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| 1       | 9        | 8. Requirement Details:  | 8.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (indicative)') for Supply, Installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) for various Branches/Offices of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) is furnished in following tables:<br>b. Supply, Installation, implementation, commissioning and maintenance, etc of IT Service Management Solution-100 Technician License-DC, Bengaluru & DRC Mumbai | With our experience & industry standards we feel 100 technician license is too small for a size of Canara bank. Procuring additional licenses at different times/staggering will have implications on new work flows & involvement of OEM. Request bank to consider minimum of 400 licenses at one time. | Bidder has to Comply with the given RFP Clause.  |
| 2       | 14       | 16. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD: | 16.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs. 1,00,00,000/- (Rupees One Crore Only) by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A - Conformity to Eligibility Criteria.   | Request Bank to reduce the EMD amount to 20 lakhs.   | "16.1 The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.50,00,000/- (Rupees Fifty Lakhs ) by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A - Conformity to Eligibility Criteria. "                                   |
| 3       | 14       | 16. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD: | 16.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs. 1,00,00,000/- (Rupees One Crore Only) by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A - Conformity to Eligibility Criteria.   | Request Bank to reduce the EMD value to 25lacs   | RFP clause modified as under :<br>"16.1 The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.50,00,000/- (Rupees Fifty Lakhs ) by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A - Conformity to Eligibility Criteria. " |



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| 4       | 21       | 35. Project Ownership:                             | 35. 1. If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to Supply, Installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) which are relevant to this RFP.<br><br>35. 2. Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party is also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership. | Is there any pre-specified format of such undertakings? Is there any example of such scenario to clarify?  | Bidder has to comply with given RFP clause. |
| 5       | 21       | 35. Project Ownership:                             | 35. 3. The Bidder also has to submit a certificate/Letter from OEM that the proposed Hardware, OS, any other related software and the solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles.   | Remove "without any hassles" as it is open ended and redundant OR Add following -- "solution will work in accordance with the OEM's product and support documentation, such documentation will be shared to Bank as part of the tender submission"   | Bidder has to comply with given RFP clause. |
| 6       | 23       | 41. Security Deposit / Performance Bank Guarantee: | 41.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the value of the order (Exclusive of Taxes) will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (Plus GST) of the total order value (Exclusive of Taxes).   | Request Bank to change the clause : If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the value of the order (Exclusive of Taxes) will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 2% Plus GST) of the total order value (Exclusive of Taxes). | Bidder has to comply with given RFP clause. |



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| 51.<br>Page No. | 7<br>24 | RFP Clause<br><u>43. Delivery, Installation, Configuration and Integration:</u> | Clause/Technical Specification   |  |  | Bidder's Query   | Bank's Reply  |
| 8               | 24      | <u>43. Delivery, Installation, Configuration and Integration:</u>               | 43.1. Bank shall provide the address and contact details for delivery of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) while placing the order. Delivery of all hardware, Software and Other Items should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post. |  |  | Since hardware is also involved, and considering the hardware OEMs need 6-8 weeks time to manufacture and deliver the hardware, we request Canara Bank to amend this clause to "Delivery of all hardware, software and other items should be within 8 weeks from the date of acceptance of Purchase Order for Non work permit locations. The delivery period for Road Permit locations will be 10 weeks" | RFP Clause is modified as under:<br><u>43. Delivery, Installation, Configuration and Integration:</u><br>43.1. Bank shall provide the address and contact details for delivery of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) while placing the order. Delivery of all hardware, Software and Other Items should be within 8 weeks from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post." |



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| 13      | 25       | 44. Integration & Interfaces:                                   | 44.2. The Selected Bidder has to work with different application vendor in order to integrate new solution to the existing workload or new workloads during contract period.   | Who are the different application vendor with whom the successful bidder has to work.  | Bidder has to comply with the given RFP Clause. Application Vendor details will be shared with selected bidder. |
| 14      | 26       | 47.3. Penalties/Liquidated damages for not maintaining uptime : | 47.3.1. If the bidder fails to maintain the guaranteed uptime, Penalty for uptime will be deducted as under:<br>99.50% to <99.90%  | The uptime mentioned is too small a window in case of an exception. Kindly consider this clause and have it Modified and request penalties to start from 99.5%   | Bidder has to Comply with the given RFP Clause  |
| 15      | 26       | 47. Penalties/Liquidated Damages:                               | 47.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under.<br>47.1.1. Non-compliance of the Supply/delivery clause (43.1) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay in delivery per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise.<br>47.1.2. Non-compliance of the Installation, configuration and implementation as per clause (43.2) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay on installation per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise.<br>47.1.3. However, the total Penalty/LD to be recovered under above clauses 47.1.1. and 47.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes). | Request Bank to change the penalty clause : However, the total Penalty//LD to be recovered under above clauses 47.1.1, and 47.1.2 shall be restricted to 5% (Plus GST) of the total value of the order (exclusive of Taxes). | Bidder has to Comply with the given RFP Clause  |
| 16      | 26       | 47. Penalties/Liquidated Damages:                               | 47.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under.<br>47.1.1. Non-compliance of the Supply/delivery clause (43.1) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay in delivery per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise.<br>47.1.2. Non-compliance of the Installation, configuration and implementation as per clause (43.2) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay on installation per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise.<br>47.1.3. However, the total Penalty/LD to be recovered under above clauses 47.1.1. and 47.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes). | We request bank to change this to 5% of the total value of the order   | Bidder has to Comply with the given RFP Clause  |



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| 17      | 26       | 47. Penalties/Liquidated Damages: | <p><u>47.2. Penalties/Liquidated damages for onsite resources:</u><br/>In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the Resident resource charges payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 50% of the total charges payable for Resident Resource charges for that quarter.</p>              | Request bank to change it to 10% of the quarterly pay for that resource  | RFP Clause is modified as under:<br>"47.2. Penalties/Liquidated damages for onsite resources:<br>In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of Taxes) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of Taxes) payable for Resident Resource charges for that quarter." |
| 18      | 26       | 47. Penalties/Liquidated Damages: | <p><u>47.3. Penalties/Liquidated damages for not maintaining uptime :</u><br/>1. 99.90% and above<br/>No Penalty would be deducted<br/>2. 99.50% to &lt;99.90%<br/>0.10% (Plus GST) on total order value for every hour or part thereof.<br/>3. 98.99% to &lt; 99.50%<br/>0.20% (Plus GST) on total order value for every hour or part thereof.<br/>4. 98.50% to &lt;98.99%<br/>0.30% (Plus GST) on total order value for every hour or part thereof.<br/>5. 97.99% to &lt;98.50%<br/>0.50% (Plus GST) on total order value for every hour or part thereof.<br/>6. 97.95% to &lt;97.99%<br/>1.00% (Plus GST) on total order value for every hour or part thereof.<br/>7. &lt;97.95% to &lt;95%<br/>2.00% (Plus GST) on total order value for every hour or part thereof.</p> | Request to consider the penalty on the Quarterly OPEX payment to be paid as part of AMC/ maintenance instead of total order value.   | Kindly refer the Amendment.  |
| 19      | 27       | 47. Penalties/Liquidated Damages: | <p><u>47.1. 47.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under.</u><br/>47.1.3. However, the total Penalty/LD to be recovered under above clauses 47.1.1, and 47.1.2 shall be restricted to 10% (Plus GST) of the total value of the order(exclusive of Taxes).</p>   | Request Canara Bank to amend the total upper cap of penalties / LD to 5% of undelivered / uninstalled portion for clauses 47.1.1 and 47.1.2. Also request Canara Bank to amend the clauses 47.2 and 47.3 as follows "The maximum penalty levied for onsite resources shall not be more than 10% of Resident engineer charges for that quarter. The maximum penalty levied for not maintaining uptime shall not be more than 10% of AMC amount payable for 1 year". | Bidder has to comply with given RFP clause.  |



