

Reply to Pre Bid Queries for RFP 22/10-11 dated 31.01.11 for Implementation of Comprehensive Centralised Desktop Management Solution in Canara Bank

Sl. No.	Page No.	RFP Clause	Description	Query / Clarification	Banks' Reply
1	4		Security Management	Is the security on machines limited to patch deployment only or does it cover all aspects of desktop security? Please elaborate.	Bidder to comply with RFP terms Refer Page No.4
2	5	Existing Desktop Setup	The Bank has approximately 35000 Plus Desktops, 800 plus Laptops, and 200 Plus Servers having various major operating systems across India	What roles do the 200 Servers play in the Desktop environment?	Will be shared with the selected bidder
3	5	Existing Desktop Setup	Existing desktop setup details - Desktops, servers from win98/XP/2000/2003/Vista	What version of HP, SUN desktops are in use. How many Win 98 PCs are deployed? Please elaborate.	will be shared with the selected bidder
4	5	Existing Desktop Setup	The operating system in the Desktops, Laptops and Server is Windows 98/XP/2000/2003/2008/Vista/Windows 7, Linux, Sun, HP etc with various versions and editions distributed among various branches and Offices	Can bank provide us with the breakup of operating systems used with the bank?	Ref Page No. 5 -Existing Desktop Setup
5	5	Existing Desktop Setup	The operating system in the Desktops, Laptops and Server is Windows 98/XP/2000/2003/2008/Vista/Windows 7, Linux, Sun, HP etc with various versions and editions distributed among various branches and Offices	Can bank provide how many Windows 98 systems are there ? Where it is used ?	Ref Page No. 5 -Existing Desktop Setup
6	7	Clause 4 (eligibility criteria)	The Bidder should have supplied and implemented Desktop Management Solutions in at least Two of the reputed organizations in BFSI Sector of which one should be PSU Banks in India during the period from 1-4-07 till date of RFP (31.01.11). The Bidder should have implemented Comprehensive Centralised Desktop Management System/ Solution for more than 10000 Desktops in India during the above period in the above organisations in India. 1. Purchase Order copies issued by Organisations / BFSI etc. since 01-04-2007 and 2. Satisfactory working certificate from the above organisations.(two organisations-at least one certificate is from BFSI)	Is it mandatory that the bidder should have implemented the proposed solution or can the bidder propose a new OEM's solution which they have not implemented in the BFSI. Please clarify	The proposed solution should have been implemented. One satisfactory certificate from BFSI Ref: Page No 7
7	7	Eligibility Criteria Sl. No. 3.	"Bidder must have a minimum turnover of Rs. 100.00 Crores per year during last three financial years i.e. 2007-08 and 2008-09, 2009-10 in IT related business in India."	Being a privately held company, we would request that the requirement for this clause be limited to only a "Certificate from Chartered Accountant certifying the IT-related business turnover for the past 3 years and is a profit making company" and exclude requirement of Balance sheet & P&L statement as the certificate from CA substantiates the financial stand	Bidder to comply with RFP terms
8	7	Eligibility Criteria Sl. No.4.	RFP clause "The Bidder should have supplied and implemented Desktop Management Solutions in at least Two of the reputed organizations in BFSI Sector of which one should be PSU Banks in India during the period from 1-4-07 till date of RFP (31.01.11). The Bidder should have implemented Comprehensive Centralised Desktop Management System/ Solution for more than 10000 Desktops in India during the above period in the above organisations in India."	The solution expected includes provision of Microsoft SCCM and AD or equivalent solution. We would like to request Canara Bank to consider relevant experience of Microsoft SCCM as well as AD for this RFP to be part of the eligibility criteria	Bidder to comply with RFP terms

