to kindly accept Customer Certificate as well along with PO/Contract	As per RFP
346		5.7 Indemnity	As per RFP	Bidder shall indemnify, protect and save OICL and hold OICL harmless from and against all third party claims, losses, costs, damages, expenses, action suits and other	As per RFP

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				proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from ~~(i) an act or omission of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, (ii) breach of any of the terms of this RFP or breach of any representation or warranty by the Bidder, (iii) use of the deliverables and or services provided by the Bidder~~, (iv) infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project. Bidder shall further indemnify OICL against any loss or damage to OICL's premises or property, ~~OICL's data~~, loss of life, etc., due to the acts of the Bidder's employees or representatives. The Bidder shall further indemnify OICL against any loss or damage arising out of ~~loss of data,~~ claims of infringement of third-party copyright, patents, or other intellectual property, ~~and third-party claims on the OICL for malfunctioning of the equipment or related software or deliverables at all points of time,~~ provided however, (i) OICL notifies the Bidder in writing immediately on aware of such claim, (ii) the Bidder has sole control of defense and all related settlement negotiations, (iii) OICL provides the Bidder with the assistance, information and authority reasonably necessary to perform the above, and (iv) OICL does not make any statement or comments or representations about the claim without prior written consent of the Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be	

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				detrimental to OICL's (and/or its customers, users and Bidders) rights, interest and reputation. The Bidder's should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Gross Negligence and misconduct of the Bidder, its employees, and agents d) Breach of any terms of tender document or Representation made by the Bidder. e) Act or omission in performance of service. f) Loss of data due to Bidder provided facility. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused, provided that the claims against customers, users and Bidders of OICL would be considered as a "direct" claim.	
347	40	5.8 Inspection of Records	As per RFP	Request for prior intimation of timelines before inspection of records during normal business hours for any records. Cost of Audit shall be borne by OICL.	As per RFP
348	41	5.12 Sensitive Information	The confidentiality obligations shall survive the expiry or termination of the agreement between the Bidder and OICL.	Definition is vague. Sensitive Information should be identified and classified.	As per RFP

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349		5.13 Confidentiality	If the bidder fails to deliver the services within the specified time lines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum is reached, OICL may consider termination of the contract.	The confidentiality obligations shall survive for a period of three years post the expiry or termination of the agreement between the Bidder and OICL.	As per RFP
350		5.15 Liquidated Damages	Bidder should guarantee that all the software's provided to OICL are licensed and legal. All hardware and related software must be supplied with their original and complete printed documentation.	If the bidder fails to deliver the services within the specified time lines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5 ~~10~~% of the amount of the defualted delivaerables ~~contract price~~. Once the maximum is reached, OICL may consider termination of the contract. The maximum penalty under this Agreement including SLA Penalty and Liquidated Damages shall not exceed five percent of the amount of defaulted deliverables.	As per RFP
351		5.16 Guarantees	If any reduction in taxes/duties for any reason the same shall be passed to OICL	Bidder should warrant ~~guarantee~~ that all the software's provided to OICL are licensed and legal. All hardware and related software must be supplied with their original and complete printed documentation.	As per RFP
352		5.25 Taxes and Duties	As per RFP	Any change in tax due to Increase/decrease in taxes/duties or introduction of new tax or for any reason will be passed to OICL	As per RFP
353	46	5.28 Cancellation of the contract and compensation	Company reserves the right to verify the validity of information given by the bidders. If at any future point of time, it is found that	To be deleted as termination clause is also present and it will conflict with the same.	As per RFP

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			the bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar the bidder from bidding prospectively for a period to be decided by OICL and take any other action as may be deemed necessary.		
354		5.29 Rights reserved by OICL		Company reserves the right to verify the validity of information given by the bidders. If at any future point of time, it is proven found that the bidder had made a statement, which is factually incorrect and incorrect information was provided with a malicious intent, OICL will reserve the right to debar the bidder from bidding prospectively for a period to be decided by OICL and take any other action as may be deemed necessary.	As per RFP
355		5.30. Limitation of Liability	Deemed Acceptance	Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving. OICL shall inform the Bidder all breaches and claims of indemnification and shall grant the Bidder sole authority to defend, manage, negotiate or settle such claims; and make available all reasonable assistance in defending the claims (at the expense of the Bidder). The written demand by OICL as to the loss / damages mentioned above shall be final, conclusive and binding on the Bidder and Bidder shall be liable to pay on demand the actual amount of such loss / damages caused to OICL. In respect of demands levied by OICL on the Bidder towards breaches, claims, etc., OICL shall provide the Bidder with details of such demand levied by OICL. For the purposes of this Clause, the indemnity may be restricted to the areas mentioned, i.e., "claims arising out of employment, non-payment of	As per RFP