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| 20 | 27 | 47. Penalties/Liquidated Damages: | 47.1. 47.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under.<br>47.1.3. However, the total Penalty/LD to be recovered under above clauses 47.1.1, and 47.1.2 shall be restricted to 10%(Plus GST) of the total value of the order(exclusive of Taxes).   | Bidder's Query   | Request Canara Bank to amend the total upper cap of penalties / LD to 5% of undelivered / uninstalled portion for clauses 47.1.1 and 47.1.2. Also request Canara Bank to amend the clauses 47.2 and 47.3 as follows "The maximum penalty levied for onsite resources shall not be more than 10% of Resident engineer charges for that quarter. The maximum penalty levied for not maintaining uptime shall not be more than 10% of AMC amount payable for 1 year".   | Bidder has to comply with given RFP clause. |
| 21 | 27 | 47. Penalties/Liquidated Damages: | 47.3. Penalties/Liquidated damages for not maintaining uptime :<br>47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 50% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year.   | Request Bank to change the penalty clause : The maximum penalty Levied as per above clause (47.3.1) shall not be more than the 10% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year.  | RFP Clause is modified as under:<br>"47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 25% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year."  |   |
| 22 | 27 | 47. Penalties/Liquidated Damages: | 47.3. Penalties/Liquidated damages for not maintaining uptime :<br>47.3.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC payments).  | Request Bank to change the penalty clause restricted to either put the penalty or termination of the contract and not both.  | Bidder has to comply with given RFP clause.  |   |
| 23 | 27 | 47. Penalties/Liquidated Damages: | 47.4. Penalties/Liquidated damages for onsite resources:<br>In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the Resident resource charges payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty will be limited to 50% of the total charges payable for Resident Resource charges for that quarter. | Request Bank to change the penalty clause : in case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the Resident resource charges payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 10% of the total charges payable for Resident Resource charges for that quarter. | RFP Clause is modified as under:<br>"47.2. Penalties/Liquidated damages for onsite resources:<br>In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of Taxes) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of Taxes) payable for Resident Resource charges for that quarter." |   |
| 24 | 27 | 47. Penalties/Liquidated Damages: | 47.3. Penalties/Liquidated damages for not maintaining uptime :<br>47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 50% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year.   | Request bank to change this to maximum penalty for uptime breach restricted to 10% of the AMC amount   | RFP Clause is modified as under:<br>"47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 25% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year."  |   |



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| 25 | 27 | 47. Penalties/Liquidated Damages: | 47.3. Penalties/Liquidated damages for not maintaining uptime :<br>47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 50% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year.  | Bidder's Query | Request maximum penalty to be capped at 10% of AMC amount payable for one year   | RFP Clause is modified as under:<br>"47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 25% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year."  |
| 26 | 27 | 47. Penalties/Liquidated Damages: | 47.3. Penalties/Liquidated damages for not maintaining uptime :<br>47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 50% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year.  |                | Penalty definitions are not defined during warranty period , we need bank to define penalty terms for warranty period and cap it to the maximum of 5% of total order value applicable for warranty period. | RFP Clause is modified as under:<br>"47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 25% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year."  |
| 27 | 27 | 47. Penalties/Liquidated Damages: | 47.3. Penalties/Liquidated damages for not maintaining uptime :<br>47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 50% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year.  |                | Penalty % is very high for the requested solutions ,request bank to revise the penalty % values for each availability % slabs.   | RFP Clause is modified as under:<br>"47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 25% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year."  |
| 28 | 27 | 47. Penalties/Liquidated Damages: | 47.4. Penalties/Liquidated damages for onsite resources:<br>In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the Resident resource charges payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 50% of the total charges payable for Resident Resource charges for that quarter.<br>47.5. Penalties/Liquidated Damages for non-performance:<br>If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee. |                | Request the bank to consider the bidder can have resources either directly on their roles/sub contracted from a service provider   | RFP Clause is modified as under:<br>"47.2. Penalties/Liquidated damages for onsite resources:<br>In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of Taxes) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of Taxes) payable for Resident Resource charges for that quarter." |
| 29 | 27 | 47. Penalties/Liquidated Damages: | 47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 50%(Plus GST) of AMC amount payable(exclusive of Taxes) for oneYear.   |                | Since capping of the maximum penalty levied is on the AMC amount payable. Request you to consider penalty parameters ( 0.1%, 0.2% etc) on AMC amount instead of " total order value.."                     | RFP Clause is modified as under:<br>"47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 25% (Plus GST) of AMC amount payable(exclusive of Taxes) for one Year."  |



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| 30      | 28       | 49. Payment Terms: | 49.1. Payment schedule will be as under:<br>Delivery 50%<br>Installation, configuration, integration & commissioning 40%<br>Warranty 10%<br>Implementation charges 100%<br>Onsite Resource Charges Quarterly<br>Training Charges 100%  | Request Canara Bank to amend this clause to "70% on delivery of hardware and software items, 20% on installation, configuration, integration & commissioning, 10% on submission of BG for equivalent amount.<br>Implementation Charges : Phase wise implementation payment schedule (Bank may decide upon 4-5 phases - SRS, Implementation, UAT, GO Live and acceptance ) and accordingly release payment as per milestones<br>Onsite Resource : Monthly<br>Training Charges : 100% on completion of training "  | Bidder has to Comply with the given RFP Clause. |
| 31      | 28       | 49. Payment Terms: | 49.1. Payment schedule will be as under:<br>Delivery 50%<br>Installation, configuration, integration & commissioning 40%<br>Warranty 10%<br>Implementation charges 100%<br>Onsite Resource Charges Quarterly<br>Training Charges 100%  | Request Canara Bank to amend this clause to "70% on delivery of hardware and software items, 20% on installation, configuration, integration & commissioning, 10% on submission of BG for equivalent amount.<br>Implementation Charges : Phase wise implementation payment schedule (Bank may decide upon 4-5 phases - SRS, Implementation, UAT, GO Live and acceptance ) and accordingly release payment as per milestones<br>Onsite Resource : Monthly<br>Training Charges : 100% on completion of training "  | Bidder has to Comply with the given RFP Clause. |
| 32      | 28       | Payment Schedule   | a. Delivery -50% - On delivery of all Hardware & Software items on production of relevant documents.<br>b. Installation, configuration, integration & commissioning- 40% - 40% of the total cost will be released after successful installation, configuration, integration & commissioning of Hardware & Software items supplied as per Scope of Work and Technical requirements.<br>The invoice and installation report should contain the product serial number of the items supplied.<br>c. Warranty- 10% -10% of the total cost shall be paid only after completion of warranty period of Three years<br>or<br>on submission of a bank guarantee for equivalent amount by the vendor after releasing 90% payment. | 1. Request bank to change the payment terms to the below - 80% on delivery of all hardware and software items on production of relevant documents, since as bidders we pay 100% upfront to the OEM for the licenses.<br>20% Will be released after successful installation, configuration & commissioning of hardware and software items supplied as per the scope of work and technical requirements. The invoice and installation report should contain the product serial no. of the items supplied..<br>2. Request Bank to remove this 10% Advance warranty BG as 10% PBG is already asked for the warranty/Performance. | Bidder has to Comply with the given RFP Clause. |