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9	8	Eligibility Criteris Sl. No.7	Bank Guarantee	For bidders who had taken part in the process for the RFP for the same requirement floated in Oct. 2010, we would request that the same BG/EMD with extension of date be allowed.	Fresh BG/EMD to be submitted.
10	11	Clause 1.3		We understand that the proposed Desktop management solution deployed to be managed for 5 years by the Service provider? Please confirm.	Bidder to comply with RFP terms Refer Page No 58 -vii
11	16	FORMAT FOR TECHNICAL BID PART B Clause 1.13.2 (c)	The bidder should provide necessary hardware with latest product and software with latest version and any third party licenses with latest version required for the implementation Desktop Management Solution. The charges for the above should be factored in Bill Of Material(BOM), otherwise the Bid is liable for rejection. The bidder should submit BOM as per Banks format - Annexure K.Changes in the BOM by the bidder will also be liable for rejection.	What is it that Bank implies by Third Party Licenses we request the bank to kindly specify the same.	Bidder to comply with RFP terms
12	21	Clause 2.3.4.	<p>2.3.4. LIQUIDATED DAMAGES</p> <p>2.3.4.1. Liquidated</p> <p>If the supplier fails to meet the specified completion schedule (ie.,the delivery and installation of the hardware and software within a period of Eight weeks from the date of acceptance of order by the Bidder), the bidder shall be liable to pay Liquidated damages at the rate of 0.50% for each completed calendar week of delay or part thereof on the total Invoice price of the hardware(including OS) and software for each location. The total LD shall not exceed 5% of the total Invoice price of the hardware (including OS) and software for each location.</p> <p>damages for delay in Delivery and Installation of Hardware and Software in Primary Site and all NAP Locations.</p> <p>2.3.4.2. If the bidder fails to meet the specified completion schedule (ie., implementation of Complete End to End Comprehensive Centralised Desktop Management Solution in Bank within a period of nine months from the date of receipt of order), the bidder shall be liable to pay as Liquidated damages at the rates specified below, for each completed calendar week of delay or part thereof, on the TOTAL PROJECT COST.</p> <p>Liquidated damages for delay in implementation</p> <p>Liquidate Damages rate per week or part thereof</p> <p>Delay Period</p> <p>0.5% (Half Percent)</p> <p>For the first Four weeks of Delay.</p> <p>1.00 % (One Percent)</p> <p>Beyond Four weeks of Delay.</p>	As the LD is already included for the specific schedule completion, imposing LD again on the overall project completion is huge burden on any vendor. We request the bank to relax the 2.3.4.2 clause limiting to 2.3.4.1 clause.	Bidder to comply with RFP terms Ref: Page No 21
13	21	Clause 2.3.3		Understand that Desktop management solution to be available for 99.95% per month. Is there any monitoring and ticketing tool in Canara Bank or else Service provider need to provide the same? Please confirm.	Presently thre is no system in place.Proposed Solution should provide the same.

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14	22	Terms & Conditions, 2.3.5. RESIDENT ENGINEER, Page	2.3.5.2. 2.3.5.3. The Services of the engineer should be available from morning 8 am to till 9 pm in the night on all the Bank working days, during the entire project implementation period and during warranty/AMC, if contracted. Bank also has the right to advise the engineer concerned to stay overtime, if their services are warranted.	As per the manpower/resource law which defines the work timings for individuals , we need to deploy two resources for delivering the services from 8 AM to 8 PM. Is it mandatory that we need to provide two resources onsite or can we provide onsite engineer till standard working hours and support for balance shift on demand basis. Please clarify	Bidder to comply with RFP terms Ref: Page No 22 -2.3.5
15	22	Clause 2.4	2.4.2.1 25% of the total invoice value of all the ordered Hardware (including OS) and Software (incl application software) to Primary Site and all NAP locations, if any, shall be paid upon Delivery within 30 days on production of relevant documents. The bidder has to submit Original Invoice and Original Proof of Delivery duly signed by the Bank Officials while claiming payments. 2.4.2.2 35 % of the total invoice value of all the ordered Hardware (including OS) and Software(incl application software to Primary Site and all NAP locations, if any, shall be paid upon Configuration and Installation of the Hardware (including OS) and Software within 30 days on production of relevant documents. The bidder has to submit Original Invoice and Original Proof of Installation certificate duly signed by the Bank Officials while claiming payments. Applicable LD will be deducted while making payment. 2.4.2.3 30% of the total invoice value of all the ordered Hardware (including OS) and Software(incl application software to Primary Site and all NAP locations, if any, shall be paid) after completion of Pilot Implementation. The bidder has to submit relevant certificates for having completed the Pilot Implementation, while claiming payments. 2.4.2.4 Balance 10% Payment shall be paid after expiry of warranty period	As SI' have to pay 100% to the OEMs for hardware and Software on delivery, Bank staggering the payments to the Bidder will have huge commercial impact. Hence request you to relax the payment terms. Suggested Change - Hardware and Software payment 100% on delivery with in 30days of submitting the relevant documents and Implementation charges as mentioned in the RFP	Bidder to comply with RFP terms
16	22	Clause 2.3.3	2.3.3. UPTIME 2.3.3.1. The Bidder shall guarantee a monthly uptime of 99.95% for the entire Solution from the date of commencement of pilot implementation by the Bank till signing off of the Project. Please note that the Uptime is for Solution and relevant Scope of Work to the Bidder only. 2.3.3.2. If the monthly uptime is below 99.95% during the above period, the bank shall deduct 0.50% of the total implementation charges as LD for every 0.50% of downtime or part thereof in down time, from the amount payable to the bidder. 2.3.3.3. After Signing Off of the Project, the Bank may at its discretion enter into AMC / ATS with Service Level Agreement with the selected bidder for maintenance of the Solution for one year. The Bank may at its discretion renew the arrangement thereafter. 2.3.3.4. During the AMC / ATS agreement period, the bidder shall guarantee a monthly uptime of 99.95% for the entire solution. If the uptime is below 99.95% during the period, bank shall deduct 0.50% of the total AMC/ATS charges payable as LD for every 0.50% of downtime or part thereof in downtime, from the amount payable to the vendor.	99.95% uptime is a data centre standard as this project include clients, network, people availability and network, It is very difficult to maintain this uptime. We request bank to relax the up time to 99%.	Comply with RFP terms Ref: Page No 22