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				remuneration and non-provision of statutory benefits by the Bidder to its employees, its agents, contractors and sub-contractors." However, there are other indemnities such as indemnity for IPR violation, confidentiality breach, etc., that the Bidder is expected to provide as per the RFP. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities.	
356		Clause to be added	Site Not Ready	We would request OICL to add this clause: Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Client.	As per RFP
357		Clause to be added	Savings Clause	We would request OICL to add this clause: Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.	No Change, As per RFP

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358		Clause to be added	The tenure of the contract would be 6 years from the date of signing the contract. OICL can further extend this at its discretion at the same or better terms and conditions.	We would request OICL to add this clause: Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	No Change, As per RFP
359		3	During the contract period the bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by OICL in the event the market prices / rate offered by the bidder are lower than what has been quoted by the bidder as the part of commercial offer. Any price benefit in the services / equipment should be passed on to OICL within the contract period.	Bidder clarifies that any extension of the contract duration should only come into effect on mutual agreement and signature by both parties.	No Change, As per RFP
360	21	4.1.2.9	**Sub-contract** In case sub-contracting any of the activities under the scope of this RFP is required, the bidder needs to notify and take prior permission in writing from OICL. It is clarified that notwithstanding the use of sub-contractors by the Bidder, the Bidder shall be solely responsible for performance of all obligations under the RFP irrespective of the failure or inability of the subcontractor chosen by the Bidder to perform its obligations	**Bidder requests to kindly delete this clause.**	As per RFP
361	34	4.1.3	**Acceptance & Warranty** **4.1.4.1:** The solution will not be treated as complete if any part of software / solution etc. are not delivered as per the timelines specified in RFP. In such an event, the supply will be termed incomplete and will not be accepted and warranty period will not commence besides OICL's right to invoke the penalties which will be prescribed in the contract. **4.1.4.2:** There will be an acceptance test	Bidder submits that since it is solely responsible for the performance of all obligations under the RFP, it should be free to sub-contract without seeking OICL's consent.	As per RFP

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			conducted by OICL or its nominated consultants after implementation of solution at DC and DR. In case of discrepancy in hardware & related software supplied & not matching the Bill of Materials or technical proposal submitted by the bidder in their technical bid, the bidder shall be given 6 weeks' time to correct the discrepancy <u>post which OICL reserves the right to cancel the entire purchase contract and the Bidder should take back their equipment at their costs and risks.</u> The test will be arranged by the Bidder at the sites in the presence of the officials of OICL and / or its consultants. The<u> warranty for the equipment (including OS and hardware provided by the Bidder pursuant to this Agreement) will commence after acceptance testing</u>.... **11.1(5):** The <u>warranty will start from the date of signing the ATR.</u>		
362	34	4.1.4 11.1(Note 5)	**PBG** <u>Within 15 days after the receipt of Notification of Award</u> from OICL, the bidder shall furnish performance security to OICL as per Appendix - 6, which shall be equal to 10 percent of the value of the contract….. Failure by bidder to submit the Performance security will result in invocation of Bid security held by the Company (OICL).	**1.** Bidder submits as follows: (i) Warranty for hardware and software should commence from the date of delivery; and (ii) Acceptance of Hardware and Software should take place on delivery. (iii) Bidder will warrant that software manufactured by it will materially conform to its specifications. The software warranty period HP-branded software will be ninety (90) days from the delivery date. Bidder will not warrant that the operation of software will be uninterrupted or error free, or that Software will operate in hardware and software combinations other than as expressly agreed by the parties or that the software will meet requirements specified by Customer. **2.** Bidder clarifies that it will not warrant any third-party hardware and software, but will pass-on the OEM warranty to OICL on	As per RFP