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| 33      | 28       | 49. Payment Terms: | 49.1. Payment schedule will be as under:<br>a. Delivery -50% - On delivery of all Hardware & Software items on production of relevant documents.<br>b. Installation, configuration, Integration & commissioning- 40% - 40% of the total cost will be released after successful installation, configuration, Integration & commissioning of Hardware & Software items supplied as per Scope of Work and Technical requirements.<br>The invoice and installation report should contain the product serial number of the items supplied.<br>c. Warranty- 10% -10% of the total cost shall be paid only after completion of warranty period of Three years<br>or<br>on submission of a bank guarantee for equivalent amount by the vendor after releasing 90% payment. | Request bank to change it to Delivery - 70% , Install - 20%, Warranty - 10%   | Bidder has to Comply with the given RFP Clause. |
| 34      | 28       | 49. Payment Terms: | 49.1. Payment schedule will be as under:<br>a. Delivery -50% - On delivery of all Hardware & Software items on production of relevant documents.<br>b. Installation, configuration, Integration & commissioning- 40% - 40% of the total cost will be released after successful installation, configuration, Integration & commissioning of Hardware & Software items supplied as per Scope of Work and Technical requirements.<br>The invoice and installation report should contain the product serial number of the items supplied.<br>c. Warranty- 10% -10% of the total cost shall be paid only after completion of warranty period of Three years<br>or<br>on submission of a bank guarantee for equivalent amount by the vendor after releasing 90% payment. | Request bank to amend the payment terms as follows<br>Delivery : 70%<br>Installation and configuration : 20 %<br>Warranty : 10%   | Bidder has to Comply with the given RFP Clause. |
| 35      | 28       | 49. Payment Terms: | 49.1. Payment schedule will be as under:<br>d. Implementation charges-100%-100% of the Implementation charges will be paid on the Completion of Implementation and acceptance by the Bank.   | Implementation charges will be made in stages<br>stage 1 : 25 % in advance along with PO<br>Stage 2 : 50% payment upon completion of 50% of the project tasks<br>stage 3 : 20 % payment Upon completion of total project tasks<br>stage 4 : 5 % payment to be made on acceptance. | Bidder has to Comply with the given RFP Clause. |
| 36      | 28       | 49. Payment Terms: | 49.1. Payment schedule will be as under:<br>a. Delivery -50% - On delivery of all Hardware & Software items on production of relevant documents.   | Amendment Requested:<br>Delivery 80%<br>Justification:<br>Since the bidder is bound by the SLA of the RFP and also bound by the PBG, enhancing the delivery payment to 80% will reduce the financing burden on the project and thereby a better cost model to the bank .          | Bidder has to Comply with the given RFP Clause. |



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| 37      | 28       | 49. Payment Terms: | 49.1. Payment schedule will be as under:<br>b. Installation, configuration, Integration & commissioning- 40% - 40% of the total cost will be released after successful installation, configuration, integration & commissioning of Hardware & Software Items supplied as per Scope of Work and Technical requirements.<br>The invoice and installation report should contain the product serial number of the items supplied.   | <b>Amendment Requested:</b><br>Installation configuration -10%<br>Justification:<br>This particular activity can be completed in a span of 8 weeks so does bank here by confirms that release of this payment not linked to the completion of SOW which is 24 weeks. | Bidder has to Comply with the given RFP Clause.  |
| 38      | 28       | 49. Payment Terms: | 49.1. Payment schedule will be as under:<br>Delivery 50%  | Request to modify the Payment terms as:<br>70 % On delivery of all Hardware & Software items on production of relevant documents.  | Bidder has to Comply with the given RFP Clause.  |
| 39      | 28       | 49. Payment Terms: | 49.1. Payment schedule will be as under:<br>Installation, configuration, Integration& commissioning 40%   | Request to modify the Payment terms as:<br>20 % of the total cost will be released after successful installation, configuration, integration & commissioning of Hardware &....   | Bidder has to Comply with the given RFP Clause.  |
| 40      | 30       | 51. Local Support: | 51.1. Bidder has to provide Onsite manpower support with its own resource who are on its permanent pay roll (certified on the each Proposed solution by OEM) for managing day-to-day operation, monitoring and management of the solution.<br>51.2. The Bidder has to provide comprehensive onsite support for the period of Five year.<br>51.3. The Support should be available on 8x7x365 basis.<br>51.4. The onsite support person should be OEM certified engineer of the each proposed solution by OEM.<br>51.5. The same should not be sub-contracted.        | Request the bank to consider the bidder can have resources either directly on their roles/sub contracted from a service provider - Please specify the no of resources  | Bidder has to comply with the given RFP Clause   |
| 41      | 30       | 51. Local Support: | 51.1. Bidder has to provide Onsite manpower support with its own resource who are on its permanent pay roll (certified on the each Proposed solution by OEM) for managing day-to-day operation, monitoring and management of the solution.<br>51.2. The Bidder has to provide comprehensive onsite support for the period of Five year.<br>51.3. <u>The Support should be available on 8x7x365 basis.</u><br>51.4. The onsite support person should be OEM certified engineer of the each proposed solution by OEM.<br>51.5. The same should not be sub-contracted. | On site resources are provided only for managing the tools/technicalities, but any additional resources to attend the help desk calls is out of scope  | Bidder has to comply with the given RFP Clause   |
| 42      | 30       | 54. Training:      | 54.1. Bidder has to provide training for each solution offered in the proposed solution from OEM directly at their training center in Bangalore.  | Request the clarity on whether trainings on all modules is at one go or can it be staggered  | The Trainings on all modules can be staggered.<br>Bidder has to comply with the given RFP Clause   |
| 43      | 31       | 55. Warranty:      | 55.2. However, in the case of devices Licenses, warranty will start from the date of implementation of solution.  | What is the difference between normal license and device license ?<br>Can we specify certain number of months as per date to consider the Warranty start   | Bidder has to Comply with the given RFP Clause.<br>The warranty of the proposed solution which includes all kind of hardware and software will be started after acceptance of proposed solution. |



