

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| Sl. No | Clause No | Page No. | RFP Clause | Query | Bank's Response |
| 1 | RFP COST | 5 | Cost of RFP is waived off if bidder prefers to download the RFP document online. However, bidder is required to pay Rs.2,500/- in the form of Demand Draft in favor of Union Bank of India, payable at Mumbai for purchasing hardcopy from Department of Information Technology | Kindly confirm whether Tender Fee & EMD Waiver for MSME Companies. | Please be guided by RFP |
| 2 | EMD | 5 | Rs. 50,00,000/- (Rupees Fifty Lac Only) in the form of Demand Draft in favour of Union Bank of India, payable at Mumbai. EMD can also be paid in the form of Bank Guarantee (BG) of any scheduled commercial Bank other than Union Bank of India valid for 6 months as on the date of submission of bid with a claim period of 1 year. | Kindly confirm whether Tender Fee & EMD Waiver for MSME Companies. | Please be guided by RFP |
| 3 | Bid Submission Timeline | 5 | Timeline for submission of Bid document | Bid submission timeline should be extended by a minimum of 21 days as there may be bid rework required/ changes in the tie-up between OEM and partners/ additional management approvals may be required, based on the clarifications shared by the Bank | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 4 | Eligibility Criteria Point 2 | 10 | The bidder should be a company registered in India as per Company Act 1956 /2013 or a partnership firm / a Limited Liability Partnership (LLP) company under the Limited Liability Partnership Act 2008 in India and should have been in existence for 3 years as on the date of issuance of RFP. Certificate of incorporation/certificate for commencement of business/other relevant documentary proof is to be submitted | As our organization name has changed to Kyndryl Solutions as our division has been hived to separate company from IBM about 3 months back. Thus we should be allowed to submit certificate of Incorporation and years on account of acquisition or otherwise, supporting evidence should be provided to comply with minimum experience requirement | If name is changed, please provide certificate of incorporation issued for change of name of the company |
| 5 | Eligibility Criteria Point 3 | 10 | The bidder should have minimum average turnover of Rs.50.00 Crore of previous three financial years i.e. 2019-20, 2020-21 and 2021-22 as per the audited balance sheet available at the time of submission of tender. In case the audited financials for the year 2021-22 is not available, CA Certificate with UDIN number for turnover of 2021-22 / audited financials of 2018-19 should be submitted. Bidder should also provide self declaration that statutory audit for the FY 2021-22 is not completed. This must be the individual company turnover and not that of any group of companies. Copies of the audited balance sheet and P&L Statement of the company showing the same is to be submitted. Note - In case of SMEs, the turnover may be relaxed subject to meeting the quality and technical specifications. | As our organization name has changed to Kyndryl Solutions as our division has been hived to separate company from IBM about 3 months back. Thus we should be allowed to submit with minimum experience requirement and Balance sheet from IBM for last 3 years | All such bidders are permitted to submit the experience/documents in support of other eligibility criteria in the name of previous company. |

Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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| 6 | Eligibility Criteria Point 6 | 10 | <p>The bidder should have implemented the similar solution in minimum 3 BFSI Sector in India in the last three years out of which at least one should be Private/Public Sector Bank. The bidder should submit proof of implementation with details of modules along with Purchase Orders and a letter from user organization mentioning successful implementation / migration along with staff strength. POCs done will not be treated as experience of the bidder. These proofs must be submitted along with Annexure H.</p> | <p>The bidder/OEM should have implemented the similar solution in minimum 3 BFSI Sector in India in the last three years out of which at least one should be Private/Public Sector Bank. The bidder should submit proof of implementation with details of modules along with Purchase Orders and a letter from user organization mentioning successful implementation / migration along with staff strength. POCs done will not be treated as experience of the bidder. These proofs must be submitted along with Annexure H.</p> | Please be guided by RFP |
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| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|------------------------------|----|---|--|--|
| 7 | Eligibility Criteria Point 4 | 10 | Bidder should have operating Profit (as EBITDA i.e. Earnings Before Interest, Tax, Depreciation & Amortization) in the last three financial years i.e. 2019- 20, 2020-21 and 2021-22. In case the audited financials for the year 2021-22 is not available, CA Certificate with UDIN number for EBITDA of 2021-22 / audited financials of 2018-19 should be submitted. Bidder should also provide self declaration that statutory audit for the FY 2021-22 is not completed. Copies of the audited balance sheet and Profit/Loss statement of the company is to be submitted. | As our organization name has changed to Kyndryl Solutions as our division has been hived to separate company from IBM about 3 months back. Thus we should be allowed to submit with minimum experience requirement and Balance sheet from IBM for last 3 years | If name is changed, please provide certificate of incorporation issued for change of name of the company along with balance sheet. If division has been hived, please provide sufficient proofs that both the companies are in similar line of business for the required period. |
| 8 | Eligibility Criteria Point 6 | 10 | The bidder should have implemented the similar solution in minimum 3 BFSI Sector in India in the last three years out of which at least one should be Private/Public Sector Bank. The bidder should submit proof of implementation with details of modules along with Purchase Orders and a letter from user organization mentioning successful implementation / migration along with staff strength. POCs done will not be treated as experience of the bidder. These proofs must be submitted along with Annexure H. | Seek relaxation of criteria. We have partnered with ServiceNow from last Sept 2021 and while we have built our expertise in implementing and managing SN solutions, we do not have previous implementations in PSB or Private Banks. | Please be guided by RFP |

Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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| 9 | Eligibility Criteria Point 3 | 10 | <p>The bidder should have minimum average turnover of Rs.50.00 Crore of previous three financial years i.e. 2019-20, 2020-21 and 2021-22 as per the audited balance sheet available at the time of submission of tender. In case the audited financials for the year 2021-22 is not available, CA Certificate with UDIN number for turnover of 2021-22 / audited financials of 2018-19 should be submitted. Bidder should also provide self declaration that statutory audit for the FY 2021-22 is not completed. This must be the individual company turnover and not that of any group of companies. Copies of the audited balance sheet and P&L Statement of the company showing the same is to be submitted. Note - In case of SMEs, the turnover may be relaxed subject to meeting the quality and technical specifications.</p> | <p>This criteria not applicable to MSME companies- - In case of SMEs, the turnover may be relaxed subject to meeting the quality and technical specifications - Pls clarify</p> | <p>In case of MSE's, the Govt. of India guidelines will be followed. Kindly see the note.</p> |
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Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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| 10 | Eligibility Criteria Point 6 | 10 | The bidder should have implemented the similar solution in minimum 3 BFSI Sector in India in the last three years out of which at least one should be Private/Public Sector Bank. The bidder should submit proof of implementation with details of modules along with Purchase Orders and a letter from user organization mentioning successful implementation / migration along with staff strength. POCs done will not be treated as experience of the bidder. These proofs must be submitted along with Annexure H. | Can we submit international bank details in place of Indian (Public/Private) sector banks. | Please be guided by RFP |
| 11 | Eligibility Criteria Point 6 | 10 | The bidder should have implemented the similar solution in minimum 3 BFSI Sector in India in the last three years out of which at least one should be Private/Public Sector Bank. The bidder should submit proof of implementation with details of modules along with Purchase Orders and a letter from user organization mentioning successful implementation / migration along with staff strength. POCs done will not be treated as experience of the bidder. These proofs must be submitted along with Annexure H. | We do not have experience for similar implementation, can we connect OEM experience for the same instead of bidder experience. | Please be guided by RFP |

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| 12 | Eligibility Criteria Point 7 | 11 | All Proposed Product(s) as solutions should have been implemented in Banks (Public / Private) in the last 3 years and presently under support. The bidder should submit the supporting document on the same. | <p>Seek relaxation of criteria.</p> <p>We have partnered with ServiceNow from last Sept 2021 and while we have built our expertise in implementing and managing SN solutions, we do not have previous implementations in PSB or Private Banks.</p> | Please be guided by RFP |
| 13 | Eligibility Criteria Point 6 | 11 | Eligibility Criteria | If bidder has implemented the solution at more than 3 Banks but the banks are located out of India - example Middle east. Will the bidder be eligible to bid/qualify. | No |
| 14 | 7.6 | 12 | The implementation shall be done by OEM, the bidder shall do back to back tie-ups with OEM for the same. The bidder shall have Implementation Plan with OEM Implementation methodology duly signed by OEM and Bidder. | End-to-End implementation is not supported by OEM, but by the Partner. | Please refer Annexure A1 to this Corrigendum. |
| 15 | 7.6 | 12 | The implementation shall be done by OEM, the bidder shall do back to back tie ups with OEM for the same. The bidder shall have Implementation Plan with OEM Implementation methodology duly signed by OEM and Bidder | Kindly clarify if it is mandatory to have OEM to implement or SI/partner can implement and OEM may validate. | Please refer Annexure A1 to this Corrigendum. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 16 | 7. Broad Scope of Work | 12 | Bank intends to procure the IT Service Management (ITSM) and IT Asset Management (ITAM) solutions along with commissioning, installation, implementation, maintenance, monitoring & management etc. Scope involves the provisioning and management of mentioned ITSM & ITAM Solutions | Do UBI already has the defined process created to implement SAM and ITSM. | Please be guided by RFP |
| 17 | 7. Broad Scope of Work | 12 | Bank intends to procure the IT Service Management (ITSM) and IT Asset Management (ITAM) solutions along with commissioning, installation, implementation, maintenance, monitoring & management etc. Scope involves the provisioning and management of mentioned ITSM & ITAM Solutions | Please share the list of monitoring and event management tools ITSM need to be integrated with. what all the monitoring systems we are having. What are the Monitoring and Security Solution Bank does have(Ref Sec 7.71) | HEAL - Appnomics - Application Monitoring MOTADATA - MOTA DATA - Switch Monitoring CISCO SD WAN Solution - CISCO - Routers ARCHER - RSA - Change Management vRealize - VMWARE - Cloud Management |
| 18 | 7.6 | 12 | The implementation shall be done by OEM, the bidder shall do back to back tie-ups with OEM for the same. The bidder shall have Implementation Plan with OEM Implementation methodology duly signed by OEM and Bidder. | Requesting bank to kindly allow implementation to be done by OEM authorised partner | Please refer Annexure A1 to this Corrigendum. |
| 19 | 7.6 | 12 | Scope of Work | It is mentioned that OEM will implement the solution. However, in practice, the OEMs do not implement the solution, they have partners and implement and support the products/solution. Will it be acceptable by the bank? | Please refer Annexure A1 to this Corrigendum. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|------|----|---|---|---|
| 20 | 7.14 | 13 | The bidder should ensure compliance with various standards such as ISO 27001:2013, PCI DSS, ISO 22301, COBIT5 or higher standards etc. | Kindly make revision as per mentioned below:-The proposed solution or OEM should be ISO-27001 & ISO 20000 and ISO 9001 certified | Please be guided by RFP |
| 21 | | 13 | General queries | How many devices we are having in infra to discover? | Refer Table III of Annexure W |
| 22 | | 13 | General Scope of Work | Do we have on prem AD or Azure AD or anything else as ldap? | On Premises AD |
| 23 | 7.26 | 14 | The bidder shall be responsible for on-prim installation and commissioning of the proposed solution along with database, storage and any other components required for solution for fulfillment of scope. | Do the Bidder need to install and configure OS, Database and Storage or it would be done by Bank (Ref Sec 7.26) | Bank will provide the required hardware and storage in a private cloud. However, configuration, management of infrastructure is required. |
| 24 | | 14 | General Scope of Work | what's the source tool for call initiating? | Please be guided by RFP |
| 25 | | 14 | General Scope of Work | what's are the 3rd party knowledge base we have to integrate | Will be shared with successful bidder |
| 26 | | 14 | The bidder shall ensure Support & Subscription services | The bidder shall ensure Support & Subscription services from the OEM with unlimited number of support requests remote support, access to product updates/upgrades and 24x7 supports for Severity Level-1 issues. How many P1 tickets occur in the existing environment? | Will be shared with successful bidder |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|------|----|--|--|---|
| 27 | | 14 | The bidder shall ensure Support & Subscription services | Please share if there is an existing ITSM solution in place? if yes, Please share the volume of platform related tickets generated in the existing setup, Please suggest a breakup of simple, medium and complex tickets | No Existing ITSM or ITAM solution. |
| 28 | 7.27 | 14 | The bidder should engage OEM for onsite implementation of the respective solutions. The bidder/OEM shall ensure necessary engagement and deputation of skilled professionals for the smooth implementation up to sign off of the Project. OEM support should include advising and helping the bank in implementing controls for the risk advised by regulators/Govt. of India. | Requesting bank to kindly allow implementation to be done by OEM authorised partner | Please refer Annexure A1 to this Corrigendum. |
| 29 | 7.2 | 14 | The proposed solutions should comply with RBI cyber security circular no. RBI/2015-16/418 dated 2 June 2016 and its annexure 1- Baseline controls. | Please clarify with specifics | Please be guided by RFP |
| 30 | | 15 | General Scope of Work | What are the different SIEM tool we are having in bank? | Will be shared with successful bidder |
| 31 | | 15 | | Which is the email services being used/protocol | Office 365 |
| 32 | | 15 | | What is the count of users like Administrator, Database Reader and Read-only access users | Please be guided by RFP |
| 33 | | 15 | | Contact Center for 24/7/365. Do you need a single contact center or a back up contact center also? | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 34 | | 16 | General Scope of Work | What are the different it grc tool we are having | Will be shared with successful bidder |
| 35 | | 16 | Bidder shall coordinate with all vendors | We understand that multiple infrastructure are currently being supported by different vendors, Is there an existing Service Integration team managing process operations? Are SOP's in place for vendor coordination? | Will be shared with successful bidder |
| 36 | 7.51 | 16 | The Bank has a complex infrastructure with multiple resources maintained and managed through multiple vendors. The bidder shall coordinate with all other vendors for seamless integration, implementation and operations. | while bidder cordinate with existing vendor of bank and in case of any delay due to them and which delay the activity at bidder end .In this case bidder should not be penalised. | Please be guided by RFP |
| 37 | | 17 | General Scope of Work | What sms gateway we are using and does it support API? | Will be shared with successful bidder |
| 38 | | 17 | 7. Broad Scope of Work (General Scope of Work) | What is expected out of IOS upgrades ? | Please refer Annexure A1 to this Corrigendum. |
| 39 | | 17 | Scope of Work | Does "IOS Upgrades / up to date patching" mean the resource will carry out the updates/patching for the overall environment? | Please refer Annexure A1 to this Corrigendum. |
| 40 | | 18 | General Scope of Work | Is sccm cover the whole layout of desktop and laptops? | Will be shared with successful bidder |
| 41 | | 19 | General Scope of Work | Is there any other integration you want to mention | Please be guided by RFP |
| 42 | | 19 | 7. Broad Scope of Work (General Scope of Work) | Define the scope of current and future security systems and how many new security systems are to be integrated and what are they? | Please be guided by RFP |