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			"AS IS" basis.		
363	34 93	4.1.7 11.6(Appendix 6)	**Payment** The Bidder must accept the payment terms proposed by OICL. The financial bid submitted by the SP must be in conformity with the payment terms proposed by OICL. Any deviation from the proposed payment terms would not be accepted…	Bidder requests that the timeline for submission of PBG should commence from the date on which contract is signed by both parties.	As per RFP
364	35 100	4.1.11	**Withholding & Set-off** OICL shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of OICL.	Bidder clarifies that payments should be made within thirty (30) days from the date of invoice.	As per RFP
365	36	4.1.11	**SLA Penalties**	Bidder clarifies that OICL will only withold peyment for undelivered products and services.	As per RFP
366	36	4.1.14 5.33	**Delay & Liquidated Damages**	Overall SLA Penalties to be capped at 5% of the Quarterly Payment	As per RFP
367	37 48	4.1.10 5.15	**Software License** The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL. OICL reserves the right to use the excess capacity of the licenses supplied by the bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure. Further the bidder also agrees that such use will not infringe or violate any license or other requirements.	Bidder submits that LD being a mutually agreed estimate of the damages should be the sole and exclusive remedy for delay in delivery. Bidder clarifies as follows: (i) forfeiture of PBG will be limited to the amount of LD imposable under te contract; (ii) OICL will only terminate the contract after exhausting the maximum amount of LD imposable, as stated under Cl. 5.15. (iii)LD shall be capped at 5% of the Affected Deliverables	As per RFP

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368	36 44	5.2 5.5	**Compliance with Laws** The Bidder shall undertake to observe, adhere to, abide by, comply with and notify OICL about all laws in force or as are or as made applicable in future, <u>pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender</u> and shall <u>indemnify, keep indemnified, hold harmless, defend and protect OICL</u> and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability <u>and all consequences</u> that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. <u>Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project</u> or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, <u>shall indemnify, keep indemnified, hold harmless,.............</u>	Bidder clarifies that for third-party software supplied by Bidder under this RFP, the third party OEM's license terms and use restrictions found in any tranction documents that accompany that software will solely govern its use.	As per RFP
369	39 40	5.3	..... <u>OICL shall have the right to assign such portion of the AMC services to any of the sub-contractors, at its sole option, upon the occurrence of the following</u>: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The <u>Bidder shall ensure that the said subcontractors shall agree to provide such</u>	Bidder submits as follows: (i) Bidder shall undertake to comply with all laws in force, presently or in the future, pertaining to or applicable to the obligations to be performed by SP under te resulting Contract; (ii) Bidder proposes following modification to the language for Indemnity: *"Bidder shall defend and/or settle any third-party claim against OICL arising out of the the Bidder's non-compliance with the laws, rules or regulations applicable to the contractual*	As per RFP

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			services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors.	*obligations of Bidder, provided OICL: (i) promptly notifies Bidder of the claim in writing; (ii) cooperates with Bidder in the defense/ settlement of the claim; and (iii) grants control of the defense/ settlement of the claim to Bidder."*	
370	39	5.5	**Indemnity**	Request deletion of this clause	As per RFP
371	40	5.7	**Audit & Inspection**	(i) Bidder requests deletion of Indemnity for claims arising from breach of Tender terms or breach of representations and warranties and OICL already has adequate remedies in law against such breach; (ii) Bidder requests deletion of Indemnity for loss or damage arising from loss of data because data back-up will be OICL's responsibility; (iii) Bidder clarifies that it will only indemnify OICL against third-party claims; and (iv) Bidder should only be required to indemnify for third-party claims of IP infrigement arising from products manufactured by it and supplied under the Contract, as Bidder will not have any visibility on the IP ownership of third-party products.	As per RFP
372	40	5.8 4.17	**Termination/ Cancellation**	Bidder submits as follows: (i) Prior to review by Auditor, OICL/its auditors should: (a) provide Bidder with at least thirty (30) days' notice for conducting the audit, such notice describing the issue(s) that will be the subject of the audit; and (b) be subject to Bidder's site/premises security obligations and have their access controlled/monitored by Bidder. (ii) Auditor shall NOT be given access to Bidder/ sub-contractor locations/ premises (or portions thereof) that are not related the Services; (iii) Auditor shall not have access to records	As per RFP

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				or documents relating to make-up of Bidder's direct costs, their relationship to the service charges, any financial cost models, calculation of services charges, internal audit reports, or any other information not relating to the services; (iv) The Auditor should: (a) not be a third party in dispute/conflict with the Bidder; (b) not have any other business relationship with OICL.	
373	41 33	5.17 5.19 5.28	In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services (capped at 5% differential value). However, the bidder shall continue performance of the contract to the extent not terminated.	(i) Bidder requests the the term "cancel" under Cl. 5.28 should be replaced with "terminate"; (ii) Bidder requests deletion of Cl. 5.28(iii) as it is ambiguous. Further, Cl. 5.28(iv) already covers OICL's right to terminate for delay; (iii) OICL should only terminate the contract only if after notifying Bidder of the breach in writing and granting it a reasonable time to rectify the breach, the Bidder still fails to remedy the breach; (iv) In case of termination, Bidder should be entitled to payment for all products supplied and services rendered till the effective date of termination; (v) Bidder requests the Cl. 5.19 should be made mutual.	As per RFP
374	44 45 47	5.17 5.28	**Termination for Convenience**	Request deletion of this clause	As per RFP
375	45 47	5.20.	….. OICL reserves the right to cancel the AMC placed on the selected bidder and recover AMC payment made by the Company, if the service provided by them is not satisfactory. ……. If the Contract is cancelled during Warranty, the bidder shall repay all the payment received from OICL and remove the solution supplied and installed by the bidder without any extra cost to the Company. If the Contract is cancelled during AMC, OICL shall deduct payment on pro-	Bidder requests for Termination Notice of 90 days for Termination for Convenience	As per RFP

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
			rata basis for the unexpired period of the contract.		
376	45	5.28	**Limitation of Liability** .... OICL shall inform the Bidder all breaches and claims of indemnification and shall grant the Bidder sole authority to defend, manage, negotiate or settle such claims; and make available all reasonable assistance in defending the claims (at the expense of the Bidder). <u>The written demand by OICL as to the loss / damages mentioned above shall be final, conclusive and binding on the Bidder</u> and Bidder shall be liable to pay on demand the actual amount of such loss / damages caused to OICL.	Request deletion of this clause	As per RFP
377	47	5.3	**Violation of Terms**	Bidder requests deletion of the words "*The written demand by OICL as to the loss / damages mentioned above shall be final, conclusive and binding on the Bidder*" and clarifies that it will pay the court-awarded damages or the settlement amount reached with its consent.	As per RFP
378	48	5.32	**EMD**	Bidder requests that this term should be made mutual.	As per RFP
379	48	6.2(d) 11.5(Appendix 5)	**Product Separation Clause**	Bidder submits that EMD should not be forfeited if the parties fail to reach an agreement on the terms and conditions of the contract.	As per RFP
380	51 99	New Clause	The Bidder should be engaged in Successful Implementation of Any 2 Solution from Enterprise Management System, Help Desk, Active Directory, and Anti-virus Solution in India for last 5 years in any Govt./PSU/BFSI Unit.	The acceptance criteria or procedures for Deliverables set forth in this Agreement and as particularly described in any SOW will only apply to the services provided herein. It will not apply to any product HP may supply or has supplied to customer, regardless of whether such products can be used in connection with the services or Deliverables. Any refund/return or penalty rights as set forth hereon apply only to the services provided.	As per RFP

S.N.	Page	Point /Section	Existing Clause	Query Sought	OICL Response
381		A. Bidders Project Experience	Bidder should have implemented Enterprise Management Software with at least 10000 of Assets & Patch Management in India for last 5 years in any Govt./PSU/BFSI Unit.	Request you to kindly change the clause to Last 10 years instead of 5 years	No Change, As per RFP
382	83	A. Bidders Project Experience	Bidder should have supplied & installed at least 10000 Anti-Virus Licenses in India for last 5 years in any Govt./PSU/BFSI Unit.	Request you to kindly change the clause to Last 10 years instead of 5 years	As per RFP
383	83	A. Bidders Project Experience	Bidder should have supplied & installed at least 10000 Active Directory Licenses in India for last 5 years in any Govt./PSU/BFSI Unit.	Request you to kindly change the clause to Last 10 years instead of 5 years	As per RFP
384	83	A. Bidders Project Experience	The Bidder's proposed Project Manager/ Team Lead should have led the Successful Implementation of Enterprise Management System, Help Desk, Active Directory, and Anti-virus Solution in any BFSI or PSU or Government Unit in India.	Request you to kindly change the clause to Last 10 years instead of 5 years	As per RFP
385	83	A. Bidders Project Experience	Support Documentary Proof	Request you to kindly change the clause to Last 10 years instead of 5 years	As per RFP