| Sl. No. | Page No. | RFP Clause   | Clause/Technical Specification   | Bidder's Query  | Bank's Reply  |
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| 44      | 32       | 56. Annual Maintenance Contract(AMC)/Annual Technical Support(ATIS): | 56.5. During the Warranty and AMC (if contracted) period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include:<br>56.5.2. Ensuringuptime of 99,90%.  | The uptime mentioned is too small a window in case of an exception. Kindly consider this clause and have it Modified to 99,5%.  | Bidder has to comply with the given RFP Clause  |
| 45      | 33       | 59. Subcontracting   | The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.   | By "Vendor" are we referring to Bidder ?  | RFP Clause Modified as under:<br><u>59. Subcontracting</u><br>The successful Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required for this project under the contract without the prior written consent of the Bank." |
| 46      | 33       | NA   | ip Rights  | Bidder can only pass on all OEM warranties in toto but not give broad warranties as stipulated. Since ip indemnity is already provided, further warranties will be onerous with risk of double dipping. Kindly acknowledge.   | Bidder has to Comply with the given RFP Clause.   |
| 47      | 33       | NA   | Warranty & Defect Liability  | Bidder shall pass on all warranties 'as is' from the OEMs. Anything beyond such warranties will not be applicable - however, the industry standard warranties shall address Bank's requirements.  | Bidder has to Comply with the given RFP Clause.   |
| 48      | 34       | 64   | Indemnity  | To make the contract reasonable and commercially viable as per standard practice observed within the industry, we request that the darty be provided in the agreement that Indemnity shall only be restricted to third party claim for (i) IPR infringement indemnity, and (ii) bodily injury and death and tangible property damage due to gross negligence and willful misconduct. Also please confirm that the process of indemnification shall provide the requirement of notice, right to defend and settle, and the concept of apportionment (liable only to the extent of its claim), mitigation and carve-outs. | Bidder has to comply with given RFP clause.   |
| 49      | 43       | Annexure-3<br>Eligibility Criteria Declaration:<br>Criteria no. c    | Eligibility Criteria:<br>The IT Turnover of the Bidder should be minimum Rs. 100 Crores each year during last Three financial years (i.e. 2014-15, 2015-16 and 2016-17).<br>Documents to be submitted:<br>1) Audited balance Sheet for last Three (3) Years (i.e. 2014-15, 2015-16, 2016-17).<br>2) The Bidder must produce a certificate from the Company's Chartered Accountant to this effect | Since this is a complex project to deploy tools catering to banks critical infrastructure, we request Canara Bank to amend this clause to "The IT Turnover of the Bidder should be minimum Rs 300 crores each year during last three financial years (i.e. 2014-15, 2015-16 and 2016-17)" so that well only competent and trained bidders can participate in the RFP process  | Bidder has to comply with the given RFP Clause  |
| 50      | 43       | Annexure-3<br>Eligibility Criteria Declaration:<br>Criteria no. d    | Eligibility Criteria:<br>The Bidder should have positive Net Worth as on 31/03/2017.<br>Documents to be submitted:<br>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.  | Positive Network is not a criteria of profitability of the bidder. Since this is a complex project to deploy tools catering to banks critical infrastructure, we request Canara Bank to amend this clause to " The bidder should have earned net profits in last 3 financial years and should have positive network of minimum 300 Crores as on 31/03/2017"   | Eligibility Criteria is modified as under:<br>"The Bidder should have positive Net Worth as on 31/03/2017 or as on 30/09/2017.<br>Documents to be submitted:<br>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect."  |



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| 51 | 43 | Annexure-3<br>Eligibility Criteria Declaration:<br>Criteria no. c | Clause/Technical Specification  | Bidder's Query   | Bank's Reply   |
|    |    |   | Eligibility Criteria:<br>The IT Turnover of the Bidder should be minimum Rs. 100 Crores each year during last Three financial years (i.e. 2014-15, 2015-16 and 2016-17).<br>Documents to be submitted:<br>1) Audited balance Sheet for last Three (3) Years (i.e. 2014-15, 2015-16, 2016-17),<br>2) The Bidder must produce a certificate from the Company's Chartered Accountant to this effect  | Since this is a complex project to deploy tools catering to banks critical infrastructure, we request Canara Bank to amend this clause to "The IT Turnover of the Bidder should be minimum Rs 300 crores each year during last three financial years (i.e. 2014-15, 2015-16 and 2016-17)" so that well only competent and trained bidders can participate in the RFP process | Bidder has to comply with the given RFP Clause   |
| 52 | 43 | Annexure-3<br>Eligibility Criteria Declaration:<br>Criteria no. d | Clause/Technical Specification  | Bidder's Query   | Bank's Reply   |
|    |    |   | Eligibility Criteria:<br>The Bidder should have positive Net Worth as on 31/03/2017.<br>Documents to be submitted:<br>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.   | Positive Network is not a criteria of profitability of the bidder. Since this is a complex project to deploy tools catering to banks critical infrastructure, we request Canara Bank to amend this clause to "The bidder should have earned net profits in last 3 financial years and should have positive network of minimum 300 Crores as on 31/03/2017"                   | Eligibility Criteria is modified as under:<br>"The Bidder should have positive Net Worth as on 31/03/2017 or as on 30/09/2017.<br>Documents to be submitted:<br>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect." |
| 53 | 43 | Annexure 3 - Eligibility Criteria<br>Point No. d                  | Clause/Technical Specification  | Bidder's Query   | Bank's Reply   |
|    |    |   | Eligibility Criteria:<br>The bidder should have positive net worth as on 31/03/2017.<br>Documents to be submitted with Part A-Confirmity to Eligibility Criteria<br>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.   | Request Bank to change it to : The bidder should have positive net worth as on 30/09/2017.   | Eligibility Criteria is modified as under:<br>"The Bidder should have positive Net Worth as on 31/03/2017 or as on 30/09/2017.<br>Documents to be submitted:<br>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect." |
| 54 | 44 | Annexure-3<br>Eligibility Criteria Declaration:<br>Criteria no. f | Clause/Technical Specification  | Bidder's Query   | Bank's Reply   |
|    |    |   | Eligibility Criteria:<br>The proposed ITOM Solution should be implemented and currently running successfully in at least one Scheduled Commercial bank and one Government/ PSU Organization/ private/Big Corporates/Multinational Organization in India.<br>Documents to be submitted:<br>The Bidders/OEM must produce Project Signoff certificate clearly mentioning the make, model, capacity of successful implementation of proposed solution from the organization where it was supplied, installed, implemented with PO Copy. | Can the OEM or Bidder submit a "Reference Case Study" on official letterhead of the reference customer(s) stating that the proposed ITOM solution is successfully installed and running ?<br>If above document is submitted do we still need to share PO copy ?  | Bidder has to comply with the given RFP Clause   |