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| 43 | 7.88 | 20 | To install and configure comprehensive monitoring of end to end IT Services (Network, Server, Storage, Appliance, Database and Applications across locations. | Do the Bidder need to provide, install and configure Monitoring Solution as well (Ref Sec 7.88) | Please refer Annexure A1 to this Corrigendum. |
| 44 | | 20 | General Scope of Work | As ITSM, ITAM is critical to IT , there should be a technical evaluation and scoring which should be considered for awarding the contract. | Please be guided by RFP |
| 45 | 7.81 | 20 | Event Correlation and fault-finding - from user to network layer to server layer to application code | This point is core infrastructure and network monitoring oriented and not relevant to ITSM/ITAM domains. Does Bank already have this solution and want us to integrate? If yes please share details of the solution. If no, then please let know if you want us to propose these other solutions. Kindly clarify or request to remove this point from this RFP. | Please refer Annexure A1 to this Corrigendum. |
| 46 | 7.87 | 20 | The bidder shall integrate all Bank assets (Servers, Storage, Network Devices) in the monitoring tools and provide the unified dashboard for monitoring and management | Which tools does the Bank currently use for monitoring and managing the infrastructure? Please clarify if you want us to propose Monitoring tools, or request to remove this point from RFP. | HEAL - Appnomics - Application Monitoring MOTADATA - MOTA DATA - Switch Monitoring CISCO SD WAN Solution - CISCO - Routers ARCHER - RSA - Change Management vRealize - VMWARE - Cloud Management |

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| 47 | 7.88 | 20 | To install and configure comprehensive monitoring of end to end IT Services (Network, Server, Storage, Appliance, Database and Applications across locations. | Kindly confirm if you want us to propose Monitoring solution along with ITSM/ITAM for Infra (Network, Server and Application). Else request to remove this point from RFP, as RFP demands only ITSM And ITAM solutions. | Please refer Annexure A1 to this Corrigendum. |
| 48 | | 20 | General | Is there a robust knowledge management system in place? Are proper procedures in place for Knowledge article creation, updation and retiral? | Please be guided by RFP |
| 49 | | 20 | Objectives | We Understand that the bidder is expected to integrate with monitoring tools, please suggest the monitoring tools & Security tools in place currently, please confirm if the bidder is expected to implement a new monitoring solution? | HEAL - Appnomics - Application Monitoring MOTADATA - MOTA DATA - Switch Monitoring CISCO SD WAN Solution - CISCO - Routers ARCHER - RSA - Change Management vRealize - VMWARE - Cloud Management |
| 50 | | 20 | 7. Broad Scope of Work (General Scope of Work) | Do the Bidder need to provide, install and configure Monitoring Solution as well ? | Monitoring Solution is not in the scope. |
| 51 | 7.94 | 21 | 7.94 High Availability in DC and DR in the Bank environment wherever proposed by the bank. | Kindly confirm the deployment architecture envisaged to cater the High availability in DC & DR. | Please refer Annexure A1 to this Corrigendum. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 52 | 7.92 | 21 | The Proposed Solution should support all heterogeneous OS, Database, Hypervisor, Container Platforms etc | Request the Bank to provide a list of the OS, DB, HyperVisors, Container platforms in use and planned to deploy in near future | Will be shared with successful bidder |
| 53 | 7.94 | 21 | High Availability in DC and DR in the Bank environment wherever proposed by the bank | Suggest Bank to have High Availability in DC and standalone in DR, to optimize Hardware sizing which is the standard in industry. | Please refer Annexure A1 to this Corrigendum. |
| 54 | 7.95 | 21 | The proposed solution must support onboard retention of logs for a period of minimum 6 months. | Please clarify if this point refers to logs of ITSM and ITAM solution. Does the Bank employ or use any logger technology currently? If yes, can that be leveraged to collect and store logs? | Please be guided by RFP |
| 55 | | 21 | Facility management system | Is the bidder expected to manage the complete hardware infrastructure which hosts the ITSM and ITAM solution? | Hardware management is not in the scope. |
| 56 | 8.1.17 | 23 | SLA Maintenance / Management, monthly uptime reports, utilization reports & interface utilization / reporting of all the devices | Device & interface utilization/uptime reports are not part of ITSM/ITAM domains hence not relevant to this RFP. Request removal of the part other than "SLA Reports" | Please refer Annexure A1 to this Corrigendum. |
| 57 | 8.1.25 | 24 | The Bank may also reduce the manpower requirements during the project duration if workloads reduce due to any reason | Requesting Bank to give atleast 90 days clear notice so that bidder can deploy the resource to another project | Please refer Annexure A1 to this Corrigendum. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|-------------------------------------|----|--|---|---|
| 58 | 10. Project plan for Implementation | 29 | Implementation & Customization (ITSM Module) | Time to implement and Customize as 4 weeks is too less for quality implementation (Ref Sec 10) | Please be guided by RFP |
| 59 | 10 | 29 | 10. Project Plan for Implementation | Timeline for design and implementation is less | Please be guided by RFP |
| 60 | 11. Infrastructure | 30 | | Kindly confirm the deployment architecture envisaged to cater the High availability in DC & DR. | Please refer Annexure A1 to this Corrigendum. |
| 61 | 11. Infrastructure | 30 | The proposed ITSM and ITAM solution should be cloud ready application and shall be hosted on Bank's on-premise cloud with Operating systems such as Red Hat Linux 8 or higher / Windows Server 2012 or higher. However, solution should have capability to migrate to any other platform including public cloud as per the Bank's / Regulatory requirement. Bank shall provide Hardware, Operating System, and Oracle Database. However, the selected bidder has to provide hardware sizing as per Annexure W so that CPU utilization of any server/ appliance should not go beyond 70%. Bidder should also provide the details of Software/tool and any other required deliverables as per Annexure W | Solution should have capability to migrate to any other platform including public cloud as per the Bank's / Regulatory requirement". Are we referring to SaaS Solution in future or just moving On Prem Setup to Public cloud like AWS/GCP.(Ref Sec 11) | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 62 | 11. Infrastructure | 30 | 11. Infrastructure | Solution should have capability to migrate to any other platform including public cloud as per the Bank's / Regulatory requirement". Are we referring to SaaS Solution in future or just moving On Prem Setup to Public cloud like AWS/GCP? | Please be guided by RFP |
| 63 | 27.3 | 50 | The Bank would expect the bidder to commit to the service level assurances. The Bidder shall commit to maintain uptime of 99.95 and above per month. The SLA will be reviewed on a quarterly basis. | Level of Uptime would be committed only in case of issue in Application but not in Infrastructure. Please clarify on the same | Please be guided by RFP |
| 64 | 27 SLA | 50 | 27. Service Level Agreement | Level of Uptime would be committed only in case of issue in Application but not in Infrastructure | Please be guided by RFP |
| 65 | 27.7 | 51 | Bidder is expected to attend the calls and provide the man-day support at on site location for critical applications. Further, Bidder is expected to respond and resolve issue in case of any malfunctioning of any software etc. the relevant defect should be resolved as per detail given below. | Requesting Bank to change the Resolution Time as below Moderate Severity 1 - 24 Hours Normal - Severity 2 - 72 Hours UAT/DEV - 72 Hours envi Also requesting bank to remove the penalty amount from UAT Clause | Please be guided by RFP |

Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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| 66 | 27.15 | 52 | The successful bidder must strictly adhere to the delivery dates or lead times identified in their proposal. Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the successful bidder's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this tender document) due to the successful bidder's inability to meet the established delivery dates or any other reasons attributing to the successful bidder then, that bidder will be responsible for any re-procurement costs suffered by the Bank. The liability in such an event could be limited to the differential excess amount spent by the Bank for procuring similar deliverables and services | Request to cap liability in case of breach of this clause | Please be guided by RFP |
| 67 | 27.8 | 52 | In case of absence of the engineer(s), bidder needs to provide the backup engineer(s). In case backup engineer(s) is not provided by the vendor, Bank will deduct the penalty of Rs.5,000/- per day per engineer for absence of engineer(s) and the penalty amount will be deducted from the Invoice amount. | Requesting Bank to change the penalty as follows L1 - 200 , L2 -300 , L3- 400 | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 68 | Eligibility Criteria 3 | 67 | The bidder should have minimum average turnover of Rs.50.00 Crore of previous three financial years i.e. 2019-20, 2020-21 and 2021-22 as per the audited balance sheet available at the time of submission of tender | Kindly Provide exemption to MSME companies and Indian Bidder/ OEM for turnover criteria | Please be guided by RFP |
| 69 | Eligibility Criteria 2 | 67 | The bidder should be a company registered in India as per Company Act 1956 /2013 or a partnership firm / a Limited Liability Partnership (LLP) company under the Limited Liability Partnership Act 2008 in India and should have been in existence for 3 years as on the date of issuance of RFP. | "We Request bank to exempt this clause for Start-Up India Company with valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India DPIIT has issued notification dated 8 November 2016 for Prior turnover and Prior Experience exemption for the start-up recognized organisations registered. " | Bank shall follow Govt Guidelines/Notifications for Public Procurement. As per policy Circular No. 1(2)(1)/2016-MA dated 10.03.2016 issued by GOI and F.20/2/2014-PPD (Pt) dated 20.09.2016, bank may relax condition of prior turnover and prior experience with respect to Micro and Small Enterprises and Startups subject to meeting of quality and technical specifications. |

Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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| 70 | Eligibility Criteria 3 | 67 | <p>The bidder should have minimum average turnover of Rs.50.00 Crore of previous three financial years i.e. 2019-20, 2020-21 and 2021-22 as per the audited balance sheet available at the time of submission of tender. In case the audited financials for the year 2021-22 is not available, CA Certificate with UDIN number for turnover of 2021-22 / audited financials of 2018-19 should be submitted. Bidder should also provide self declaration that statutory audit for the FY 2021-22 is not completed. This must be the individual company turnover and not that of any group of companies. Copies of the audited balance sheet and P&L Statement of the company showing the same is to be submitted.</p> | <p>"We Request bank to exempt this clause for Start-Up India Company with valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India DPIIT has issued notification dated 8 November 2016 for Prior turnover and Prior Experience exemption for the start-up recognized organisations registered. "</p> | <p>Kindly refer to Bank's response at Sl No. 69 above</p> |
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Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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| 71 | Eligibility Criteria 4 | 67 | <p>Bidder should have operating Profit (as EBITDA i.e. Earnings Before Interest, Tax, Depreciation & Amortization) in the last three financial years i.e. 2019-20, 2020-21 and 2021-22. In case the audited financials for the year 2021-22 is not available, CA Certificate with UDIN number for EBITDA of 2021-22 / audited financials of 2018-19 should be submitted. Bidder should also provide self declaration that statutory audit for the FY 2021-22 is not completed. Copies of the audited balance sheet and Profit/Loss statement of the company is to be submitted.</p> | <p>"We Request bank to exempt this clause for Start-Up India Company with valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India DPIIT has issued notification dated 8 November 2016 for Prior turnover and Prior Experience exemption for the start-up recognized organisations registered. "</p> | <p>Kindly refer to Bank's response at Sl No. 69 above</p> |
| 72 | Eligibility Criteria 6 | 68 | <p>The bidder should have implemented the similar solution in minimum 2 BFSI Sector in India in the last three years out of which at least one should be Private/Public Sector Bank. The bidder should submit proof of implementation with details of modules along with Purchase Orders and a letter from user organization mentioning successful implementation / migration along with staff strength.</p> | <p>Kindly provide concession to MSME Bidder / OEM and Indian OEM/ Bidder for Experience Criteria</p> | <p>Please be guided by RFP</p> |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 73 | Eligibility Criteria 7 | 68 | All Proposed Product(s) as solutions should have been implemented in Banks (Public / Private) in the last 3 years and presently under support. The bidder should submit the supporting document on the same | Kindly provide concession to MSME Bidder / OEM and Indian OEM/ Bidder for Experience Criteria | Please be guided by RFP |
| 74 | Eligibility Criteria 6 | 68 | The bidder should have implemented the similar solution in minimum 2 BFSI Sector in India in the last three years out of which at least one should be Private/Public Sector Bank. The bidder should submit proof of implementation with details of modules along with Purchase Orders and a letter from user organization mentioning successful implementation / migration along with staff strength. POCs done will not be treated as experience of the bidder. These proofs must be submitted along with Annexure H. | "We Request bank to exempt this clause for Start-Up India Company with valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India DPIIT has issued notification dated 8 November 2016 for Prior turnover and Prior Experience exemption for the start-up recognized organisations registered. " | Kindly refer to Bank's response at Sl No. 69 above |

Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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| 75 | Eligibility Criteria Point 7 | 68 | <p>The bidder should have implemented the similar solution in minimum 2 BFSI Sector in India in the last three years out of which at least one should be Private/Public Sector Bank. The bidder should submit proof of implementation with details of modules along with Purchase Orders and a letter from user organization mentioning successful implementation / migration along with staff strength. POCs done will not be treated as experience of the bidder. These proofs must be submitted along with Annexure H.</p> | <p>We hereby request Bank to consider "The proposed solution should have been implemented in minimum 2 BFSI Sector in India in the last three years out of which at least one should be Private/Public Sector Bank. The bidder should submit proof of implementation with details of modules along with Purchase Orders and a letter from user organization mentioning successful implementation / migration along with staff strength. POCs done will not be treated as experience of the bidder. These proofs must be submitted along with Annexure H." Also RFP ask is that the implementation needs to be carried out by the OEM</p> | Please be guided by RFP |
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Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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| 76 | Eligibility Criteria Point 6 | 68 | The bidder should have implemented the similar solution in minimum 2 BFSI Sector in India in the last three years out of which at least one should be Private/Public Sector Bank. The bidder should submit proof of implementation with details of modules along with Purchase Orders and a letter from user organization mentioning successful implementation / migration along with staff strength. POCs done will not be treated as experience of the bidder. These proofs must be submitted along with Annexure H | <p>Seek relaxation of criteria.</p> <p>We have partnered with ServiceNow from last Sept 2021 and while we have built our expertise in implementing and managing SN solutions, we do not have previous implementations in PSB or Private Banks.</p> | Please be guided by RFP |
| 77 | Annexure E-Point 8 | 72 | The solution should support scalability to support larger and geographically separated infrastructure to be managed centrally without having to replace current hardware/software and only via addition of relevant modules. | Suggested change: Instead of limiting it to few modules, It should be for all modules. | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 78 | Annexure E Point 4 | 72 | The solution should support mobility devices to allow for role-based views that can be accessed while away from the office. The solution should have the ability to operate all functionality available in the incident, problem, change, assets, requests etc., as per the scope of this RFP via mobile devices. | Our native mobile app allows End Users to raise and check Requests, Knowledge, News and Approve/Reject Requests and Changes. For Agents it allows to work on Requests/Incidents/People/CI and Tasks. Problem and Change can be operated via a browser in mobile device, because we support HTML5 standard allowing similar experience on web or mobile-web. Suggest to modify this to include mobile app, and mobile-browser. | Please be guided by RFP |
| 79 | Suggestions | 72 | Proposed solution should provide AIML and Analytics capabilities such as auto-suggested Knowledge Articles, natural language search, incident clustering, survey analysis which are valuable to improving ServiceDesk KPIs | There have been rapid advancements in technology, AIML and analytics to, and hence we are glad to bring those features/benefits to Bank via our ITSM, ITAM and Discovery modules. However there is no point in RFP compliance which allows us to present those features. We request bank to add such compliance into RFP, which will add to profitability of the bank. | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 80 | Suggestions | 72 | ITSM and ITAM solution should offer AI based ChatBots which use Natural Language Understanding to understand user's intention, complemented by live-chat or email. | Suggestion for New Clause which will drastically enhance end user experience and save Service Desk time and efforts. | Please be guided by RFP |
| 81 | Suggestions | 72 | Proposed solution should support flexible deployment options with Docker Containers, such as capability to support on-prem, on-physical, on-virtual, private cloud, public cloud and SaaS. | Suggestion for New Clause for future proofing Bank's investment in a solution which can all choices. | Please be guided by RFP |
| 82 | Suggestions | 72 | Solution should provide machine learning based expert recommendation to Helpdesk Agents for assigning Request or Incident to relevant expert based on skills and natural language text in the record. This should be supported with these actions: Email, Chat, and Add as Expert Assignee. | Suggestion for new clause for benefit to Bank for increasing the Service Desk Efficiency | Please be guided by RFP |
| 83 | | 72 | Annexure E | How many types of approvals do you foresee in the ITSM and ITAM system | Will be shared with successful bidder |
| 84 | Annexure E-Point 13 | 73 | Tool should have the ability to segregate tickets based on security and compliance requirements (HIPAA, FERPA, security incident information, etc.). | Instead of Security and Compliance, can it be done using customization based on conditions? Which is more relevant to SM. | Please be guided by RFP |
| 85 | Annexure E-Point 13 | 73 | Tool should have the ability to segregate tickets based on security and compliance requirements (HIPAA, FERPA, security incident information, etc.). | What are the security tools in use by Bank? Please list any tools you are using for checking compliance of systems to the mentioned standards. | Will be shared with successful bidder |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 86 | Annexure E-Point 17 | 73 | The solution should have readily available integration with SCCM deployed in the environment. | Please share the version of SCCM used in Bank. Also share the use-case for this integration. | Will be shared with successful bidder |
| 87 | Annexure E-Point 25 | 73 | The solution should integrate the call tracking and ticketing with the existing system or provide the same with entries from historical data of the previous tool. It should be able to track logged calls. | Please provide details of the existing system, so we can assess and perform technical feasibility for supported integration. Can the old and new systems be running in parallel till the existing tickets on the existing system are closed? We suggest during the project workshop identify a strategy to launch the new system and end-of-life the old system basis technical feasibility. | Please be guided by RFP |
| 88 | Annexure E-Point 5 | 72 | End users multi-channel support by allowing user to create tickets via portal | Is a Service Portal being utilized currently? if yes, what are the existing service reports and dashboards available? | Will be shared with successful bidder |
| 89 | Annexure E-Point 33 | 74 | The proposed solution should provide an IVR facility for auto ticketing based on the workflow. However, auto ticketing should also integrate with SMS servers and Email gateway provided by bank. Solution must be capable of integration with existing IVR package of our Bank. | Auto tickets to be email based. | Please be guided by RFP |
| 90 | Annexure E-Point 39 | 74 | The solution should have distributed event management with filtering, correlation, and enrichment to reduce the noise of unimportant events. | ITSM usually is around ITIL Framework which may not include Event Management. It can be done separately via a separate tool. | Please refer revised Annexure E - Technical Specifications. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 91 | Annexure E-Point 33 | 74 | <p>The proposed solution should provide an IVR facility for auto ticketing based on the workflow. However, auto ticketing should also integrate with SMS servers and Email gateway provided by bank.</p> <p>Solution must be capable of integration with existing IVR package of our Bank.</p> | <p>IVR facility is generally not part of ITSM solution and is offered as a part of contact center solution, hence we request authority to remove IVR facility solution as part of proposal.</p> <p>However, we can able to integrate ITSM with eixistin IVR package of Bank.</p> | Proposed Solution should have the capability to integrate with existing IVRS, SMS Servers and Email Gateway |
| 92 | Annexure E-Point 30 | 74 | <p>The proposed solution must include timeline features for the representation of the activities on a ticket displayed in a chronological order. Every activity on the ticket is captured on the timeline along with contact information and the time stamp. A unique icon must represent each activity type</p> | <p>We captures all changes in ticket chronologically by default. However there is no "unique icon" for each type, as there number of unique activities on a ticket can be enormous. Request to modify this point and remove the last line "A unique icon must represent each activity type"</p> | Please be guided by RFP |
| 93 | Annexure E-Point 33 | 74 | <p>The proposed solution should provide an IVR facility for auto ticketing based on the workflow. However, auto ticketing should also integrate with SMS servers and Email gateway provided by bank. Solution must be capable of integration with existing IVR package of our Bank</p> | <p>The intention of the point is not clear. Please share Bank's IVR make/model. Our solution integrates with IVR solution. Industry leading ITSM/ITAM solutions don't themselves provide IVR facility, but only leverage IVR provided by customer. Request to reword this point for clarity.</p> | Proposed Solution should have the capability to integrate with existing IVRS, SMS Servers and Email Gateway |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 94 | Annexure E-Point 39 | 74 | The solution should have distributed event management with filtering, correlation, and enrichment to reduce the noise of unimportant events | This point is core monitoring oriented and not relevant to ITSM/ITAM domains. Request to remove this point from this RFP. | Please refer revised Annexure E - Technical Specifications. |
| 95 | Annexure E-Point 40 | 74 | Ability to integrate with existing incident management tools within the bank. | Please provide the list of the existing incident management tools and details of the integration interfaces they provide. | Will be shared with successful bidder |
| 96 | Annexure E-Point 61 | 74 | General Requirements, Ticketing & Service Desk | What is expected with this integration "auto ticketing should also integrate with SMS servers and Email gateway provided by bank"? | Please be guided by RFP |
| 97 | Annexure E-Point 61 | 75 | Ability to use knowledge and/or support scripts for incident diagnosis and resolution. | Need more details. | Please be guided by RFP |
| 98 | Annexure E-Point 69 | 75 | The solution must support receiving, consolidating, and integrating events from SNMP | Kindly confirm if you want us to propose Monitoring solution along with ITSM/ITAM for Infra (Network, Server and Application). Else request to remove this point from RFP, as RFP demands only ITSM And ITAM solutions. | Please refer revised Annexure E - Technical Specifications. |
| 99 | Annexure E-Point 70 | 76 | Business owners should be able to graphically view the health of their business services and its related tickets pertaining to Business applications like CRM, HRMS, Operations, Delivery channels etc. | Instead of using it as a part of default instance. It should be separate instances for each Business Unit offered as ESM. | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 100 | Annexure E-Point 71 | 76 | Solution should have the ability to display the events in a table, service, infrastructure, tree views, heat maps, etc. It should provide each user the ability to select, group or view the events as per their convenience. | Its a OEM Specific clause, Requesting the Bank to delete it. | Please be guided by RFP |
| 101 | Annexure E-Point 72 | 76 | Should support advanced filtering to eliminate extraneous data / alarms in Web browser and GUI. | This feature is usually a part of NMS module. | Please refer revised Annexure E - Technical Specifications. |
| 102 | Suggestions | 76 | Solution should have feature for automatic creation of retroactive changes for changes happening in any managed Device (eg: CPU, RAM or OS Version, etc) for enhanced traceability | Suggestion for New Clause in Change & Request Management. | Please be guided by RFP |
| 103 | | 76 | General ITSM requirements | Is the CMDB data model in place ? If yes, please specify the existing type of CIs (CI Classes) being captured (e.g. - Server, DC Network? Office Network? Storage? End-user/ Printer? Infrastructure Applications? Business Applications (e.g. SAP?) | No CMDB in place. |
| 104 | | 76 | General ITSM requirements | Are the attributes defined for each CI class? If yes, is there a need to revisit these attributes ? | No CMDB in place. |
| 105 | | 76 | General ITSM requirements | Are the data sources defined for populating CMDB ? If yes, how many data sources are there | No CMDB in place. |
| 106 | Annexure E-Point 92 | 77 | Ability to set response thresholds for automated approval process. | Need more details. | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 107 | Annexure E-Point 102 | 77 | Ability to calculate an objective risk assessment considering business impact, affected application/business services criticality, collision, historical change information, and compliance with maintenance windows and black-out periods. | It has to be done manually and captured the information manually. | Please be guided by RFP |
| 108 | Annexure E-Point 104 | 77 | Ability to support release and deployment management as part of the change process. | Requesting the Bank to change the clause to "Ability to support release management as part of the change process." | Please be guided by RFP |
| 109 | Annexure E-Point 105 | 77 | Ability to automatically create a change request for unauthorized changes to CIs. | Its a OEM Specific clause, Requesting the Bank to delete it. | Please be guided by RFP |
| 110 | Annexure E-Point 112 | 78 | Automatic warnings of any RFC's that exceed pre-specified time periods during any stage (OLA). | Its a OEM Specific clause, Requesting the Bank to delete it. | Please be guided by RFP |
| 111 | Annexure E-Point 113 | 78 | The ability to communicate information of changes and schedules that can be distributed to the key groups such as the Service Desk and user groups. | This feature is Available only on SDP Cloud, yet to be for SDP OP. Requesting the bank to modify the clause accordingly. | Please be guided by RFP |
| 112 | Annexure E-Point 123 | 78 | The solution must have provisions for the Root Cause Analysis (RCA to identify causes and solutions using atleast the following methods - Fishbone Analysis, 5Y analysis. | Its a OEM Specific clause, Requesting the Bank to delete it. | Please refer revised Annexure E - Technical Specifications. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 113 | Annexure E-Point 133 | 78 | The solution must have provisions for the Root Cause Analysis (RCA to identify causes and solutions using atleast the following methods - Fishbone Analysis, 5Y analysis | Our solution provides innovative AIML based capabilities to simplify Problem Management and reduce agent workload. The said methodologies "Fishbone, 5Y" are favouring certain competition, hence request to modify this as "Fishbone Analysis, 5Y Analysis, etc" to include other options | Please refer revised Annexure E - Technical Specifications. |
| 114 | Suggestions | 78 | Ability to provide ML based advanced search and analytics capabilities to enable Servicedesk agents to view and analyze patterns in incidents, requests, and other records and to create Knowledge Base or Problem Ticket based on those patterns | Suggestion for New Clause in Problem Management to increase Servicedesk Efficiency in solving Tickets. | Please be guided by RFP |
| 115 | Annexure E-Point 135 | 79 | The ability for authorized users to create new problem records and enforce data rules and required fields. | Suggested Change: The ability for authorized Technicians to create new problem records and enforce data rules and required fields. Based on RBAC | Please be guided by RFP |
| 116 | Annexure E-Point 142 | 80 | The ability to route and assign problem records to pre-defined support staff or groups. | Its a OEM Specific clause, Requesting the Bank to delete it. | Please be guided by RFP |
| 117 | Annexure E-Point 149 | 80 | The ability to search for known solutions, work around and known errors based on the description of the problem based on AI. | Suggested Change: The ability to search for known solutions, work around and known errors. | Please be guided by RFP |
| 118 | Annexure E-Point 154 | 80 | The ability to link with third party knowledge bases. | Suggested Change: KB should a part of default tool instead of third party solutions. | Please be guided by RFP |
| 119 | Annexure E-Point 159 | 80 | Ease of administering the weighting and relevancy scores associated with knowledge articles | Its a OEM Specific clause, Requesting the Bank to delete it. | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 120 | Annexure E-Point 166 | 81 | Ability for tool's knowledge management database to search other knowledge bases in environment | Its a OEM Specific clause, Requesting the Bank to delete it. | Please be guided by RFP |
| 121 | Annexure E-Point 170 | 81 | Ability to make certain fields in the knowledge article template mandatory | Fields in the knowledge base are default fields filled in by the technicians and from the user-end the solutions are just view for reference for the issue. | Please be guided by RFP |
| 122 | Annexure E-Point 174 | 81 | Solution should be able to communicate with multiple sources service desk discussion forums, internet for knowledge search. | Solutions base in ServiceDesk Plus is a Predefined one and is environment specific. Hence, Can we exclude this point? | Please refer revised Annexure E - Technical Specifications. |
| 123 | Annexure E-Point 181 | 81 | It should enable creation, measurement and reporting of three categories of SLA service targets - time-based response/ resolution of tickets, availability relating to uptime of systems/services, or performance-monitoring catering to system metrics like end-user transaction | Suggested Change: It should enable creation, measurement and reporting Based on Response Time and Resolution SLA. | Please refer revised Annexure E - Technical Specifications. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 124 | Annexure E-Point 174 | 81 | Solution should be able to communicate with multiple sources service desk discussion forums, internet for knowledge search | Our Knowledge Management modules allows ways for End Users to collaborate on forums and KM can fetch data from external sources. However, Internet Search is not a secure way approach for any Bank/Enterprise to expose to all users via ITSM, hence is not allowed. We can provide hyper-link to user to navigate to internet. Kindly modify "communicate" to "redirect" to clarify the intent. | Please refer revised Annexure E - Technical Specifications. |
| 125 | Annexure E-Point 189 | 82 | The product should support with event management and monitoring tools to enable triggering of service support related actions based on established thresholds | The product should support with monitoring tools to enable triggering of service support related actions based on established thresholds | Please be guided by RFP |
| 126 | Annexure E-Point 191 | 82 | Ability to incorporate a search engine to facilitate locating service information Ability to provide severity definitions for SLA's. | Its a OEM Specific clause, Requesting the Bank to delete it. | Please be guided by RFP |
| 127 | Annexure E-Point 193 | 82 | Ability to automate service availability and performance thresholds monitoring against defined SLA's | Usually SLA are calculated using the pre-defined Operations hours and Holidays. | Please be guided by RFP |
| 128 | Annexure E-Point 196 | 82 | Ability to build workflows that allow for the building, agreeing on, approval of and maintenance of SLA/OLAs. | Its a OEM Specific clause, Requesting the Bank to delete it. | Please be guided by RFP |
| 129 | Annexure E-Point 197 | 82 | Ability to integrate with project management systems | Need more details. | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 130 | Annexure E-Point 199 | 82 | Ability to store business process schedules in a central calendar to facilitate the management of Service Level Agreements. | Its a OEM Specific clause, Requesting the Bank to delete it. | Please be guided by RFP |
| 131 | Annexure E-Point 181 | 82 | It should enable creation, measurement and reporting of three categories of SLA service targets - time-based response/ resolution of tickets, availability relating to uptime of systems/services, or performance monitoring catering to system metrics like end-user transaction | SLAs are applicable to Response and Resolution of any Services provided to end-user. Measuring uptime or performance of systems/user transaction/metrics is not in scope of ITSM/ITAM, and falls in Monitoring/IT Operations area for which there are different solutions. This allows segregation of responsibility among ITSM and ITOM process owners. Request to restrict this point to only creation/management of SLA/service targets for Tickets, and remove point related to system-metrics uptime/availability or user-transaction which are not relevant. | Please refer revised Annexure E - Technical Specifications. |
| 132 | Annexure E-Table II-Orchestrator | 84 | Workflow Management Event Correlation Requirement Availability Management Orchestrator | Event correlation requirement, availability management and Orchestrator is part of Monitoring solution not ITSM. Hence we request authority to remove this sections from ITSM. However integration can be possible with NMS, if required. | Please refer revised Annexure E - Technical Specifications. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 133 | Annexure E- Table II- Workflow Management | 84 | Event Correlation Requirements | The Event Correlation points are specifications of RFPs which are seeking solutions in Monitoring/IT Operations area and not in scope of ITSM/ITAM domains. This allows segregation of responsibility among ITSM and ITOM process owners. Request to remove these points from this RFP. | Please refer revised Annexure E - Technical Specifications. |
| 134 | Annexure E- Table II- Workflow Management | 84 | Availability Management Requirement | ITSM solutions are integrated with Performance Measurement solution for creating Incident when anomalies are detected, on which SLAs are calculated for specific Services. ITSM solutions do not do historical analysis/aggregate reporting on "availability data" or metrics, which is the role of IT Operations Solutions. Hence kindly remove these points from this RFP. | Please refer revised Annexure E - Technical Specifications. |

Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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| 135 | Table II- Workflow- Event Correlation Requirement | 84 | <p>1. "The Event Correlation engine must be based on the discovered information and relationships present in central service dependency database that contains infrastructure elements from all IT domains, namely network, storage, hosts, applications and business services"</p> <p>2. "Support automated discovery of information processing equipment /devices, through an agent-based/agent-less deployment."</p> <p>3. "Capable of discovering new information processing equipment/devices, added to the existing scope."</p> <p>4. "Capable of collecting, understanding or provide standardized support in identifying all types of event/log data formats, generated by operating systems, virtual-machines, networking equipment, security devices, applications (custom-made & out-of-shelf), web-servers, databases, any other IT infrastructure devices and industry recognized formats (like SNMP Trap, SYSLOG, etc.)."</p> <p>5. "Store event/log data in a compressed manner and shall have features that support different retention requirements for various</p> | <p>As this RFP is with respect to ITSM and ITAM solutions, these specification do not fall under the scope of ITSM and ITAM solution functionalities. Hence request to kindly to kindly remove it from RFP.</p> | <p>Please refer revised Annexure E - Technical Specifications.</p> |
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| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 136 | Table II- Workflow-Availability Management | 84 | <p>9. "The solution should support the aggregation of availability data from multiple systems for service availability reporting"</p> <p>10. "The solution should be able to monitor and calculate the end-to-end IT Service Availability as perceived by the customer of the Service"</p> <p>11. "The solution should be able to perform historical analysis and reporting on availability data"</p> <p>12. "The solution should be able to integrate with event, discovery and provisioning tools to monitor various levels of the IT environment"</p> <p>13. "Ability to capture the application/service level details and the interconnectivity/dependency between various systems"</p> <p>14. "The solution should support the monitoring of established thresholds and can initiate alerts (i.e.: Paging, email, digital bulletin board, etc.) if availability thresholds are exceeded"</p> <p>15. "The solution should support the ability to track the number of end-user productivity hours lost (Lost User Hours) for each Availability event"</p> <p>16. "The solution should provide functions for</p> | As this RFP is with respect to ITSM and ITAM solutions, these specification do not fall under the scope of ITSM and ITAM solution functionalities. Hence request to kindly to kindly remove it from RFP. | Please refer revised Annexure E - Technical Specifications. |

Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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| 137 | Table II- Workflow- Event Correlation Requirement | 84 | <p>1. "The Event Correlation engine must be based on the discovered information and relationships present in central service dependency database that contains infrastructure elements from all IT domains, namely network, storage, hosts, applications and business services"</p> <p>2. "Support automated discovery of information processing equipment /devices, through an agent-based/agent-less deployment."</p> <p>3. "Capable of discovering new information processing equipment/devices, added to the existing scope."</p> <p>4. "Capable of collecting, understanding or provide standardized support in identifying all types of event/log data formats, generated by operating systems, virtual-machines, networking equipment, security devices, applications (custom-made & out-of-shelf), web-servers, databases, any other IT infrastructure devices and industryrecognized formats (like SNMP Trap, SYSLOG, etc.)."</p> <p>5. "Store event/log data in a compressed manner and shall havefeatures that support different retention requirements for various</p> | <p>As this RPF is with respect to ITSM and ITAM solutions, these specification do not fall under the scope of ITSM and ITAM solution functionalities. Hence request to kindly to kindly remove it from RFP.</p> | <p>Please refer revised Annexure E - Technical Specifications.</p> |
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| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
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| 138 | Table II- Workflow-Availability Management | 84 | <p>9. "The solution should support the aggregation of availability data from multiple systems for service availability reporting"</p> <p>10. "The solution should be able to monitor and calculate the end-to-end IT Service Availability as perceived by the customer of the Service"</p> <p>11. "The solution should be able to perform historical analysis and reporting on availability data"</p> <p>12. "The solution should be able to integrate with event, discovery and provisioning tools to monitor various levels of the IT environment"</p> <p>13. "Ability to capture the application/service level details and the interconnectivity/dependency between various systems"</p> <p>14. "The solution should support the monitoring of established thresholds and can initiate alerts (i.e.: Paging, email, digital bulletin board, etc.) if availability thresholds are exceeded"</p> <p>15. "The solution should support the ability to track the number of end-user productivity hours lost (Lost User Hours) for each Availability event"</p> <p>16. "The solution should provide functions for</p> | As this RFP is with respect to ITSM and ITAM solutions, these specification do not fall under the scope of ITSM and ITAM solution functionalities. Hence request to kindly to kindly remove it from RFP. | Please refer revised Annexure E - Technical Specifications. |
| 139 | Suggestions | 85 | Orchestrator should allow intuitive authoring via web and thick-client. It should provide hybrid authoring option - textual (yaml) and graphical (drag and drop) | Suggestion for New Clause in Orchestrator | Please be guided by RFP |
| 140 | Suggestions | 85 | Orchestrator should include capabilities to automate via APIs as well as UI actions (RPA) to maximize scope of automation for even legacy systems which don't provide APIs. | Suggestion for New Clause in Orchestrator | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|--|----|--|--|---|
| 141 | Table II- Workflow- Orchestrator | 85 | The proposed solution should have the ability to create Operator initiated change requests i.e., any operation performed via the automation tools for server and network device related patching or configuration, should automatically log a change request in the ITSM tool without any human intervention | The scope the RFP is to cover ITSM an ITAM area and hence server and network device related patching or configuration is out of the scope for the given requirement and requesting you to change the clause to Suggested clause | Please refer revised Annexure E - Technical Specifications. |
| 142 | Table II- Workflow- Orchestrator- Point 19 | 85 | The proposed solution should have the ability to create Operator initiated change requests i.e., any operation performed via the automation tools for server and network device related patching or configuration, should automatically log a change request in the ITSM tool without any human intervention | The scope the RFP is to cover ITSM an ITAM area and hence server and network device related patching or configuration is out of the scope for the given requirement and requesting you to change the clause to Suggested clause | Please be guided by RFP |
| 143 | Configuration Management- Point 3 | 86 | Points 5,6,7,8 | Monitoring of any infrastructure component such as Privilege assignment, IP Telephony, ERP BPM software, network and firewall rules, are beyond Configuration Management/ITSM/ITAM. These tasks fall under IT Operations Management domain. Request to remove these points from this RFP | Please refer revised Annexure E - Technical Specifications. |
| 144 | Suggestions | 86 | Proposed Configuration Management solution should allow Machine Learning based software recognition and software teaching for unknown and home-grown softwares. | Suggestion for New Clause in Configuration Management | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|------------------------------------|----|--|---|-------------------------|
| 145 | Suggestions | 86 | Ability to use tag-based enrichment of CIs and use in relationship & service dependency mapping | Suggestion for New Clause in Configuration Management | Please be guided by RFP |
| 146 | Configuration Management- Point 27 | 88 | Ability to interface with Inventory Control tools to automate gathering of asset and inventory information | Please clarify with an example/use-case. | Please be guided by RFP |
| 147 | Suggestions | 90 | Asset Management Lifecycle should track contractual, financial and inventory information for both hardware & software assets. Financial Management should allow managing accounting periods, fiscal years, budgets, cost centers, asset cost debit/credit, Net Value and Reservations for asset. | Suggestion for New Clause in Asset Management for complete visibility and tracking of all assets. | Please be guided by RFP |
| 148 | Suggestions | 90 | Software Asset Management should maintain product compatibility matrix to easily manage licensing metrics across higher and lower versions of same product. Some software allow different license calculation across the versions. | Suggestion for New Clause in Software Asset Management for better calculation/license metering. | Please be guided by RFP |
| 149 | Suggestions | 90 | Solution should allow to different license calculation rules for different versions of the same software. | Suggestion for New Clause in Software Asset Management for better calculation/license metering. | Please be guided by RFP |
| 150 | Suggestions | 90 | Solution should automatically provide End of Support dates and reports for software assets to help manage products that will reach end of support shortly and reduce risk. | Suggestion for New Clause in Software Asset Management for better calculation/license metering. | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|---------------------------------------|----|--|---|---|
| 151 | Suggestions | 90 | Ability to build customized service workflows against license usages for better software compliance management. For example, automatically sending email notifications when a software product becomes noncompliant and creating service requests for purchasing new licenses when the license usage exceeds the threshold | Suggestion for New Clause in Software Asset Management for better calculation/license metering. | Please be guided by RFP |
| 152 | Inventory (Asset) Management Point 14 | 92 | The agent must be able to continuously assess and remediate while on or off the network. | IT Asset Management (Discovery & inventory) has read-only access on endpoints and is not responsible for remediating issues. Those activities are for end-point management and patching solutions. Request to remove "remediate" from this point. | Please refer revised Annexure E - Technical Specifications. |
| 153 | Inventory (Asset) Management Point 19 | 92 | The solution should prevent users with admin rights to uninstall the agent | Admin user has all access on machines. Request to modify this to regular user, as Agent is run by admin account, and that way selective rights can be provided by local admin team to non-admin users | Please refer revised Annexure E - Technical Specifications. |
| 154 | Inventory (Asset) Management Point 20 | 92 | The Solution should be able to hide the agent from the Desktops "Add/Remove Program" list from the central console. | IT Asset Management & Discovery agents do not have write/control access on endpoints to make such changes. This must be controlled via Admin users and role based access. | Please refer revised Annexure E - Technical Specifications. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|---------------------------------------|----|--|---|---|
| 155 | Inventory (Asset) Management Point 26 | 93 | The solution should provide Device hardware and software inventory of Mobile Devices also with support for iOS & Android platforms | We do not support Mobile Device discovery directly at the moment. However if Bank has an MDM solution, we can integrate with it and provide Mobile Device Hardware inventory. Suggest to make this point as 'good to have' or 'desirable' | Please be guided by RFP |
| 156 | Inventory (Asset) Management Point 35 | 93 | The solution should provide desktop admins capability to take remote control of endpoints for maintenance purposes. This feature should support multiple monitors, and copying files to remote devices | Remote access and its management is in the domain of Patching and Server/EndPoint Management solutions, and not relevant to ITSM/ITAM. Kindly remove this point from RFP. | Please refer revised Annexure E - Technical Specifications. |
| 157 | Inventory (Asset) Management Point 36 | 93 | The solution should have the ability to manipulate machines in all power saving modes | End point/Server management capabilities belong in the domain of Patching and EndPoint/Server Management solutions, and not relevant to ITSM/ITAM. Kindly remove this point from RFP. | Please refer revised Annexure E - Technical Specifications. |
| 158 | Inventory (Asset) Management Point 37 | 93 | The solution should have auditing capabilities for remote control sessions done using inventory management solutions | Endpoint/Server management capabilities belong in the domain of Patching and EndPoint Management solutions, and not relevant to ITSM/ITAM. Kindly remove this point from RFP. | Please refer revised Annexure E - Technical Specifications. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|---------------------------------------|----|--|--|---|
| 159 | Inventory Asset Management- Point 43 | 94 | <p>Inventory (Asset) Management</p> <p>43. The solution should have ability to deploy OS images over endpoints by template based approach that breaks down the process to smaller tasks. One of those tasks might be actual imaging process, other tasks might include applying latest patches, distribution of current software package or joining a domain</p> | OS images deployment is all together different solution than ITAM, hence we request authority to remove this clause from IT Asset Mng scope. | Please refer revised Annexure E - Technical Specifications. |
| 160 | Inventory (Asset) Management Point 43 | 94 | <p>The solution should have ability to deploy OS images over endpoints by template based approach that breaks down the process to smaller tasks. One of those tasks might be actual imaging process, other tasks might include applying latest patches, distribution of current software package or joining a domain</p> | Endpoint/Server management capabilities belong in the domain of Patching and EndPoint/Server Management solutions, and not relevant to ITSM/ITAM. Please let us know if this RFP seeks Server and EndPoint Provisioning capabilities. Kindly remove this point from RFP. | Please refer revised Annexure E - Technical Specifications. |
| 161 | Inventory (Asset) Management Point 44 | 94 | <p>The solution should have ability to execute a script before and/or after installation. It should also support custom script based execution</p> | Endpoint/Server management capabilities belong in the domain of Patching and EndPoint/Server Management solutions, and not relevant to ITSM/ITAM. Kindly remove this point from RFP. | Please refer revised Annexure E - Technical Specifications. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|---------------------------------------|----|--|---|---|
| 162 | Inventory (Asset) Management Point 57 | 96 | The System should be able to Identify software installations which occur outside approved channels | System software can be installed/copied in a number of ways which Inventory tool does not have visibility. Due to this, it is not aware of approved/unapproved channels. It can however provide the inventory of installed softwares. Request to remove this point. | Please refer revised Annexure E - Technical Specifications. |
| 163 | Inventory (Asset) Management Point 62 | 96 | The Solution should be able to maintain Asset Classification values with CIA details for each Asset covered under Asset Management Tool. | Please clarify what is CIA | Confidentiality, Integrity & Availability |
| 164 | Inventory (Asset) Management Point 64 | 96 | The solution should have ability to model power policies before being deployed to estimate savings | Power Management is not relevant to ITSM/ITAM and falls in the area of Endpoint/Server Management solutions. Request to remove this point. | Please refer revised Annexure E - Technical Specifications. |
| 165 | Inventory (Asset) Management Point 65 | 96 | The solution should support multi-task distribution of software/patches for wide scale distribution | Endpoint/Server management capabilities belong in the domain of Patching and EndPoint Management solutions, and not relevant to ITSM/ITAM. We understand Bank already uses SCCM. Kindly let know if you want us to propose another solution for same capability. Else, request to remove this point from RFP. | Please refer revised Annexure E - Technical Specifications. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|---------------------------------------|----|--|--|---|
| 166 | Inventory (Asset) Management Point 66 | 96 | The solution should support PCI compliance scan for integrated endpoints | Endpoint/Server compliance and vulnerability related capabilities belong in the domain of EndPoint/Server Management solutions, and not relevant to ITSM/ITAM. Kindly remove this point from RFP. | Please refer revised Annexure E - Technical Specifications. |
| 167 | Inventory (Asset) Management Point 67 | 96 | The solution should support bare metal provisioning where-in existing servers can be re-imaged | Endpoint/Server provisioning capabilities belong in the domain of Patching and EndPoint/Server Management solutions, and not relevant to ITSM/ITAM. Please let us know if this RFP seeks Server and EndPoint Provisioning capabilities. Kindly remove this point from RFP. | Please refer revised Annexure E - Technical Specifications. |
| 168 | Inventory (Asset) Management Point 62 | 96 | The Solution should be able to maintain Asset Classification values with CIA details for each Asset covered under Asset Management Tool. | As information security parameters (confidentiality, integrity and availability) are not part of ITIL based Asset Management however they can be managed by adding those as required. | Please be guided by RFP |
| 169 | Inventory (Asset) Management Point 69 | 97 | The solution should Support enforcing Storage encryption on the device and storage card | Endpoint/Server policy enforcement capabilities belong in the domain of Patching and EndPoint Management solutions, and not relevant to ITSM/ITAM. Kindly remove this point from RFP. | Please refer revised Annexure E - Technical Specifications. |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|---------------------------------------|----|---|---|---|
| 170 | Inventory (Asset) Management Point 69 | 97 | The solution should Support Ability to manage and enforce policies Settings such as the following: Password Enabled; Password Length; Require Alphanumeric Password; Inactivity Timeout; Wrong Attempts Before Wipe | Endpoint/Server policy enforcement capabilities belong in the domain of Patching and EndPoint/Server Management solutions, and not relevant to ITSM/ITAM. Kindly remove this point from RFP. | Please refer revised Annexure E - Technical Specifications. |
| 171 | Inventory (Asset) Management Point 77 | 97 | The solution must support application/process blacklisting or whitelisting on end user computing devices | Endpoint/Server management capabilities belong in the domain of Patching and EndPoint/Server Management solutions, and not relevant to ITSM/ITAM. Kindly remove this point from RFP. | Please refer revised Annexure E - Technical Specifications. |
| 172 | Inventory (Asset) Management Point 78 | 97 | The solution must be able to perform compliance checks as PCI, SCAP 1.2 to ensure compliance as per RBI guidelines | Endpoint/Server compliance and vulnerability related capabilities belong in the domain of EndPoint/Server Management solutions, and not relevant to ITSM/ITAM. Kindly remove this point from RFP. | Please refer revised Annexure E - Technical Specifications. |
| 173 | Inventory (Asset) Management Point 69 | 97 | The solution should Support enforcing Storage encryption on the device and storage card. | Storage encryption is not a standard functionality of Asset Management solutions in general. Request you to remove it or add third party integration for encryption. | Please refer revised Annexure E - Technical Specifications. |

Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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|-----|-----------------------|-----|--|--|--------------------------------|
| 174 | 10. Price fall clause | 114 | <p>The Bidder undertakes that it has not supplied /is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry /Department of the Government of India or PSU or Coal India Ltd and its subsidiaries during the currency of the contract and if it is found at any stage that same or similar product /Systems or Subsystems was supplied by the Bidder to any other Ministry /Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded”.</p> | <p>Will not be able to confirm on this point as we don't have control on these prices. This point is to be confirmed by respective OEM's</p> | <p>Please be guided by RFP</p> |
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Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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| 175 | 12. Term | 140 | <p>This Agreement shall commence from the Effective Date of this Agreement and shall be valid for 2 years beyond contract period of 3 years there from. Confidentiality obligations under this Agreement shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain, without breach of the agreement. Either Party may terminate this Agreement for breach, if the defaulting Party fails to rectify the breach within the one month notice period issued by the non defaulting Party. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.</p> | <p>this clause should be limited from the confidential prospective to period of contract</p> | <p>Please be guided by RFP</p> |
| 176 | Annexure W - Hardware Sizing and Software/Tool Deliverable- Table II | 150 | <p>Number of Service Desk (support) users 250</p> | <p>Kindly clarify if these are named or concurrent users. Concurrent license provide much more flexibility as they can be assigned to many more users (than 250) and first 250 are provided access.</p> | <p>Concurrent Users</p> |
| 177 | | 150 | | <p>Count of UNIX or LINUX servers or Windows Servers</p> | <p>Will be shared with successful bidder</p> |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|--|---------|--|--|-------------------------|
| 178 | | GENERAL | Seeking clarity on Technical Compliance. | Please advise which points in compliance and mandatory and clarify how the technical marking will be done. | Please be guided by RFP |
| 179 | | | General queries | Gartner MQ ranking to be considered for technical evaluation. | Please be guided by RFP |
| 180 | | | | We request UBI to consider a platform capability which helps with organisation level digital workflows to enable organisations embarking on a digital transformation journey. Reason - ITSM , ITAM should be a core element of the platform which will define how work will flow within the organisation. The platform should be capable of all organisational workflows for future expansion with single data model which will include Security, Risk, Governance, employee, Customer, Procurement, ESG etc which are extremely critical to organisations embarking on a digital transformation journey. This will help to respond in real time to regulators guidelines around risk and compliance in real time . | Please be guided by RFP |

Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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|-----|--|--|-------------------------|---|-------------------------|
| 181 | | | | Current requirement for ITSM and ITAM should be looked as a platform of platforms and not as a point tool and hence we request that the evaluation criteria to be moved from reverse auction to technical and commercial WIN. Reason - ITSM and ITAM features the RFP reflects superficial features. We request you to consider the sample document attached to the level of detail which can be achieved for deployment of ITSM , ITAM. The attached documents will give in-depth capabilities of ITSM which should be available with the Winning platform. | Please be guided by RFP |
| 182 | | | | Bank should also consider third party Technology information technology research and advisory firm rankings of the solutions | Please be guided by RFP |
| 183 | | | Hosting of the solution | Can the ITSM & ITAM solutions be hosted on OEM's cloud infrastructure instead of Union Bank's dedicated cloud setup | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|--|--|---|--|--|
| 184 | | | Applications to be integrated | What are major applications to be considered for integration on ITSM and ITAM solutions | HEAL - Appnomics - Application Monitoring MOTADATA - MOTA DATA - Switch Monitoring CISCO SD WAN Solution - CISCO - Routers ARCHER - RSA - Change Management vRealize - VMWARE - Cloud Management |
| 185 | | | Cloud applications to be integrated | Please share cloud products/ applications (example M365) to be integrated with ITSM/ ITAM solution. | Please be guided by RFP |
| 186 | | | General | Are service / catalog item entitlements complex? (control of the visibility of items to specific audiences) | Please be guided by RFP |
| 187 | | | General | Is there an expectation to use ServiceNow request to do chargeback? If yes, is there a difference between list price and chargeback costs? | Please be guided by RFP |
| 188 | | | Solution must be capable to show IT service catalog in self-service app | Do we need more than one service catalog to be presented in ESS (for different customers, audience etc.)? | Please be guided by RFP |
| 189 | | | General | How many approval levels will be needed for Change and Knowledge functions | Will be shared with successful bidder |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|--|--|---------------------------|---|---------------------------------------|
| 190 | | | General ITSM requirements | For each integration please indicate whether interface has to support bi-directional or one way interface | Will be shared with successful bidder |
| 191 | | | General | For each integration, please provide the integration methods (Web Services, Native API's) which are supported by the systems | Please be guided by RFP |
| 192 | | | General | For Knowledge Management, how many KB articles will need to be migrated? Who will format the KBs into a format for import to ServiceNow? | Please be guided by RFP |
| 193 | | | General | In the Current setup, Are there service owners who are able to differentiate between Services vs Applications? | Will be shared with successful bidder |
| 194 | | | General | Do you prioritize incidents based on type of service, application, end-user (VIP vs regular) and do these prioritizations get associated with SLAs? | Will be shared with successful bidder |
| 195 | | | General | Are custom classes required for each software server class? E.g. a web logic class, an MQ class, each with their own custom attributes? | Will be shared with successful bidder |
| 196 | | | General ITSM requirements | What are the expected Platform Capabilities in future which will include Security, risk, Governance? | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|--|--|---------------------------|--|--|
| 197 | | | General ITSM requirements | Do the Bidder need to install and configure OS, Database and Storage or it would be done by Bank? | OS, Database & Storage install/configure would be done by Bank. Required support should be provided by bidder. |
| 198 | | | General ITSM requirements | Are you open to an extension to time to implement and Customize as 4 weeks is challenging for quality implementation & Business specific customizations? | Please be guided by RFP |
| 199 | | | General ITSM requirements | "Solution should have capability to migrate to any other platform including public cloud as per the Bank's / Regulatory requirement". Are we referring to SaaS Solution in future or just moving On Prem Setup to Public cloud like AWS/GCP? | Please be guided by RFP |

Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions

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|-----|--|--|------------------------------------|--|-------------------------|
| 200 | | | Solution Recommendation | <p>UBI should consider a platform capability which helps with organization level digital workflows to enable organizations embarking on a digital transformation journey. Reason: ITSM , ITAM should be a core element of the platform which will define how work will flow within the organization. The platform should be capable of all organizational workflows for future expansion with single data model which will include Security, Risk, Governance, employee, Customer, Procurement, ESG etc. which are extremely critical to organizations embarking on a digital transformation journey. Please advice if the recommendation is relevant to UBI's future roadmap?</p> | Please be guided by RFP |
| 201 | | | Solution/Evaluation Recommendation | <p>Current requirement for ITSM and ITAM should be looked as a platform of platforms and not as a point tool and hence we request that the evaluation criteria to be moved from reverse auction to technical and commercial WIN</p> | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|--|--|------------------------------------|---|-------------------------|
| 202 | | | Solution/Evaluation Recommendation | As per our recommended approach, UBI should also consider third party Technology information technology research and advisory firm rankings of the solutions | Please be guided by RFP |
| 203 | | | | We request UBI to consider a platform capability which helps with organisation level digital workflows to enable organisations embarking on a digital transformation journey. Reason - ITSM , ITAM should be a core element of the platform which will define how work will flow within the organisation. The platform should be capable of all organisational workflows for future expansion with single data model which will include Security, Risk, Governance, employee, Customer, Procurement, ESG etc which are extremely critical to organisations embarking on a digital transformation journey. This will help to respond in real time to regulators guidelines around risk and compliance in real time . | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|--|--|---------------------------|--|---------------------------------------|
| 204 | | | | <p>Current requirement for ITSM and ITAM should be looked as a platform of platforms and not as a point tool and hence we request that the evaluation criteria to be moved from reverse auction to technical and commercial WIN.</p> <p>Reason - ITSM and ITAM features the RFP reflects superficial features. We request you to consider the sample document attached to the level of detail which can be achieved for deployment of ITSM , ITAM. The attached documents will give in-depth capabilities of ITSM which should be available with the Winning platform.</p> | Please be guided by RFP |
| 205 | | | | Bank should also consider third party technology, information technology, research and advisory firm rankings of the solutions | Please be guided by RFP |
| 206 | | | [Section 7.8, 7.18, 7.22] | What Vulnerability scanner, SIEM tool does the bank have? Would the bank want Security Operations framework set up for these tools to get an integrated view of the security posture.? | Will be shared with successful bidder |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|--|--|----------------------|---|--|
| 207 | | | [Section 7.50, 7.51] | Do we have a list of vendors and the kind of services provided by these vendors? This will help us in producing the right estimates for the Integration scope. | HEAL - Appnomics - Application Monitoring MOTADATA - MOTA DATA - Switch Monitoring CISCO SD WAN Solution - CISCO - Routers ARCHER - RSA - Change Management vRealize - VMWARE - Cloud Management |
| 208 | | | [Section 7.79] | Does the bank already have a fully populated CMDB? If yes, is it on ServiceNow and if it is not ServiceNow CMDB, would the bank want us to migrate the current CMDB to ServiceNow CMDB? | No CMDB in place. |
| 209 | | | | Does the bank has its own monitoring solution or we need to propose the monitoring solution in order to achieve the overall uptime and agreed system performance? | No need to propose monitoring solution |
| 210 | | | | Which call management solution are you currently using? | Will be shared with successful bidder |
| 211 | | | | Which service/asset management solution are you currently using? | Will be shared with successful bidder |
| 212 | | | | Total Number of Analyst/Technical users who will resolve the issues in the service management system | Please be guided by RFP |

| Responses to Queries received for RFP for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) Solutions | | | | | |
|---|-----------|----|--|--|---|
| 213 | | | | Total Devices and its broad classification | Refer Table III of Annexure W |
| 214 | | | | Do you want to include patch management solution as well (for OS and third party application patching) | No Need to propose patching management solution |
| 215 | | | | Bidder has a turnover of 30 Crores over last 3 years. Will it suffice the eligibility criteria i.e 50 Cr for 3 years. | No. Bidder should have minimum average turnover of Rs.50 crore during last 3 financial years. |
| 216 | | | | 1. We have 3 referential customers from the BFSI sectors but none of them our banks but those are the leaders in BFSI industry. Can we make a exception around it? | No exception would be provided for required experiences. |
| 217 | | | | General Enquiry: Can we bid for partial services? | Bidders can not bid for partial services |
| 218 | 15.8.4.17 | 35 | 15.8.4.17. Annexure U - Certificate of Local Content | 15.8.4.17. Annexure U - Certificate of Local Content | This Clause stands removed |
| 219 | 15.13.1.1 | 40 | It is mandatory to submit Annexure U - Certificate of Local Content as per Preference to Make in India. Bidder must be Class I or Class II or Class III local supplier for participating in this tender. | 15.13.1.1. Definitions | Last para of RFP Clause 15.13.1.1 as mentioned stands removed. |