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Sl. No.	Page No.	RFP Clause	Description	Query / Clarification	Banks' Reply
17	24	2.6. ORDER CANCELLATION / TERMINATION OF CONTRACT	The Bank reserves its right to cancel the entire / unexecuted part of Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions:	We request the bank to kindly amend the clause to 'Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination Customer shall pay for goods delivered and services rendered till the date of termination.'	Bidder to comply with RFP terms
18	25	Clause 2.9.1	"ANNUAL MAINTENANCE CONTRACT / TECHNICAL SUPPORT (AMC/ATS) At the time of submission of bids, the Bidder has to submit his quote for AMC for Hardware (including OS) for three years and ATS for application software & any other related software for five years, after completion of respective warranty periods, both in words and figures in the Commercial Bid separately for Comprehensive maintenance contract."		Bidder to comply with RFP terms
19	25	Warranty 2.8.1	The entire hardware (including OS) shall be under Comprehensive Onsite Warranty covering all parts, updates, upgrades of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 36 months from the Date of Installation of the Hardware (including OS) at each locations.	As per the clause-2.8.1. Operating system software should be Software assurance for 36 months. 2.8.2. The application software should come with 12 months warranty.	Bidder to comply with RFP terms Ref: Page No 25 - 2.8
20	25	Warranty 2.8.2	The application software and any software including client related software shall be under Comprehensive Onsite Warranty covering all updates, upgrades of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 12 months from the Date of Installation of the Software at each location.	As per the clause-2.8.1. Operating system software should be Software assurance for 36 months. 2.8.2. The application software should come with 12 months warranty.	Bidder to comply with RFP terms Ref: Page No 25 - 2.8
21	25	2.9.1	ANNUAL MAINTENANCE CONTRACT / TECHNICAL SUPPORT (AMC/ATS) - At the time of submission of bids, the Bidder has to submit his quote for AMC for Hardware (including OS) for three years and ATS for application software & any other related software for five years, after completion of respective warranty periods, both in words and figures in the Commercial Bid separately for Comprehensive maintenance contract.	Please clarify ATS for application software. Does this mean that vendor has to quote for 5 years upgrade	Bidder to comply with RFP terms Ref Page No.25 &26
22	25	2.8. WARRANTY	Warranty Clause as per RFP	We request the bank to kindly note that since SI is acting as a reseller of completed products, SI shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Request the bank to kindly incorporate the same in RFP also.	Bidder to comply with RFP terms Ref Page No.25

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23	26	2.10. INSURANCE	The Hardware to be supplied for implementation of Desktop Management Solution will be insured by the Bidder against all risks of loss or damages from the date of shipment till such time, it is delivered, installed and commissioned at respective Bank Branch / Offices.	Request the bank to kindly limit this clause to "The risk, title and ownership of the products shall be transferred to the customer upon dispatch of such products to the customer. SI will insure for transit of the material."	Bidder to comply with RFP terms Ref Page 26
24	28	2.17. NEGLIGENCE	In connection with the work or contravenes the provisions of General Terms, If the Contractor neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the Contractor calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the Contractor liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the Contractor.	SI needs to be given a reasonable opportunity to cure the breach before termination. Risk Purchase clause to be deleted. Liability/ damages to be as specified hereunder.	Bidder to comply with RFP terms Ref Page 28
25	30	3.1.1.	It should provide an integrated solution to deploy software and hardware updates	Does hardware update means up gradation of BIOS version etc? Please elaborate.	Bidder to comply with RFP terms
26	31	Clause 3.1.4,	Anti Virus patches should be installed in all the desktops/Laptops	Can the existing antivirus solution can be leveraged. Please elaborate in detail.	Bidder to comply with RFP term Page No 31 point 3.1.9
27	31	Clause 3.1.6,	The proposed solution should be able to scan and inventory our systems for identification of applicable patches and top vulnerabilities / misconfiguration.	Does the same product also need to identify vulnerabilities / misconfiguration or shall a separate product can be deployed for vulnerability assessment. Please clarify what is meant by misconfiguration.	Bidder to comply with RFP terms Refer clause 3.1.6
28	35	Page 33, clause 4.18,	In case disaster strikes at the primary site (where Policy & management desktops are deployed), all clients should be able to access to Bank's DR site seamlessly without policy enforcement infrastructure and without manual intervention	Is this expectation only for the directory services or is it applicable to the desktop management product also. Please clarify.	Bidder to comply with RFP terms Refer page 35 clause 4.18
29	35	Clause 11	If the solution is client based solution, it should allow communication between client and server to happen over a single configurable port.	Can the proposed solution work on multiple ports ? Please clarify.	Bidder to comply with RFP terms Refer page 35 clause 11
30	35	4.18	In case disaster strikes at the primary site (where Policy & management desktops are deployed), all clients should be able to access to Bank's DR site seamlessly without policy enforcement infrastructure and without manual intervention.	Does IT Canara Bank have a DR site in place and where is it located? If not, will implementation of the DR site be considered as part of the scope	DR site at Mumbai
31	35	Annexure A - Scope of Work - Sl. No.7	The bidder should do remote OS deployment and remote troubleshooting centrally.	Does vendor needs to implement new Operating Systems for all the 35000+ systems as part of the one time implementation.	Bidder to comply with RFP terms

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32	35	Annexure A - Scope of Work - Clause 6	The bidder should do software distribution if required by the Bank. The solution should support software distribution. It should support customizable distribution schedules. It should also provide dynamic content delivery service that enables the efficient distribution of files and bulk content to large number of targets using distributed setup or peer to peer services. It should be able to distribute software to desktops which are standalone and also under domain.	Please provide list of softwares used on desktops and to be planned for software distribution.	Will be shared with the selected bidder
33	36	Clause 15,	Solution should be able to control the security features of all desktop	Please specify what all security features are expected to be managed from the solution.	will be shared with the selected bidder
34	36	Clause 24	The solution should have provision of interface with Bank's existing antivirus solution for pushing patches/updates to the desktops	Please clarify what is the expectation from the integration point. What all features are expected to be integrated?	Bidder to comply with RFP terms Refer Page 5 & 6
35	36	Annexure A - Scope of Work - Sl. No.21	The proposed solution should have facility to get entire control of desktops and enable/disable hardware/peripherals/software/services.	Clarify on the hardware and peripherals	The details will be shared with the selected bidder
36	37	26.4	Profile migration, domain joining and password creation and handing over to the users needs to be carried out at the respective client locations	Will the bank be open to procure third party tools if required for facilitating the transition of directory services such as profile migration, etc	Bidder to comply with RFP terms
37	37	26.3	Application Testing: Standard applications such as Core Banking applications, Legacy applications, Mail, anti Virus, etc should be tested before implementation and roll-out the solution	Assume the relevant procedure for testing the application prior to implementation and post rollout will be provided by Canara Bank IT to the selected vendor, kindly confirm. In case of any issues / problems faced with application testing / functionality, trust Canara Bank IT / Application vendor will support and own responsibility of fixing application related issues prior and post deployment of the solution. kindly confirm	Bidder has to provide test cases.(UAT cases) Bidder to comply with RFP terms
38	37	26.4	Profile migration, domain joining and password creation and handing over to the users needs to be carried out at the respective client locations	1. Scope of directory service implementation wrt total user base, computers, location distribution / geographical scope? 2. Total no of servers to be enrolled to the directory services. Can you provide server role details such as file & print server, etc & total server count for all server roles concerned? 3. Will the vendor be required to travel to all locations for completing directory services deployment / transition? Will desktop related activities for the directory service transition such as profile migration be handled by IT Canara bank / vendor FMS team and can be excluded from scope of work? 4. Average desktop profile size to be considered for profile migration? 5. User data backup and recovery will be responsibility of IT Canara Bank? Please confirm	Will be shared with the selected vendor.

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39	37	25.4	The proposed DNS architecture and Directory services should support multi tier architecture with single main domain and hierarchical sub domains and the total number of user objects in the domain is around 35,000 + spread across Branches/Offices of the Bank.	<ol style="list-style-type: none"> Does the bank have an existing DNS server infra in place and will it continue to exist post implementation of directory services Will the DNS services integrated with directory service infrastructure be leveraged by the bank Is there DHCP environment in place and what is the total no of DHCP servers existing. 	At present No DNS Services. Bidder to comply with RFP terms
40	37	25.5	Domain should have high availability and multiple redundancies to cater to 50000+ desktops and users across entire Bank. However, the solution offered by bidder with Enterprise Licence should support all existing as well as future desktops, servers and laptops without any restriction.	<p>Kindly elaborate on “domain should have high availability” or does it mean locations hosting directory services server infrastructure have high availability / redundancies planned.</p> <p>Kindly provide list of locations (national and international) including user-base where directory services needs to be implemented. This is critical, if the same is not possible then total no of Tier-1, Tier - 2, Tier 3 cities and sample user-base can be provided, this is required for estimating effort</p> <p>Kindly elaborate on “the solution offered by bidder with Enterprise Licence should support all existing as well as future desktops, servers and laptops without any restriction”.</p>	The solution proposed by the bidder should cater 35000+ from day one and it should be scalable to 50000+.However the bidder should carryout the migration for 35000+
41	37	25.6	Schedule for replication: The proposed solution should have DC and DRC setup and it should be sync in near real time based. However it will be mutually discussed with selected bidder during finalization of solution.	<ol style="list-style-type: none"> Kindly specify the link bandwidth capacity between DC and DRC. Assuming the replication requirements between DC and DRC are pertaining to directory services, kindly confirm 	Will be shared with the selected bidder
42	37	25.5	Domain should have high availability and multiple redundancies to cater to 50000+ desktops and users across entire Bank. However, the solution offered by bidder with Enterprise Licence should support all existing as well as future desktops, servers and laptops without any restriction.	Please clarify. Is bank wants vendor to size the solution for 50000+ desktops or 35000 dekstops as per the clause 25.4.	The solution proposed by the bidder should cater 35000+ from day one and it should be scalable to 50000+.However the bidder should carryout the migration for 35000+
43	37	25.5	Domain should have high availability and multiple redundancies to cater to 50000+ desktops and users across entire Bank. However, the solution offered by bidder with Enterprise Licence should support all existing as well as future desktops, servers and laptops without any restriction.	Is bank looking for unlimited license irrespective of the future purchases?	The solution proposed by the bidder should cater 35000+ from day one and it should be scalable to 50000+.However the bidder should carryout the migration for 35000+
44	37	27.2	Report generation as per the Banks requirements.	Can bank provide approximate number of additional reports which may require?	The details will be shared with the selected bidder
45	37	Annexure A - Scope of Work - Sl. No.27.1	Design and implementation of the centralized patch management solution, centralized desktop/laptop/server hardware and software inventory, software metering, remote software distribution and remote troubleshooting for approx 50000 desktops.	Does banks wants vendors to design and implement DMS solution for 50000+ systems?	Bidder can take 35000+ users in the Bank as Base value.

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46	38	Annexure A - Scope of Work - Sl. No.28.2	In case any desktops do not comply with the policy, the access should be denied as Non-Compliance and a remediation process should be defined for them so that they can remediate themselves to the correct posture and then gain connection to the corporate network resources.	This is a feature of Network access control/protection. Does banks needs these kind of solution as part part of this RFP.	Bidder to comply with RFP terms
47	42	Annexure A - Scope of Work -General Sl. No.21	The existing and proposed peripherals including Printers,Scanners and Other IT related equipments should be configured properly.So that after implementation of the solution, the set up should not be disturbed.	Please exclude this from the scope as bid is for Desktop Management Solution	Bidder to comply with RFP terms
48	55	Annexure K	i) Item Details (Specify the details of Hardware(including OS) with Specifications)	We request the Bank to clarify the kind of Hardware to be quoted or minimum Hardware configuration required.	The details of hardware required for implementation of proposed solution should be furnished. Ref: Page No.16 of 1.13.2
49	55	Annexure K	ii. SOFTWARE (Specify the details of Application Software and any other related software with full details)	Should the bidder mention each item of the Software component and corresponding ATS for each software line item. Please elaborate.	The details of software required for implementation of proposed solution should be furnished. Ref: Page No. 16 - 1.13.2
50	56	Annexure K	“providing resident engineer support 24X7- at HO / NAP till signing off the Project“	As per the RFP it is requested that resident engineer support for NAP and HO are needed? Is it for proposed Desktop Management Solution to be deployed or it is for different purpose? Please confirm. If the above requirement is for Desktop management solution, which needs to be available for 99.95 can we propose the required numbers differently than one each for NAP location and 3 per shift for HO?	Bidder to comply with RFP terms Ref Page no:22 point 2.3.5
51	59	Annexure L Point No 3	Desired Configuration Monitoring, OS Deployment should be an integrated solution with easy to use, flexible and customizable user interface and offered as a single agent on the client desktops / workstations. It should not be multiple agent installation	Should the Directory and all other services mentioned in the RFP be delivered by a Single agent. Please elaborate.	Single Agent only. Ref: Page No.59,Point 3
52	59	Annexure L - Sl. No. 4	The Proposed solution should have hardware with latest product and software with latest version and any third party licenses with latest version for the implementation of Desktop Management Solution.	We observe that the Bank wants the bidders to quote third party license also. We wish to inform the Bank that in this case, the third party license (mainly the Client Access License) is 3 to 4 times the value of the Desktop Management Solution itself.We request the Bank to consider procuring the Client Access Licenses (CALs) separately, and not to include this with Desktop Management RFP. This is because the CALs are required for various other factors like management of Anti-virus Solution, etc in Canara Bank environment. CALs are not required for only the Desktop Management solution to function.	Bidder to comply with RFP terms Ref: Page No 16 -1.13.2
53	60	Annexure L - Sl No. 11	The solution should take advantage of the Organization Unit Structure.	Yes, The OU term is microsoft product vendor specific. Please confirm the details of structure in the Bank.	Here OU refers to Canarabank Organisation structure. Refer Page No 5.

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54	60	Clause 29	Bidder should create and design and migration of physical and logical structure of directory services.	Please provide the current deployed directory services for the migration. Please clarify if existing application owners would take the responsibility to make required configuration changes during server migration	Bidder to comply with RFP terms Refer Page 5 & 6
55	61	Annexure L - Sl No. 22	The poposed solution should support handhled devices	Please share details if the handheld devices have windows OS	Solution has to fulfill irrespective of OS.(ex: for handheld device: Radio frequency Reader devices,etc.) Ref: Page 5 for further details- Existing Desktop Setup.
56	61	Clause 30	The solution should natively and out of Box integrate with Directory services. Ability to target patches / Updates directly to Directory services objects and Organization Units: It should have the capability of discovering machines, users, Groups using a native LDAP query and to distribute any software packages or patches to those Directory services Objects. If the patch is having big size, Patches sizes to be divided into smaller patches and to be pushed without occupying more bandwidth on network. Organization units should be single forest and single domain.	Patches will be provided by the principal and may not be feasible for further sub division. Request you to kindly elaborate on what is meant by sub dividing the patches into smaller packages and can this sub dividing package be ignored as it may not be applicable.	Bidder to comply with RFP terms
57	61	Annexure L - Technical Specifications - Sl. NO.22	The proposed Solution should support handheld devices	Does banks wants the solution to support handheld/mobile/pda devises? If yes please specify total number of such devices ? Alos please provide the speicfications of those devices.	The details will be shared with the selected bidder
58	62	Annexure L - Sl No. 46	Solution should be able to manage the account and audit polices based in various user groups, OU.	Yes, The OU term is microsoft product vendor specific. Please confirm the details of structure in the Bank.	Here OU refers to Canarabank Organisation structure. Ref: Page 5.
59	62	Clause 32	The solution should support for synchronization with various directory system.	What are the other Directory services in place? What components have to synched?	Bidder to comply with RFP terms
60	63	Annexure L, Sl. No. 54	Vulnerability identification: we should be able to scan and inventory our systems for identification of applicable patches and top vulnerabilities / mis-configuration	Is Canara Bank looking at regular scheduled VA scans or is the proposed software should be able to do the scanning? Please advice.	Will be shared with the selected Bidder.
61		Generic		Can you please provide the break-up of the workstations and servers with the Operating System platform	Bidder to comply with RFP terms
62		Generic		Are all the 35,000 Plus Desktops, 800 plus Laptops and 200 plus servers accessible through a central Canara Bank location ?	All Desktops are connected in Corporate Network
63		Generic		Will Canara provide local hands & eyes support with deploying client components on the workstations, or is the vendor expected to provide local support at various offices during deployment	Refer RFP clause 2.3.5 Resident Engineer clause