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| <p>Sl. No. 55</p> <p>Page No. 44</p> <p>RFP Clause Annexure-3</p> <p>Eligibility Criteria Declaration:<br/>Criteria no. k</p> | <p>Clause/Technical Specification</p> <p>Eligibility Criteria:<br/>The Bidder should have three year experience in supply installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast oneBank / Government Department/ PSU/Financial Institutions in India.<br/>Documents to be submitted:<br/>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions.</p> | <p>Bidder's Query</p> <p>Can we interpret that "The Bidder should have minimum of 3 years " instead of 3 years<br/>Can the Bidder share a Project Sign Off or Reference Letter where the Project was initiated or completed 5 years (e.g., Apr 2012) ?</p>   | <p>Bank's Reply</p> <p>Eligibility Criteria is modified as under:<br/>"The Bidder should have minimum of three year experience on the date of publishing of RFP in supply execution and deployment of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast oneBank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization in India.<br/>Documents to be submitted:<br/>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization ."</p> |
| <p>Sl. No. 56</p> <p>Page No. 44</p> <p>RFP Clause Annexure-3</p> <p>Eligibility Criteria Declaration:<br/>Criteria no. k</p> | <p>Clause/Technical Specification</p> <p>Eligibility Criteria:<br/>The Bidder should have three year experience in supply installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast oneBank / Government Department/ PSU/Financial Institutions in India.<br/>Documents to be submitted:<br/>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions.</p> | <p>Bidder's Query</p> <p>Since this is a complex project to deploy tools catering to banks critical infrastructure, we request Canara Bank to not relax this clause as bidder experience and capabilities are critical in delivering this project.<br/>Also request canara bank to specify a parameter linking to number of branches/business turnover, etc. considering the branch network and business mix of canara bank size.<br/>"The bidder should have three year experience in supply, installation, configuration, integration and maintenance of IT Operational Management Tools (ITSM, ITIM and CMS) in atleast one bank/government department/PSU and financial institution with a minimum of 2000 branches / Business mix size of 50,00,000 Crores INR"</p> | <p>Bank's Reply</p> <p>Eligibility Criteria is modified as under:<br/>"The Bidder should have minimum of three year experience on the date of publishing of RFP in supply execution and deployment of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast oneBank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization in India.<br/>Documents to be submitted:<br/>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization ."</p> |



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| Sl. No. | Page No. | RFP Clause  | Clause/Technical Specification  | Bidder's Query  | Bank's Reply  |
| 57      | 44       | Annexure-3<br>Eligibility Criteria Declaration:<br>Criteria no. k | Eligibility Criteria:<br>The Bidder should have three year experience in supply Installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast oneBank / Government Department/ PSU/Financial Institutions in India.<br>Documents to be submitted:<br>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions.                 | Since this is a complex project to deploy tools catering to banks critical infrastructure, we request Canara Bank to not relax this clause as bidder experience and capabilities are critical in delivering this project.<br>Also request canara bank to specify a parameter linking to number of branches/business turnover, etc. considering the branch network and business mix of canara bank size.<br>The bidder should have three year experience in supply, Installation, configuration, integration and maintenance of IT Operational Management Tools (ITSM, ITIM and CMS) in atleast one bank/government department/PSU and financial institution with a minimum of 2000 branches / Business mix size of 50,00,000 Crores INR | Eligibility Criteria is modified as under:<br>The Bidder should have minimum of three year experience on the date of publishing of RFP in supply execution and deployment of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast oneBank / Government Department/ PSU/Financial Institutions/Private/Big Corporates/Multinational Organization in India.<br>Documents to be submitted:<br>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions/Private/Big Corporates/Multinational Organization . |
| 58      | 44       | Annexure-3<br>Eligibility Criteria Declaration:<br>Criteria no. f | Eligibility Criteria:<br>The proposed ITOM Solution should be implemented and currently runningsuccessfully in at least one Scheduled Commercial bank and one Government/ PSU Organization / private/Big Corporates/Multinational Organization in India.<br>Documents to be submitted:<br>The Bidders/OEM must produce Project Signoff certificate clearly mentioning the make, model, capacity of successful implementation of proposed solution from the organization where it was supplied, installed, implemented with PO Copy. | Kindly modify the requested document details to allow for reference through OEM/Bidder showing the stated modules being used and deployed.  | Bidder has to comply with the given RFP Clause  |
| 59      | 44       | Annexure-3<br>Eligibility Criteria Declaration:<br>Criteria no. f | Eligibility Criteria:<br>The proposed ITOM Solution should be implemented and currently runningsuccessfully in at least one Scheduled Commercial bank and one Government/ PSU Organization / private/Big Corporates/Multinational Organization in India.<br>Documents to be submitted:<br>The Bidders/OEM must produce Project Signoff certificate clearly mentioning the make, model, capacity of successful implementation of proposed solution from the organization where it was supplied, installed, implemented with PO Copy. | Kindly modify the ask by allowing us to give multiple reference customer names which will ensure that the conditions specified for Eligibility be met.  | Bidder has to comply with the given RFP Clause  |



| Sl. No. | Page No. | RFP Clause  | Clause/Technical Specification   | Bidder's Query   | Bank's Reply  |
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| 60      | 44       | Annexure-3<br>Eligibility Criteria Declaration:<br>Criteria no. k | <p><b>Eligibility Criteria:</b><br/>The Bidder should have three year experience in supply installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast oneBank / Government Department/ PSU/Financial Institutions in India.<br/>Documents to be submitted:<br/>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions.</p>   | <p>Since the bidder is responsible for license resell and sustinence, can this be relaxed to having an experience of 3 years for the current project in support only.</p>  | <p><b>Eligibility Criteria is modified as under:</b><br/>The Bidder should have minimum of three year experience on the date of publishing of RFP in supply execution and deployment of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast oneBank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization in India.<br/><b>Documents to be submitted:</b><br/>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization .</p> |
| 61      | 44       | Annexure 3 - Eligibility Criteria<br>Point No. f                  | <p><b>Eligibility Criteria:</b><br/>The proposed ITOM Solution should be implemented and currently running successfully in at least one Scheduled Commercial bank and one Government/ PSU Organization/ private/Big Corporates/Multinational Organization in India.<br/>Documents to be submitted with Part A-Confirmity to Eligibility Criteria<br/>The Bidders/OEM must produce Project Signoff certificate clearly mentioning the make, model, capacity of successful implementation of proposed solution from the organization where it was supplied, installed, implemented with PO Copy.</p> | <p>Request Bank to change it to : The proposed ITOM Solution or part of ITOM Solution should be implemented and currently running successfully in at least one Scheduled Commercial bank OR one Government/ PSU Organization/ private / Big Corporates/ Multinational Organization in India.</p>                       | <p>Bidder has to comply with the given RFP Clause</p>   |
| 62      | 44       | Annexure 3 - Eligibility Criteria<br>Point No. g                  | <p><b>Eligibility Criteria:</b><br/>The equipment/ devices/ software/etc offered for this RFP, should be from OEM, who have direct presence of representatives in India and should have supplied in India during last Three financial years.<br/>Documents to be submitted with Part A-Confirmity to Eligibility Criteria<br/>The bidder must produce the related and relevant documentary proof.</p>  | <p>Request Bank to change it to : The equipment / devices / software etc offered for this RFP, should be from OEM, who have direct presence of representatives in India and should have supplied in India during minimum time period within Three financial year or maximum time period within Ten Financial year.</p> | <p>Bidder has to comply with the given RFP Clause</p>   |



| Sl. No. | Page No. | RFP Clause                                       | Clause/Technical Specification  | Bidder's Query  | Bank's Reply  |
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| 63      | 44       | Annexure 3 - Eligibility Criteria<br>Point No. k | <b>Eligibility Criteria:</b><br>The Bidder should have three year experience in supply installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast one Bank / Government Department/ PSU/Financial Institutions. in India.<br><b>Documents to be submitted with Part A-Confirmity to Eligibility Criteria</b><br>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions. | We do have experience in the aforesaid items but only that the way we deliver it is in a remote model. Request bank to change the clause as bidder should have experience in IT Ops management in either On Prem model / Remote model                                     | <b>Eligibility Criteria is modified as under:</b><br>The Bidder should have minimum of three year experience on the date of publishing of RFP in supply execution and deployment of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast oneBank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization in India.<br><b>Documents to be submitted:</b><br>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization . |
| 64      | 44       | Annexure 3 - Eligibility Criteria<br>Point No. k | <b>Eligibility Criteria:</b><br>The Bidder should have three year experience in supply installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast one Bank / Government Department/ PSU/Financial Institutions. in India.<br><b>Documents to be submitted with Part A-Confirmity to Eligibility Criteria</b><br>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions. | The Bidder/OEM has to provide order copy/reference in their name from Bank/Government Department/PSU/Financial Institutions   | <b>Eligibility Criteria is modified as under:</b><br>The Bidder should have minimum of three year experience on the date of publishing of RFP in supply execution and deployment of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast oneBank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization in India.<br><b>Documents to be submitted:</b><br>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization . |
| 65      | 44       | Annexure 3 - Eligibility Criteria<br>Point No. g | <b>Eligibility Criteria:</b><br>The equipment/ devices/ software/etc offered for this RFP, should be from OEM, who have direct presence of representatives in India and should have supplied in India during last Three financial years.<br><b>Documents to be submitted with Part A-Confirmity to Eligibility Criteria</b><br>The bidder must produce the related and relevant documentary proof.  | RFP requirement can be solution with multiple OEM and cost effective manner we request bank to amend this clause and remove the term from same OEM  | Bidder has to Comply with the given RFP Clause  |
| 66      | 44       | Annexure 3 - Eligibility Criteria<br>Point No. h | <b>Eligibility Criteria:</b><br>The Proposed ITSM and APM Solution should be in the latest Gartner's Magic Quadrant.<br><b>Documents to be submitted with Part A-Confirmity to Eligibility Criteria</b><br>The bidder must produce Documentary Proof.   | Request bank to remove this clause as there are proven software solutions available for ITSM tools and successfully implemented in corporates /BFSI verticals in India . Bank can evaluate and consider those products which are not listed out in Gartner Magic quadrant | Bidder has to Comply with the given RFP Clause  |





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| Sl. No. | Page No. | RFP Clause                                    | Clause/Technical Specification  | Bidder's Query  |  |  |  |   | Bank's Reply   |
| 67      | 44       | Annexure 3 - Eligibility Criteria Point No. k | <p><b>Eligibility Criteria:</b><br/>The Bidder should have three year experience in supply Installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast one Bank / Government Department/ PSU/Financial Institutions. in India.<br/><b>Documents to be submitted with Part A-Confirmity to Eligibility Criteria</b><br/>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions.</p> | Request bank to amend this clause as follows  |  |  |  | The bidder/OEM should have three year experience in supply , installation , configuration , integration and maintenance of IT Operational management tools ( ) in at least One bank / Government department / PSU/Financial institutions in India | <p><b>Eligibility Criteria is modified as under:-</b><br/>The Bidder should have minimum of three year experience on the date of publishing of RFP in supply execution and deployment of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast oneBank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization in India.<br/><b>Documents to be submitted:</b><br/>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization .</p> |
| 68      | 44       | Annexure 3 - Eligibility Criteria Point No. k | <p><b>Eligibility Criteria:</b><br/>The Bidder should have three year experience in supply Installation, Configuration, Integration and Maintenance of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast one Bank / Government Department/ PSU/Financial Institutions. in India.<br/><b>Documents to be submitted with Part A-Confirmity to Eligibility Criteria</b><br/>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions.</p> | <p><b>Amendment Requested:</b><br/>The Bidder should have not less than 3 years experience in supply and deployment of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast one Bank / Government Department/ PSU/Financial Institutions/Private/Big Corporates/Multinational Organization in India.<br/><b>Justification:</b><br/>Point F &amp; K needs are part of the same hence by Correlating Point F &amp; K with with appropriate language will increase wider participation</p> |  |  |  |   | <p><b>Eligibility Criteria is modified as under:</b><br/>The Bidder should have minimum of three year experience on the date of publishing of RFP in supply execution and deployment of IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution) in atleast oneBank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization in India.<br/><b>Documents to be submitted:</b><br/>Bidder has to provide order copy / reference in their name from Bank / Government Department/ PSU/Financial Institutions/private/Big Corporates/Multinational Organization .</p>  |
| 69      | 43       | Annexure 3 - Eligibility Criteria Point No. e | <p><b>Eligibility Criteria:</b><br/>The bidder and OEM should have support office in Bengaluru and Mumbai. Documents to be submitted with Part A-Confirmity to Eligibility Criteria<br/>The Bidders to furnish their existing service centre Infrastructure details like contact details with postal address, no. of engineers, jurisdiction of the engineer etc besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc.</p>  | Can we have this modified as "The bidder and OEM should have support office in Bangalore and Mumbai/Pune"   |  |  |  |   | <p><b>Eligibility Criteria is modified as under:</b><br/>The Bidder/OEM should have support office in Bengaluru and Mumbai.<br/><b>Documents to be submitted with Part A-Confirmity to Eligibility Criteria</b><br/>The Bidders to furnish their existing service centre infrastructure details like contact details with postal address, no. of engineers, jurisdiction of the engineer etc besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc."</p>  |



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| Sl. No. | Page RFP Clause | Clause/Technical Specification   | Bidder's Query  | Bank's Reply   |
| 70      | 49 Annexure-7   | Track Record of Past Implementation  | Can the Bidder provide Reference Customer details in Last 5 years instead of 3 years ?  | Bidder has to Comply with the given RFP Clause.  |
| 71      | 52 Annexure-10  | A. General Requirements<br>29. In the Proposed solution the release management should be an ITIL process as under latest Pink Verified Certification and to be addressed by the ITSM tool.                             | ITIL certification is a better way to evaluate service desk solutions. We request bank to include the 15 ITIL processes for certification criteria.   | This RFP Clause stands deleted.  |
| 72      | 52 Annexure-10  | A. General Requirements<br>30. The proposed solution should able have IVR facility for auto ticketing based on the workflow. However auto ticketing should also integrate with SMS and Email gateway provided by Bank. | The IVR solutions are third party solutions which are required to be integrated with service desk. This requires many other components and users should follow the process. Pleases verify if this is really required. Also, please elaborate which EPABX system bank has for compatibility verification. | Bidder has to Comply with the given RFP Clause.<br>The requirement is for integrating with an existing IVR and details will be provided to the successful selected bidder only.  |
| 73      | 52 Annexure-10  | A. General Requirements<br>4. The proposed solution shall provide an identity management system that allows user/role management and integration with authentication systems such as LDAP/AD.                          | Does Canara bank expect the vendor to propose an Identity and Access Management System?   | RFP Clause Modified as under:<br>"A. General Requirements<br>4. The successful bidder to ensure that proposed solution shall be integrated with Bank PIM Solution and also allows user/role management and integration with authentication systems such as LDAP /AD. " |
| 74      | 52 Annexure-10  | A. General Requirements<br>6. The proposed solution shall support multi-tenancy to enable different tenants (departments/customers) to use the same physical instance of the service desk.                             | Should the solution implementation be in Multi Tenant Mode?   | Yes, Bidder has to Comply with the given RFP Clause.   |



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| 75      | 52       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | <u>A. General Requirements</u><br>1. The proposed solution shall provide a web based service and mobile app support system to automate incident, problem, change, knowledge management, interactive support, self-service and advanced root cause analysis  | Instead of restricting it to a mobile app, we recommend the option of a mobile browser interface.   | Bidder has to comply with the given RFP Clause  |
| 76      | 53       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | <u>A. General Requirements</u><br>8. The proposed solution shall provide Workflow tool or engine to help in modelling and automating ITSM workflows in order to meet complex process or workflow needs. The Workflow tool or engine shall allow building processes/workflows that allow decision-based branching, parallel processing, custom input and approval forms, and integration with home-grown and third-party systems via a variety of integration tools. | Any specific integration in scope? If so, please provide details of the system  | Bidder has to comply with the given RFP Clause  |
| 77      | 54       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | <u>B. Incident/Problem Management:</u><br>13. The proposed solution shall provide Problem Management module for recording problems, workarounds and solutions. Must be able to relate and link problems to specific Incidents and also KEDB (Known error Data Base).  | Please rephrase the term known error database to knowledge base as the earlier term is not used by all vendors.   | Bidder has to comply with the given RFP Clause  |
| 78      | 54       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | <u>A. General Requirements</u><br>30. The proposed solution should able have IVR facility for auto ticketing based on the workflow. However, auto ticketing should also integrate with SMS and Email gateway provided by Bank.  | Is the requirement for integrating with an existing IVR or providing a new one with the solution. If it is for an existing system, please provide details of the system, its versions, etc for feasibility of integration | Bidder has to Comply with the given RFP Clause.<br>The requirement is for integrating with an existing IVR and details will be provided to the successful selected bidder only. |



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| 79      | 54       | Annexure-10<br>Technical Requirements for IT Operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | A. <u>General Requirements:</u><br>29. In the Proposed solution the release management should be an ITIL process as under latest Pmk Verified Certification and to be addressed by the ITSM tool.                              | <u>Amendment Requested:</u><br>Request to delete this Clause<br><u>Justification:</u><br>Release Management is for Development teams Hence request you to delete the same.         | This RFP Clause stands deleted.   |
| 80      | 54       | Annexure-10<br>Technical Requirements for IT Operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | A. <u>General Requirements:</u><br>30. The proposed solution should able have IVR facility for auto ticketing based on the workflow. However auto ticketing should also integrate with SMS and Email gateway provided by Bank. | <u>Amendment Requested:</u><br>Kindly elaborate the need for the IVR solution.<br><u>Justification:</u><br>This may require integration and procurement of an external IVR system. | Bidder has to Comply with the given RFP Clause.<br>The requirement is for integrating with an existing IVR and details will be provided to the successful selected bidder only. |
| 81      | 55       | Annexure-10<br>Technical Requirements for IT Operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | C. <u>KNOWLEDGE MANAGEMENT</u><br>4. The Proposed Solution should be capable of communicating with multiple sources like corporate SharePoint portal, Service Desk discussion forums, internet search for knowledge search.    | Is integration with Sharepoint in scope?   | Bidder has to Comply with the given RFP Clause.   |
| 82      | 55       | Annexure-10<br>Technical Requirements for IT Operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | D. <u>Change and configuration Management:</u><br>4. The proposed solution shall support version control for defined Configuration Items.  | Please explain the requirement   | Bidder has to Comply with the given RFP Clause.<br>In case of any upgrade or downgrade in version, the change details should be present in CMDB.                                |



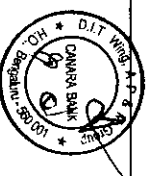
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| 83      | 55                  | Annexure-10<br><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u><br><u>I. IT Service Management</u> | <u>D. Change and configuration Management:</u><br>10. The Proposed solution Should have ability to automatically verify and catch unauthorized changes.   | Bidder has to Comply with the given RFP Clause.   |
| 84      | 55                  | Annexure-10<br><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u><br><u>I. IT Service Management</u> | <u>F. Collaboration and Mobility:</u><br>1. The Proposed Solution should provide the ability to support these mobile devices (iOS, Android, etc) and should have mobile App for iOS and Android.  | Bidder has to Comply with the given RFP Clause.   |
| 85      | 55                  | Annexure-10<br><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u><br><u>I. IT Service Management</u> | <u>F. Collaboration and Mobility:-</u><br>1. The Proposed Solution should provide the ability to support these mobile devices (iOS, Android, etc) and should have mobile App for iOS and Android. | Bidder has to Comply with the given RFP Clause.   |
| 86      | 56                  | Annexure-10<br><u>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)</u><br><u>I. IT Service Management</u> | <u>H. Service Catalog:</u><br>15. The Proposed solution should Add a Task to the Service Request  | Bidder has to comply with the given RFP Clause.<br>Adding a Task is like adding a workflows for new service request as desired by bank. |



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| 87      | 56       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | H. Service Catalog:<br>16. The Proposed solution should add Resources to Catalog   | Please elaborate.  | Bidder has to Comply with the given RFP Clause.<br>Add resource to catalog like adding a new service request categories to Catalog.  |
| 88      | 57       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | I. IT Asset and Management:<br>7. The Proposed solution must have Software discovery and should include detection of all application and software programs including in house developed applications/programs, virtualized applications, OS versions and Service Pack information, patch information, services running on the Device etc | Services running on the computers can be tracked by the monitoring solutions. Please remove this point from this section.  | Bidder has to Comply with the given RFP Clause.  |
| 89      | 57       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | J. IT ASSET INVENTORY / REPOSITORY<br>1. The Proposed solution should Generate a complete inventory of hardware, software, network components including communication lines, ATMs etc.   | Most of the discovery solutions discover computers like server, PCs and not other systems like network devices, ATMs etc. Will Bank provide the inventory/discovery data for such devices like network devices, ATMs etc.? | RFP Clause Modified as under:<br>"J. IT ASSET INVENTORY / REPOSITORY<br>1. The Proposed solution should Generate a complete inventory of hardware, software, network components, etc." |
| 90      | 57       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | J. IT ASSET INVENTORY / REPOSITORY<br>2. The Proposed solution should support XML tagging.   | Please elaborate.  | RFP Clause modified as under:<br>"J. IT ASSET INVENTORY / REPOSITORY<br>2. The Proposed Solution should support XML or Excel format."  |



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| 51. | Page No. | RFP Clause  | Clause/Technical Specification   | Bidder's Query  | Bank's Reply   |
| 91  | 57       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | J. IT ASSET INVENTORY / REPOSITORY<br>4. The Proposed solution should include all the details of hardware such as Vendor, Serial Number, Chip Set, CPU Information, RAM, numbers of CPUs & Cores, Detail information on Network devices, internal & peripheral disk drives, BIOS details, IP/MAC addresses, End Point/Device name, End Point/Device model, Hard Disk, Storage Devices details, all application and software including in house developed applications/programs, virtualized applications, OS versions and Service Pack Information, patch information, services running on the Device etc. | Most of the discovery solutions discover computers like server, PCs and not other systems like network devices, ATMs, Storage etc. Will Bank provide the inventory/discovery data for such devices like network devices, ATMs , storage devices etc.?<br>Services running on the computers can be tracked by the monitoring solutions. Please "service running" part remove this point from this section. | Bidder has to Comply with the given RFP Clause.  |
| 92  | 57       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | K. IT ASSET MANAGEMENT<br>1. Identification of types of licenses in use / purchased.   | Part of Software Metering   | This RFP Clause stands deleted.  |
| 93  | 58       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | K. IT ASSET MANAGEMENT<br>point no. 5  | Please elaborate this whole point. What is the purpose? If these items are to be discovered by the solution, it is not possible. Bank needs to provide inventory in specified format like Excel, CSV etc. Please confirm  | Bidder has to Comply with the given RFP Clause.<br>After discovery of asset, the asset is required to have a classification based on type described in same clause and then solution should have provision to create custom asset inventory named as Asset Inventory for Risk Assessment, Risk Treatment, Risk Treatment Plan, Risk Tracker, etc and able to map the asset in required column. |
| 94  | 57       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | A. General Requirements<br>7. The proposed solution shall provide a distributed and scalable architecture that caters to growth in number of analysts, end-users and call volumes.   | Does Canara Bank expect the vendor to track all IT Assets in All branches across India? If Yes, Please provide ballpark number of Assets in All branches  | Bidder has to comply with the RFP Clause.  |



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| 95      | 57       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | 1. IT Asset and Management:<br>3. The Proposed solution should be Agent base Discovery.   | Contradicts with clause 4, which asks for agentless discovery. Please clarify   | RFP Clause Modified as under:<br>1. IT Asset and Management:<br>3. The Proposed solution should be Agent base or Agentless Discovery." |
| 96      | 57       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | 1. IT Asset and Management:<br>3. The Proposed solution should be Agent base Discovery<br>4. The Proposed solution should be Agent-less discovery | This is a conflict. Data centre deiscovey is primarily by agentless methods. Kindly modify clause to "The discovery of servers should be through agentless methods" and kindly delete one of the clauses. | RFP Clause Modified as under:<br>1. IT Asset and Management:<br>3. The Proposed solution should be Agent base or Agentless Discovery." |
| 97      | 57       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | 1. IT Asset and Management:<br>3. The Proposed solution should be Agent base Discovery.   | Request you to mention that The Proposed solution should support both agent vs agentless  | RFP Clause Modified as under:<br>1. IT Asset and Management:<br>3. The Proposed solution should be Agent base or Agentless Discovery." |
| 98      | 57       | Annexure-10<br>Technical Requirements for IT operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | 1. IT Asset and Management:<br>4. The Proposed solution should be Agent-less discovery.   | Request you to mention that The Proposed solution should support both agent vs agentless  | This RFP Clause stands deleted.  |





| Sl. No. | Page RFP Clause No. | Clause/Technical Specification  | Bidder's Query   | Bank's Reply   |
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| 99      | 58                  | Annexure-10<br>Technical Requirements for IT Operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | 9. Comparison of owned and deployed assets   | RFP Clause Modified as under:<br><b>K. IT ASSET MANAGEMENT</b><br>9. Comparison of owned and discovered assets."   |
| 100     | 58                  | Annexure-10<br>Technical Requirements for IT Operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | 19. Reconciliation of Data from different sources.   | It needs to have a single source of inventory for respective type of asset information for ITAM. Hence remove this point.<br><br>Bidder has to Comply with the given RFP Clause.   |
| 101     | 58                  | Annexure-10<br>Technical Requirements for IT Operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | K. IT ASSET MANAGEMENT<br>21. Define & Associate business rule with Assets.  | Bidder has to Comply with the given RFP Clause.<br>The proposed solution should have provision to create custom asset inventory after asset discovery and able to map with business rules like asset classification, asset value, asset type, asset capitalization, asset depreciation values etc.   |
| 102     | 58                  | Annexure-10<br>Technical Requirements for IT Operational Management Tools (IT Service Management, IT Infrastructure Management and Configuration Management Solution)<br>I. IT Service Management | K. IT ASSET MANAGEMENT<br>25. The functionalities provided by the solution should support discovery/management across multiple operating systems like Windows, Mac, UNIX, Linux, Mainframe OS, Virtualized environments etc, multiple databases like Oracle, DB2, SQL, MySQL, Hypervisors etc. | Is Mainframe deployed at Bank? If not please remove the "Mainframe OS" part. Also, the ITAM and inventory solutions will only track the OS, DBs for inventory and asset mgmt purpose. Hence please remove the term "management" from the point.<br><br>RFP Clause Modified as under:<br><b>K. IT ASSET MANAGEMENT</b> :<br>25. The functionalities provided by the solution should support discovery/management across multiple operating systems like Windows, Mac, UNIX, Linux, Virtualized environments etc, multiple databases like Oracle, DB2, SQL, MySQL, Hypervisors etc." |