Annexure A1 to Corrigendum to our RFP Ref No: UBI/DIT/2022-23/11 for Supply, Implementation, Monitoring. Maintenance and Management of Information Technology Service Management (ITSM) and Information Technology asset Management (ITAM) Solutions.

| Clause No | Old Clause | Revised Clause |
|-----------|---|--|
| 7.6 | The implementation shall be done by OEM, the bidder shall do back to back tie-ups with OEM for the same. The bidder shall have Implementation Plan with OEM Implementation methodology duly signed by OEM and Bidder. | <p>The implementation shall be done by OEM/Bidder, the bidder shall do back to back tie-ups with OEM for the same.</p> <p>If the implementation is done by bidder, then the scope of OEM shall be as follows:</p> <ol style="list-style-type: none"> 1) Design architecture with hardware sizing. 2) Implementation plan and methodology shall be prepared by OEM as per best practices. 3) Validate/review the hardware and software configuration, technical components, security configurations, configuration files before go-live and provide sign off. 4) Validate/review the database and network configurations 5) Verify the completeness of the Project Management plan, design and go-live plan and produce a governance assurance report. 6) Validate the solution design document for completeness. Findings to be documented in Design Assurance Report. 7) Validate the go-live plan on completeness and feasibility based on best practices. Findings to be documented in Go-Live Assurance Report. 8) OEM shall participate in meeting with bank and bidder |

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| | | and provide feedback on the progression of the project, the risk register, scope changes and status of the project. The OEM shall provide Governance Assurance Report, Design Assurance Report, and Go-Live Assurance report to the bank. |
| 7.27 | The bidder should engage OEM for onsite implementation of the respective solutions. The bidder/OEM shall ensure necessary engagement and deputation of skilled professionals for the smooth implementation up to sign off of the Project. OEM support should include advising and helping the bank in implementing controls for the risk advised by regulators/Govt. of India. | <p>The implementation shall be done by OEM/Bidder, the bidder shall do back to back tie-ups with OEM for the same</p> <p>If the implementation is done by bidder, then the scope of OEM shall be as follows:</p> <ol style="list-style-type: none"> 1) Design architecture with hardware sizing. 2) Implementation plan and methodology shall be prepared by OEM as per best practices. 3) Validate/review the hardware and software configuration, technical components, security configurations, configuration files before go-live and provide sign off. 4) Validate/review the database and network configurations 5) Verify the completeness of the Project Management plan, design and go-live plan and produce a governance assurance report. 6) Validate the solution design document for completeness. Findings to be documented in Design Assurance Report. 7) Validate the go-live plan on completeness and feasibility based on best practices. Findings to be documented in Go-Live Assurance Report. |

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| | | 8) OEM shall participate in meeting with bank and bidder and provide feedback on the progression of the project, the risk register, scope changes and status of the project. The OEM shall provide Governance Assurance Report, Design Assurance Report, and Go-Live Assurance report to the bank. |
| 7.59 | Post implementation of the solution, the scope of bidder contains support for the following activities, but not limited to, from time to time, in relation to maintenance and upgrades/updates/patches: a. IOS Upgrades / up to date patching, b. Troubleshooting & Performance Tuning, c. Upgrades of supplied software, d. Advisories on software upgrades & vulnerabilities, e. DR Drills, f. VA/ PT Compliance/Audit /Review as per Bank's requirement /Statuary guidelines g. Any support required to make system & solution up and running as per SLA. | Post implementation of the solution, the scope of bidder contains support for the following activities, but not limited to, from time to time, in relation to maintenance and upgrades/updates/patches: a. Troubleshooting & Performance Tuning, b. Upgrades of supplied software, c. Advisories on software upgrades & vulnerabilities, d. DR Drills, e. VA/ PT Compliance/Audit /Review as per Bank's requirement /Statuary guidelines f. Any support required to make system & solution up and running as per SLA. |
| 7.81 | Event Correlation and fault-finding - from user to network layer to server layer to application code. | Clause 7.81 Stands Removed. |
| 7.88 | To install and configure comprehensive monitoring of end to end IT Services (Network, Server, Storage, Appliance, Database and Applications across locations. | Clause 7.88 Stands Removed. |
| 7.94 | High Availability in DC and DR in the Bank environment wherever proposed by the bank. | Solution should have the capability for High Availability and Bank may implement with HA in DC & DR or standalone in DR as per the requirement of the Bank. Required licenses of the solution should be factored in TCO. |

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| 8.1.17 | SLA Maintenance / Management, monthly uptime reports, utilization reports & interface utilization / reporting of all the devices. | SLA Maintenance/Management Reports. |
| 8.1.25 | The Bank may also reduce the manpower requirements during the project duration if workloads reduce due to any reason. | The Bank may also reduce the manpower requirements during the project duration if workloads reduce due to any reason with 90 days notice. |
| 11. Infrastructure 3 rd Para | The successful bidder must design the solution with high availability and secure infrastructure in Data Centre and Disaster Recovery Site as per industry accepted security standards and best practices. | Solution should have the capability for High Availability and Bank may implement with HA in DC & DR or standalone in DR as per the requirement of the Bank. Required licenses of the solution should be factored in TCO. |

Revised Annexure E -Technical Specification

Table I - Functional Requirements for ITSM

| Sr no. | Functional Requirements | Compliance |
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| IT Service Management Solution | | |
| General Requirements, Ticketing & Service Desk | | |
| 1. | The Solution should have a process driven workflow which will incorporate routing of request, setup of service desk, SLA management, electronic request approvals by actionable e-mail, SMS alerts etc. | |
| 2. | The solution supports ITIL Version 3 and above framework including terms and definitions. Solution must has the capability to upgrade to ITIL version 4 and above. | |
| 3. | The solution should support a web-based client for user and administrative functions with auto sign-off facility after a predefined idle time. | |
| 4. | The solution should support mobility devices to allow for role-based views that can be accessed while away from the office. The solution should have the ability to operate all functionality available in the incident, problem, change, assets, requests etc., as per the scope of this RFP via mobile devices. | |
| 5. | End users multi-channel support by allowing user to create tickets via email, phone calls, and a web-based self-service portal. Automatically convert emails to tickets; manage and track all incidents with a defined process through the entire life cycle. | |
| 6. | The proposed system should be able to provide industry and ITIL best-practice processes, categorization and templates embedded in tools with AI based chat bot/Virtual agents facility. | |
| 7. | The system should be able to handle loss of connectivity failure of the Centralized ITSM tool with the ability to support mirrored systems at offsite Disaster recovery facilities across different geographic locations. | |
| 8. | The solution should support scalability to support larger and geographically separated infrastructure to be managed centrally without having to replace current hardware/software and only via addition of relevant modules. | |
| 9. | The solution should provide Search capabilities in all ITSM processes. | |
| 10. | The solution should be able to enable rapid creation of new users and administration of existing users. | |
| 11. | The solution should be able to support hot topic or news flash window within the graphical user interface. Solution also be able to support | |

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| | customised internal flash at welcome page, user specific or group specific flash messages. | |
| 12. | System should be able to generate an automated survey to the requestor to measure satisfaction of requestor. | |
| 13. | Tool should have the ability to segregate tickets based on security and compliance requirements (HIPAA, FERPA, security incident information, etc.). | |
| 14. | The solution should be able to configure the graphical user interface by using drag and drop for windows and fields. | |
| 15. | Must provide reports and logs for Audit Trails. | |
| 16. | The bidder must provide the documentations on concept Solution, Scope, Functional and Operational requirements, Project design and Plan, product description, guidance for best practices, implementation guidelines, operation manual and training materials. | |
| 17. | The solution should have readily available integration with SCCM deployed in the environment. | |
| 18. | The solution should have a Single Architecture and leverage a single application instance across ITIL processes, including unique data and workflows segregated by business unit and user role. | |
| 19. | The solution should have a persona-based approach for IT staff so that user see his relevant UI based on his role, for example change manager should see change functionalities only. | |
| 20. | The solution should have an interface with all the information about user, readily available when a user calls the helpdesk. | |
| 21. | Self Service App/Portal should provide a snapshot of the day, displaying activities feed with upcoming, pending requests, approvals, unresolved issues, and alerts from systems you use in your daily work. | |
| 22. | Solution must be capable to show IT service catalog in self-service app/portal and allow users to easily pick and choose required services. | |
| 23. | Enable end users to solve simple and repetitive incidents on their own by accessing relevant solutions in the knowledge. | |
| 24. | Customize the self-service portal by specifying role based access. Permissions for end users on knowledge base articles, ticket templates, service catalog items and announcements | |
| 25. | The solution should integrate the call tracking and ticketing with the existing system or provide the same with entries from historical data of the previous tool. It should be able to track logged calls. | |
| 26. | Users should be able to select the period to report on data. | |
| 27. | The proposed solution shall provide an identity management that allows user/role management and integration with authentication systems such as LDAP/AD. | |

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| 28. | The proposed solution should also offer a service catalog as part of the license for request management. | |
| 29. | The proposed solution should allow the analysts to create custom work streams from the analyst interface & can hide, show, edit, or delete these custom work streams. | |
| 30. | The proposed solution must include timeline features for the representation of the activities on a ticket displayed in a chronological order. Every activity on the ticket is captured on the timeline along with contact information and the time stamp. A unique icon must represent each activity type. | |
| 31. | The support person can interact with the end users through chat in built and add those chat transcripts to the ticket. | |
| 32. | Customization/scripting of solutions to be facilitate by standard technologies like HTML, Java etc. | |
| 33. | The proposed solution should be able to integrate with the existing IVRS, SMS Servers and Email Gateway. | |
| Incident and event Management Requirement | | |
| 37. | Ability to set up a standardized incident management tool within various IT verticals. | |
| 38. | Ability to manage and link incident records to multiple SLAs and tiers of service based on IT departments. | |
| 39. | Ability to integrate with existing incident management tools within the bank. | |
| 40. | Ability of the tool to facilitate the automatic prioritization, assignment and escalation of Incidents based on the record categorization. | |
| 41. | The solution supports the ability to automate incident models and workflow based on record classification. | |
| 42. | Ability to support hierarchical escalation, either manually or via business rules, upon incident status change, priority change and/or service-level. | |
| 43. | The ability for hierarchical notification about incidents that exceed or will soon exceed Priority/SLA parameters. | |
| 44. | Ability for users (Incident Owners) to create Incident records through the Self Service portal. | |
| 45. | Ability to see countdown time left on response time (associated with priority or SLA). | |
| 46. | Ability for users to choose to receive an email any time their ticket is updated. | |
| 47. | Automated ticket closure at a predetermined number of business days after a ticket enters resolved status. | |
| 48. | Flexible support for desired Incident classification and logging schemas. | |

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| 49. | Flexible search capabilities for incident matching and trending based on any key value. | |
| 50. | Ability to allow for multiple types of alerts, including deadline alerts, excessive reassignment alerts and inactivity alerts. | |
| 51. | Ability to notify incident owners when the associated problem is resolved. | |
| 52. | Ability to set up a trigger for existing documentation to facilitate first contact resolution based on product or service entered from knowledge management data. | |
| 53. | Ability to store and maintain alerting distribution lists based on Incident types. | |
| 54. | The solution supports the ability to automatically generate a unique case number to each request. | |
| 55. | Capability to link Incidents to Problem Records, Knowledge Base, known workarounds and RFCs. | |
| 56. | Ability to link to the Configuration Management database or Configuration Management data; i.e., Incident record is pre-populated with relevant information from the Configuration Management database related to the item that failed. | |
| 57. | Capability for storing historical incident data and other Incident related information including an audit log with updates and resolutions. | |
| 58. | Ability to support highly flexible automated routing of incidents based on available resources located across multiple sites and other factors, such as time of day, tiered service values, etc. | |
| 59. | Ability to input free text, screen captures, and file attachments for the recording of incident descriptions and resolution activities. | |
| 60. | Ability to use knowledge and/or support scripts for incident diagnosis and resolution. | |
| 61. | Ability to create an RFC or problem from an incident with an automatic population of fields. | |
| 62. | The ability to collect feedback (satisfaction survey) upon the close of an incident. | |
| 63. | The ability to put incidents on hold so time does not count against SLA. | |
| 64. | Ability to differentiate between an incident and a service request. | |
| 65. | Ability to reopen/reactivate incident in resolved status. | |
| 66. | Ability to generate reports on incident history and trends, by type of incident and by user and by live dashboard. | |
| 67. | Ability to support the creation, modification, resolution and closure or cancellation of incident records. | |
| 68. | Business owners should be able to graphically view the health of their business services and its related tickets pertaining to Business applications like CRM, HRMS, Operations, Delivery channels etc. | |