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Sl. No.	Page No.	RFP Clause	Description	Query / Clarification	Banks' Reply
64		Generic		Is the tool required to track 'purchase management' and financial management (depreciation of assets, etc) as part asset management?	Not covered under Scope
65		Generic		We would like to do due diligence of Server HW infrastructure to see if we can pass cost benefit to Canara Bank for this RFP. Please suggest whether this is possible.	Not covered under Scope
66		Generic		Are there any major future network upgrades to be considered for the solution?	Not Covered under Scope. Bidder is advised to go through the contents of the RFP and comply Ref: Page No 5
67		Generic		How is the current patch management solution working in the Canara Bank environment? Is it not done at all or partly addressed?	Will be shared with the selected bidder
68			Delivery	Is the expectation that service provider will be responsible for overall Governance/program management apart from project management? Please confirm.	Bidder to comply with RFP terms
69			Delivery	Can we assume any help in terms of onsite hands and feet support as and when required at all the locations where the Servers will be placed as per the solution? Especially, outside of 8 hours Service window at NAP locations as the two HO locations require 24*7 support? Please confirm.	Bidder to comply with RFP terms
70			Delivery	Is there a helpdesk/service desk system in place to cater to end users - desktops/laptops? If not does it need to be part of the solution to be proposed?	Bidder to comply with RFP terms
71			Delivery	Is there a current vendor who manages Desktops/Laptops (Hardware/OS/Application installation, troubleshooting), who will be responsible for end user services? Or is the expectation that the Service provider will provide the same? If there is a current vendor, can we leverage their services to bring the desktops/Laptops in the Desktop management solution framework? Ex Joining domain, Installing Client software if necessary etc.	Bidder to comply with RFP terms
72			AMC	Understand we need to propose Server Hardware/Software for the Desktop management solution? Does Canara Bank have any preference for Server hardware, which can be leveraged especially for AMC related services at later stage post Warranty period?	Bidder to comply with RFP terms
73			AMC	Does Canara Bank expect us to provide the AMC for the proposed Server hardware for Desktop management solution?	Bidder to comply with RFP terms

Reply to Pre Bid Queries for RFP 22/10-11 dated 31.01.11 for Implementation of Comprehensive Centralised Desktop Management Solution in Canara Bank

Sl. No.	Page No.	RFP Clause	Description	Query / Clarification	Banks' Reply
74			Availability	Understand 99.95 availability of the Desktop management solution is the expectation. Assume Canara Bank will provide the supporting environment/components - like LAN, WAN, Storage, Monitoring, Service management tool etc. to achieve the same. Please confirm.	As per environment/components Bank is having Corporate Network. The Bidder to comply with RFP terms.
75			Availability	Is availability/uptime of the solution applicable for the Service window of operations?	Yes. Bidder to comply with RFP terms
76			Directory Services	Does the Bank have Directory services implemented? Please specify the current version of Directory services Please provide the details of Directory dependent applications.	Bidder to comply with RFP terms Refer Page 5 & 6
77		27.10	Ability to dynamically integrate with Bank's existing LDAP directories or other LDAPs.	Can you provide the details on the existing LDAP directory?	Referred query is not mentioned in RFP
78		Additional clause	Limitation Of Liability	Clause not present in RFP. Request for addition of the clause "The maximum aggregate liability of the Vendor shall not exceed the PO value. All indirect and consequential damages under this Agreement are excluded. "	Bidder to comply with RFP terms
79		Additional clause	Site Not Ready	Clause not present in RFP. Request for addition of the clause "Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that SI 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. "	Bidder to comply with RFP terms

Place: Bangalore
Date: 10.02.2011

Deputy General Manager