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| 69. | Solution should have the ability to display the events in a table, service, infrastructure, tree views, heat maps, etc. It should provide each user the ability to select, group or view the events as per their convenience. | |
| Change and Request Management | | |
| 70. | Ability to provide configurable change process and categorization templates. | |
| 71. | Provide template workflow best practices and/or ITIL for emergency, normal and preapproved change. | |
| 72. | Provide basic required change record data fields. | |
| 73. | Ability to relate post implementation incidents and problems resulting from an implemented change. | |
| 74. | Ability to create sub activities or task records for a specific change record, for separate assignment to an individual, group or vendor. | |
| 75. | Ability to provide role-based approval, retracting or rescheduling of Request for Change (RFC). | |
| 76. | Ability to provide a change calendar with scheduled change viewing by group, and to customize the sorting and filtering of calendar views. | |
| 77. | Ability to allow for scheduling of recurring events, such as certain types of maintenance. | |
| 78. | Ability to easily identify the affected CIs whenever a change is made to a particular CI. | |
| 79. | Ability to provide visual depictions of upstream and downstream CIs that can be navigated in a configuration management database (CMDB). | |
| 80. | Ability to select and create “preapproved changes” from a list of predefined templates with prepopulated content, such as categorization, text, etc. | |
| 81. | Ability to open an RFC against an incident/problem/known error record, and automatic population of the RFC. | |
| 82. | Ability to reference Change Model that clearly depicts the requirements and activities associated with the change process. | |
| 83. | Automated notification of RFC’s to appropriate person(s) when change is updated, status change, etc. | |
| 84. | Ability to edit RFC’s based on roles and change status. | |
| 85. | Ability to easily reschedule changes and identify scheduling conflicts. | |
| 86. | Automated Approval workflow - 1. Ability to automatically send approval requests to designated approvers. 2. Ability to pick up and record approver responses. 3. Ability to change status if approval criteria met. 4. send notification of approval (rejection) to change owner and change manager | |

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| 87. | Ability to have multiple approvers and electronic routing of those approvals | |
| 88. | The ability to send approval requests several times and to store multiple instances of approvals. The ability to reset approval status, resend approval requests and history logged of approval requests. | |
| 89. | Ability to set response thresholds for automated approval process. | |
| 90. | Ability to progress requests through the appropriate stages of authorization and implementation and to maintain clear records of this progress. | |
| 91. | Ability to provide real-time dashboards. | |
| 92. | Ability to integrate with Incident Management, Problem Management, Configuration Management and Release and Deployment Management. | |
| 93. | Ability to use different process flows according to urgency. | |
| 94. | Ability to clone/replicate change records. | |
| 95. | Ability to restrict desired deployment dates during RFC submission based on minimum lead times like month end, quarter end, year end etc. | |
| 96. | The ability to enter free form text, screen captures, and file attachments as well as the use of codes for recording of change requests. | |
| 97. | The ability to monitor and track the lifecycle of a Change request. | |
| 98. | Discovery capabilities for service dependencies highlighting potential impact if a service is added, modified or deleted. | |
| 99. | Ability to calculate an objective risk assessment considering business impact, affected application/business services criticality, collision, historical change information, and compliance with maintenance windows and black-out periods. | |
| 100. | Ability to provide proactive notification and approval workflow to stakeholders and change advisory committee members for changes with critical business impact, collisions and compliancy issues. | |
| 101. | Ability to support release and deployment management as part of the change process. | |
| 102. | Ability to automatically create a change request for unauthorized changes to CIs. | |
| 103. | Ability to promote one or more RFC(s) to a release, with corresponding notifications. | |
| 104. | Provide change workflow feeds into release workflow. | |
| 105. | Ability to reference change policy and bylaws which reflect management's expectations and intentions. | |
| 106. | Predetermined fields shall be auto populated when a standard change from the library is entered. Manual entry for certain fields shall be permitted. | |
| 107. | Ability to customize Change Dashboard by person, group, customer. | |

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| 108. | Ability for automated notifications sent at the scheduled start time to the activity assignee to remind them of the change. | |
| 109. | Automatic warnings of any RFC's that exceed pre-specified time periods during any stage (OLA). | |
| 110. | The ability to communicate information of changes and schedules that can be distributed to the key groups such as the Service Desk and user groups. | |
| 111. | Solution should have self-service interface for end users to submit and track service request, spanning both IT services and non-IT services. | |
| 112. | Solution should provide for Service Requests Workflows and Fulfilment definitions for commonly used IT/non-IT services with approvals, auto assignment, SLA and escalations. | |
| 113. | Catalog based on User role - enables access to service request on user role. | |
| 114. | The solution should have wizard / graphical workflow editors allowing definition of new service catalog items in minutes - without any programming. | |
| 115. | The solution should integrate with any underlying service management including Change Management, Service Level Management and CMDB for request fulfilment. | |
| 116. | The self-service interface should support knowledge base available to end users' self-resolution. | |
| 117. | The self-service interface should be accessible through native mobile in the form of app which users can download through URL or enterprise app store. | |
| 118. | The self-service Interface should be searchable with access to knowledge base from the mobile app. | |
| Problem Management Requirements | | |
| 119. | Ability to provide configurable problem process and categorization templates. The Solution must have provision for Categorization and Classification: Provides option of built-in tree structure of providing the clarity in the identification of the problem through two fields Classification and Category. | |
| 120. | The solution must have provisions for the Root Cause Analysis (RCA to identify causes and solutions using well known methods. | |
| 121. | The solution should have Logs for approval of RCA, problem manager and engineer inputs. | |
| 122. | Ability to provide standard required problem record data fields. | |

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| 123. | Provide problem process templates based on industry best practices and/or ITIL. | |
| 124. | Ability to prevent closure of a problem before all assignments have been resolved | |
| 125. | Ability to automatically update status or close all related incidents to a problem upon updating of status or closure of the problem | |
| 126. | Ability to integrate problem management with incident and change management, i.e. ability to associate problem records with change records and incident records. | |
| 127. | Ability to automate opening of a problem record from an incident record based on business rules and SLAs | |
| 128. | Ability to view impacted CIs from within a problem record, and to view upstream and downstream affected CIs and IT services through a visual depiction. | |
| 129. | Ability to track the total amount of time the problem was worked on and how long it was open. | |
| 130. | Ability to link problems/known error records to a CI, group of CIs or a service. | |
| 131. | Ability to assign impact and urgency codes to problem records. | |
| 132. | The ability for authorized users to create new problem records and enforce data rules and required fields. | |
| 133. | The ability of differentiating between problems and known errors. | |
| 134. | The ability of assigning tasks to individuals to be accomplished within a specified time frame. The tool shall notify the assignee of the task and due date and the associated Problem record. | |
| 135. | The ability to make problem and known error details available to Incident Management for use in matching, troubleshooting and resolution. | |
| 136. | The ability to integrate with Incident Management allowing for the linking of Incident records to Problem records to provide full visibility into incidents caused by problems and the impact of problems to the business users. | |
| 137. | The ability to integrate with Change Management allowing for the linking of Problem records to Change records in order to provide full visibility into problems caused by changes and changes that are input to resolve problems. | |
| 138. | The ability to integrate with Configuration Management allowing for the linking of Problem records to CI records in order to make CI information readily available to assist in the classification and prioritization of problems and to allow visibility into problems associated with a CI or set of CIs. | |

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| 139. | The ability to route and assign problem records to pre-defined support staff or groups. | |
| 140. | The ability to present historical data on problems and known errors for use by support staff during the investigation process. | |
| 141. | The ability to support free text, screen captures, and file attachments for the recording of problem descriptions and resolution activities. | |
| 142. | The ability for the problem management team to communicate status and progress reports, as well as temporary solutions and workarounds. | |
| 143. | The ability to increase/decrease the severity or impact classification of a problem according to the number of associated incidents and/or the number of end users affected. | |
| 144. | The ability to create, maintain and monitor a knowledgebase. | |
| 145. | The ability to publish FAQ's and supporting reference documents within the knowledgebase that is accessible by end-users. | |
| 146. | The ability to search for known solutions, work around and known errors based on the description of the problem based on AI. | |
| 147. | The ability to track multiple tasks and assignments with a problem. | |
| 148. | The ability to document root cause analysis. | |
| 149. | Ability to integrate with event and alert monitoring tools, and allow for automatic creation, updation and closure of tickets from these tools. | |
| 150. | Ability to provide for documenting and managing knowledge data pertaining to problem and error control (e.g., data entry point for knowledge management databases, posting of FAQs). | |
| 151. | The ability to link with third party knowledge bases. | |
| 152. | The ability to report on the number of proposed solutions, most used solutions, and least used solutions in the knowledgebase. | |
| 153. | The ability to use solutions developed in response to past incidents to create new knowledge base entries. | |
| 154. | Ability to develop templates for recurring problems. | |
| Knowledge Management | | |
| 155. | Ability to provide knowledge management capabilities by floating the most relevant hits to the top, in order of closest match to search. | |
| 156. | Ease of administering the weighting and relevancy scores associated with knowledge articles | |
| 157. | Ability to launch fast knowledge searches using the categorization (or partial categorization) selections as key value search parameters | |
| 158. | Ability to create a knowledge article via a fill-in-the-blank form | |
| 159. | Ability to automatically populate a knowledge article into an incident | |
| 160. | Ability to support role-based knowledge items (i.e., a technical role can access either technical-facing or customer-facing articles) | |

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| 161. | The ability to automatically create knowledge management entries from incident, problem and change modules | |
| 162. | Ability to manage full life cycle of knowledge articles through administration capabilities (e.g., submission, editing, review, approval, publishing, usage monitoring, etc.) | |
| 163. | Ability for tool's knowledge management database to search other knowledge bases in environment | |
| 164. | Ability to have a rich-text editor (RTE) that supports links within documents, document-to-document links and attaching images to documents | |
| 165. | Ability to provide automated administration (ease of adding, editing and maintaining the data, and ability for end-user submission to require review/approval prior to posting) | |
| 166. | Ability to have a defined workflow process for reviewing and approving pending knowledge articles that can be displayed graphically | |
| 167. | Ability to make certain fields in the knowledge article template mandatory | |
| 168. | Ability to embed Web links, images and objects into knowledge articles (e.g., screenshots, etc.) | |
| 169. | Ability to allow user feedback to rate/score content for usefulness related to the inquiry | |
| 170. | Ability to provide a web-based knowledge base that assists in finding, organizing, and publishing knowledge articles that aid in self-service & faster turn-around time. | |
| 171. | Solution should be able to communicate with multiple sources service desk discussion forum, intranet for knowledge search. | |
| 172. | Ability to provide knowledge-centered support (KCS) standards and guidelines | |
| SLA Management | | |
| 172. | Solution should support comprehensive SLA management platform that cuts across Infrastructure Management and Service Management. | |
| 173. | Solution should have a consolidated, automated graphical report for SLA compliance with ability to drill down to reason for non-compliance. | |
| 174. | Ability to manage service levels for delivery and support of business services | |
| 175. | Real-time visualization of service level targets, agreement compliance data, penalties, and rewards | |
| 176. | Ability to store SLA, OLAs and Supplier/ Underpinning contracts. For example: scope, supplier, contact names, contact method, support hours, service level targets | |

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| 177. | It should enable creation, measurement and reporting of three categories of SLA service targets - time-based response/ resolution of tickets. | |
| 178. | Ability to link SLAs to business units or departments, so that impact can be assessed if a service is performing below agreed upon levels. | |
| 179. | Ability to maintain historical data and information on services. This includes SLA/OLA result data for each service. | |
| 180. | Ability to create dashboards or scorecards that communicate to Service owners in case of any issues and/or failures. | |
| 181. | Ability to provide a dashboard view to appropriate SLAs in order to measure request fulfilment against targets. | |
| 182. | The product should facilitate bi-directional linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service. | |
| 183. | The Service Level Management module should integrate with incident and problem management to automate escalation and notification activities based on response and resolution targets. | |
| 184. | It should be able to integrate with change management to provide access to service level agreement details, implementation windows, change blackout periods and availability requirements | |
| 185. | The product should support with event management and monitoring tools to enable triggering of service support related actions based on established thresholds | |
| 186. | Ability to publish different support levels for the same service | |
| 187. | Ability to incorporate a search engine to facilitate locating service information Ability to provide severity definitions for SLA's. | |
| 188. | Ability to handle priority definitions and action times different for each customer | |
| 189. | Ability to automate service availability and performance thresholds monitoring against defined SLA's | |
| 190. | Ability to support multiple SLA structures such as master agreements with extensions or addendums for specific business units. | |
| 191. | Ability to provide on-line display of services and their quality status. | |
| 192. | Ability to build workflows that allow for the building, agreeing on, approval of and maintenance of SLA/OLAs. | |
| 193. | Ability to integrate with project management systems | |
| 194. | Ability to support the management, development, and review of Service Level Agreements, Operating Level Agreements, and Underpinning Contracts | |
| 195. | Ability to store business process schedules in a central calendar to facilitate the management of Service Level Agreements. | |

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| 196. | Ability to automate the management of service level targets in terms of automated business rules, alerts, escalations and notifications. | |
| 197. | Ability to create and publish Service Components that may include both Professional Services and Technical Services | |
| 198. | Ability to associate individual with contracts and services (SLM) | |

Table II - Functional Requirement of ITAM, Configuration Management and Workflow Management

| Sr no. | Functional Requirements | Compliance |
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| Configuration Management | | |
| 1. | The tool must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. | |
| 2. | Ability to add or delete Configuration Item (CI) Types and their corresponding fields. | |
| 3. | Monitor the environments under scope to identify: <ul style="list-style-type: none"> 1. Changes in software installations and business services/applications 2. Removal of software/applications 3. Unauthorized software installations as compared to an existing software white-list; 4. Changes to databases | |
| 4. | Ability to add custom fields to the CI Type. | |
| 5. | Ability to display CI attributes, relationship and dependencies based on a CI Type. | |
| 6. | Ability to register new CIs (including fill in all field values) by designated users. | |
| 7. | Ability to enforce data validation rules on field values on registration of any new CI. | |
| 8. | Ability to edit any existing CI field values by authorized users. | |
| 9. | Ability to allow deletion of CIs only by authorized users. | |

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| 10. | Ability to provide predefined CI relationship templates. | |
| 11. | Integrates with Incident Management allowing for the linking of Incident records to CI records and to make CI information readily available to assist in the classification and prioritization of incidents. | |
| 12. | Integrates with Problem Management allowing for the linking of Problem records to CI records and to make CI information readily available to assist in the classification and prioritization of problems. | |
| 13. | Integrates with Change Management allowing for the linking of Change records to CI records and to make CI information readily available to assist in assessing the impact of changes. | |
| 14. | Knowledge Integrates with Knowledge Management allowing for the linking of knowledge to CI records. | |
| 15. | Ability to create automated alerts to various people or systems when a CI is found to be in an unauthorized state. | |
| 16. | Ability to define the dependency relationship between CIs in both directions using custom terminology if desired. (i.e. hosted on, hosts) | |
| 17. | Ability to provide a graphical representation of the dependencies between CIs. | |
| 18. | Ability to provide different levels of access to configuration information based on roles. | |
| 19. | Ability to maintain an audit trail of changes made to a CI attribute over time. | |
| 20. | Ability to search for a CI by any CI field. | |
| 21. | Ability to perform adhoc/general queries | |
| 22. | Ability to track Asset status and lifecycle management such as procurement, stored, configured, deployed, active and retired stages to support release impact analysis, planning, rollout and deployment activities | |
| 23. | Ability to record a wide variety of contracts and licensing agreements by attaching them to records. | |
| 24. | Ability to perform software license management including automated notification of license expiration and noncompliance and reporting, tracking and auditing. | |
| 25. | Ability to manage leases, depreciation schedules, warranties, and service provider contracts. | |
| 26. | Ability to support both flexible data import/export, and simple points of integration for associated tools. | |

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| 27. | Ability to interface with Inventory Control tools to automate gathering of asset and inventory information. | |
| 28. | Integrates with Release Management allowing for the display and reporting of impacted CIs via their link to changes associated with a Release. | |
| 29. | Ability to distinguish an Asset from a CI. | |
| 30. | Integrates with Capacity Management allowing for CI information that is readily available regarding capacity status and metrics. | |
| 31. | Integrates with Availability Management allowing for CI information that is readily available regarding availability status and metrics. | |
| 32. | Ability to "freeze" a CI so that it cannot have an RFC logged against it at all. | |
| 33. | Ability to auto discover CIs in the environment. | |
| 34. | Ability to do automated dependency mapping. | |
| 35. | Ability to set automatic workflow triggers based on CI attribute values. | |
| 36. | Bulk import of licensing data - save time with simultaneous uploading of multiple licensing records | |
| 37. | Ability to track the physical location of contracts and agreements, and identify the individuals responsible for them | |
| 38. | Ability to group an individual customer's/user's CIs and services to provide cost information | |
| 39. | Ability to track both fixed and variable costs of CIs. | |
| 40. | The proposed solution should integrate with SIEM solution | |
| 41. | The proposed solution must support IPv4 & IPv6. | |
| Release and Deployment Management Requirements | | |
| 42. | Ability to manage all aspects of the end to end release process | |
| 43. | Ability to capture implementation risk and integration issues related to any release | |
| 44. | Ability to log a Release so that changes can be identified and related to the release. | |
| 45. | Ensures coordination of build and test environments teams and release teams | |
| 46. | Ensures teams to follow the organization's established policies and procedures | |
| 47. | Provides management reports on release progress | |
| 48. | Ability to capture the release date and time, and who will be implementing. | |
| 49. | Ability to attach and store documentation with the release record. | |

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| 50. | Ability to link resources/approvers to releases. | |
| 51. | Ability to display impact of release on configuration items like servers, applications etc. | |
| 52. | Ability to assign tasks to individuals to be accomplished within a specified time frame. | |
| 53. | Ability to notify the assignee of the task and due date and the associated Release. | |
| 54. | Ability to change status of release and linked changes. | |
| 55. | Ability to change status of release approvals. | |
| 56. | Ability to automatically send approval requests to the appropriate approvers | |
| 57. | Ability to alert release manager when approvals are past due. | |
| 58. | Ability to be automatically notified when the status of a change associated with a release changes status | |
| 59. | Ability to automatically approve releases when all approvals are returned approved and communicate with appropriate parties regarding the approval. | |
| 60. | Ability to store approver comments with the approval, and store approval history for a Release. | |
| 61. | Ability to integrate with Change Management allowing for the linking of Release records to Change records | |
| 62. | Ability to validate required information from the CMDB for release build and deployment activities. | |
| 63. | Ability to authorize and schedule release deployments in conjunction with Change management processes | |
| 64. | Ability to ensure that release deployments are subject to scheduling and approval requirements managed by the change management process. | |
| 65. | Ability to automatically flag for update CMDB Configuration Items prior to or following an approved release | |
| 66. | Ability to support varying Release models such as large-scale or phased deployments. | |
| 67. | Ability to integrate with the CMDB to support the association of release records to CI records. | |
| 68. | Ability to configure an acceptable date range for approval for each release. | |
| 69. | Ability to manually kick off approval process or override approval workflow. | |

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| 70. | Ability to create a real-time dashboard that allows the Release manager or any other approved user to quickly ascertain details on release management in one location. | |
| 71. | Ability to search all releases by any release data attribute captured by the tool. | |
| 72. | Ability to integrate with Problem Management allowing for the linking of Problem and Known Error records to Release records. | |
| 73. | Ability to define Release Windows (show conflicts that impact when Releases can be scheduled). | |
| 74. | Ability to create and publish a Master Release Schedule. | |
| 75. | Ability to associate the Master Release Schedule with the Service Level Agreement information. | |
| 76. | Ability to have full visibility into which changes are associated with which releases. | |
| 77. | Ability to support the establishment and governance of release readiness criteria. | |
| 78. | Ability to build, bundle and schedule different types of release packages for deployment. | |
| 79. | Ability to identify and control a release package. | |
| 80. | Ability to version release components and packages. | |
| 81. | Ability to support the logical association between changes and releases. | |
| 82. | Ability to assign tasks to pools of resources. | |
| 83. | Ability to verify license and warranty information. | |
| Inventory (Asset) Management | | |
| 1. | The Bank wants to procure inventory management solution for maintaining organization wide IT, hardware, software and network assets inventory. The solution should cover endpoints as well as servers. | |
| 2. | Asset/inventory management solution must manage assets from purchase to salvage i.e. from the beginning to the end of an asset's life cycle. | |
| 3. | The solution should maintain an up-to date inventory of distributed hardware and software assets in Bank's IT infrastructure. As the Bank have wide branch network with Zonal offices acting as Local admins, the solution should be capable to offer local admin roles to ZO IT staff with all capabilities based on role assigned to them. | |
| 4. | Asset/inventory management solution should be such that it can be used to create and store asset numbers and corresponding | |

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| | information, such as parent, location, vendor and maintenance costs for each asset. | |
| 5. | The solution should identify software and hardware configurations from a central location for complete corporate IT Infrastructure spread over a network of Branches, ZOs & Admin offices which are connected via MPLS WAN Network and VSATs with bandwidths starting from 128 kbps. It should provide complete hardware and software information from all the end-user computing devices | |
| 6. | The solution should have capability for discovery of end-user computing devices based on range of IP addresses or IP subnets even for branches which are connected via MPLS WAN Network and VSATs with bandwidths starting from 128 kbps. | |
| 7. | Asset/inventory management solution should have bundled reporting software so that there is no third-party tools required to customize reports. | |
| 8. | It should provide a powerful reporting engine that enables administrators to schedule large batch reports, which can be automatically e-mailed to multiple recipients. Reports can be created in multiple formats such as PDF, DHTML, and XML, and revisions of past report output can be archived | |
| 9. | The Solution offered should be single OEM solution with Asset management lifecycle system tightly integrated with asset inventory tools. | |
| 10. | The solution should be capable of integrating with Microsoft Active Directory for user authentication etc. | |
| 11. | The solution shall support corporate, VPN and internet connected users. There should not be the need to purchase additional software/hardware to support users not connected to the corporate network. | |
| 12. | Solution should provide an out-of-box agent deployment tool for installing agents and it should be able to take feeds from Active Directory, Domains and manually. It should also support the following agent deployment methods - Active Directory Group, Policies, login scripts, email, software distribution tools, manually installing the agent. | |
| 13. | The Solution should have ability to throttle bandwidth both statically and dynamically and this throttling must support up and downstream throttling for both the server and agents. | |
| 14. | The resource utilization used by the agent on the system must be configurable and the agent footprint will be such that memory | |

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| | requirements will be under 20MB and CPU utilization will on average be no more than 2%. | |
| 15. | The solution must have built-in support for encrypted communications between components without requiring additional software/hardware. | |
| 16. | The solution should support local distribution points through preferred servers and peer downloading | |
| 17. | The Agents able to dynamically connect to the next nearest Distribution Point if the Distribution Point assigned to the agent is not available. | |
| 18. | The solution should prevent regular users to uninstall the agent | |
| 19. | The Solution should allow console users to create custom queries on hardware asset information to be retrieved by the agents. | |
| 20. | The Solution should have ability to track standalone executable based applications on each computer i.e. Applications that do not need to be installed but just needs to execute a standalone program. | |
| 21. | The Software analysis by system on covered systems should include the following information (but not limited to) : 1) Publisher name 2) Software title name 3) Software title version 4) Total computers Count 5) Total runs Count 6) Total time 7) Average runs 8) Last used Time with the ability to drill down for more detailed views. | |
| 22. | Solution must include a "Software ID Catalog" that identifies All commonly used applications / thousands of Standard publishers/ software vendors & their solutions. | |
| 23. | Solution must include a "Software ID Catalog" that allows for the entry of custom developed software titles & custom classification of standard applications based on user preferences. | |
| 24. | The solution should provide Device hardware and software inventory of Mobile Devices also with support for iOS & Android platforms. | |
| 25. | The Solution Should Provide history capability till each asset level for hardware/software changes for troubleshooting/ auditing purposes | |

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| 26. | The Solution should provide Scheduler to determine when the inventory scans can be scheduled for specific group of devices at pre-defined intervals. | |
| 27. | The solution should support various discovery protocols based on network range, AD domain, LDAP directory structure, SNMP and IPMI enabled devices | |
| 28. | The solution should have capability to discover all unmanaged devices like desktops, servers, laptops, printers, switches and routers. Even if devices are behind firewall. | |
| 29. | The solution should have ability to track changes in inventory and ability to collect registry information | |
| 30. | The solution should have full inventory scan for newly discovered devices for all hardware and software. All subsequent scans should be delta scan only | |
| 31. | The solution should allow scanning of specific device/group of devices on demand | |
| 32. | The solution should have the ability to identify and maintain records of virtual hosts | |
| 33. | The System should be able to do Inventory governance, including software (authorized and unauthorized) and hardware components. | |
| 34. | The System should be able to do software inventory that is able to list out all software and applications including version numbers | |
| 35. | The solution should support software metering so that actual use of software can be established. It will help in redistribution of software from unused device to new demanding device | |
| 36. | The System should be able to manipulate product information including manufacturer, product name, and product version to conform to software inventory data. | |
| 37. | The System should be able to report last logged in user for any particular asset. | |
| 38. | The solution should manage IP address or device name changes in endpoints without losing history. It should also maintain ownership record of each device. | |
| 39. | The solution should track assets from the time its purchased to when it is retired | |
| 40. | The solution should be able to consume CSV files so that data in CSV files can be tied with managed devices. It will help in inventorying stand-alone/ old/unused devices | |

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| 41. | The solution should be able to share data with other systems/solutions and integrate with SIEM, IT GRC etc. via APIs | |
| 42. | The System should be able to recognize software that is in the following: <ul style="list-style-type: none"> · Hidden files · Hidden directories | |
| 43. | The System should be able to recognize software whose file name has been changed by the user by reading the original header information. (eg. solitaire's sol.exe is renamed as work.exe) | |
| 44. | The Solution should have ability to create customized inventory scans based on business unit like branch, zone etc. or for only specific asset class at pre-defined time periods. | |
| 45. | For Hardware Inventory Management the System should allow admin to configure which serial number is retrieved (motherboard chassis, array, controllers, or hard drive chassis). | |
| 46. | The System should be able to do automatic identification of the following software attributes (many more required) <ul style="list-style-type: none"> · Product name · Product version · Manufacturer · Language · File name · Directory file time · Executable type · Internal name · Known as · File description · File extension · File path · File date/time · File size | |
| 47. | The Analysis information should include the following information (but not limited to) with the ability to drill down for more detailed views: <ol style="list-style-type: none"> a. Publisher name b. Software title name c. Software title version d. Total computers Count e. Total runs Count f. Total time g. Average runs | |

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| | h. Last used Time | |
| 48. | <p>The System should be able to return Data regarding software inventory process statistics:</p> <ul style="list-style-type: none"> · Software scan time · Software scan duration · Software agent version · Total products reported · Number of files examined | |
| 49. | The System should be able to do Software/Application usage reporting with ability to identify products with minimum usage | |
| 50. | The System should be able to store data in a centralized-open Relational Database Management Systems (RDBMS) | |
| 51. | <p>The System should be able to capture the history of the client's</p> <ul style="list-style-type: none"> • Hardware changes • Software changes | |
| 52. | <p>All hardware asset information shall be recorded in the management server and some of the basic information shall include but not limited to:</p> <ul style="list-style-type: none"> i. CPU speed and type ii. Hard disk space iii. Computer name iv. Computer model v. IP address vi. Operating System vii. Attached peripherals | |
| 53. | The Solution should be capable to Integrate with Bank AD / E mail / SMS Gateways. | |
| 54. | The Solution should be able to maintain Asset Classification values with CIA details for each Asset covered under Asset Management Tool. | |
| 55. | The Solution should be capable to support each local admin to maintain cost & depreciation sheets with respect to each asset / at Aggregate level as per Bank's custom policy within ASSET Management Tool itself. | |
| 56. | The solution should have Self Service Portal for allowing end-user to manage their own devices. This will reduce Helpdesk calls for password reset and other simple tasks. | |

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| 57. | Solution must have the ability to import contract information like PO, AMC Contract etc. from an external source like Excel / CSV file & link with specific Assets. | |
| 58. | The solution should also support tracking of warranty/AMC information of covered endpoints and raise expiration alerts | |
| 59. | The Solution should be capable of generating license compliance reports for both Windows and non-windows OS platforms. | |
| 60. | The Solution should be capable to give each local admin the cost structure of IT operations under categories like hardware / software / AMC / Network Links etc. as output from reporting tool. | |
| 61. | The Solution should be capable to support each local admin for Maintaining / Monitoring of Contract & SLAs with different AMC Vendors. | |
| 62. | The solution must support bandwidth throttling during specific hours to ensure there is no network load on end user computing devices | |

Authorized Signatory :

Name Designation & Email ID :

Place:

Date: