

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Response
1	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.5., Phase-1: Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up. Timelines- 8 weeks from the date of acceptance of purchase order OR 9 weeks from the date of issuance of the Purchase order	Request to amend as follows. Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up. - 12 weeks from the date of acceptance of purchase order OR 13 weeks from the date of issuance of the Purchase order	Bidder to refer to Corrigendum-2
2	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.5., Phase-2 1. Delivery of all software component licenses including AD Management solution licenses. 2. End to end implementation of Active Directory Management solution including integration with Active Directory setup of the Bank. Timelines - 12 weeks from the date of acceptance of purchase order OR 13 weeks from the date of issuance of the Purchase order	Request to amend as follows. 1. Delivery of all software component licenses including AD Management solution licenses. 2. End to end implementation of Active Directory Management solution including integration with Active Directory setup of the Bank. 20 weeks from the date of acceptance of purchase order OR 21 weeks from the date of issuance of the Purchase order Also Please clarify We need to know how many integrations that we would be needing with respect to ADManager Plus ?	1. Bidder to refer Corrigendum-2 2. Bidder to refer Corrigendum-2 For implementation signoff of the solution. Bidder has to ensure successful integration of the proposed solution with Active Directory setup of the Bank as per the scope of work. Subsequently, Bidder has to ensure integration with Bank's applications & Third Party applications as and when required during the contract period as per the requirement of the Bank at no additional cost to the Bank. Bidder to comply with RFP terms and updated corrigendum terms.
3	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	2.1. The payment schedule will be as under and will release after execution of contract agreement: (insert)	Request to amend as follows. 1. AD Management solution license cost - 1st year (Table-A of Annexure-16) - 80% Payment will be against delivery & 20% against Go-Live after deducting applicable penalties and Liquidated damages and on submission of invoice and Acceptance/Sign off by the Bank and on production of relevant documents. 2. AD Management solution license cost - 2nd year to 5th year - (Table-A of Annexure-16) - 100% - Payment will be Yearly in advance after deducting applicable penalties and Liquidated damages and on submission of invoice and production of relevant documents. 3. AD Management Solution Implementation and Integration cost - (Table-B of Annexure-16) 1. 80% - On successful delivery of the Hardware for AD Management Solution as per the Table-E of Annexure-16 and on submission of invoice and Proof of Delivery duly attested by the Bank after deducting applicable penalties and Liquidated damages. 2. 20% - On successful Go-live of the AD Management Solution as per the scope of work and on submission of invoice and Acceptance/Sign off by the Bank after deducting applicable penalties and Liquidated damages. 4. Dedicated Onsite Resources - (Table-C of Annexure-16) Payment will be monthly in arrears and on submission of invoice & on production of relevant documents and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions.	Bidder to refer to Corrigendum-2



Replies to the prebid queries for GeM Bid ref No: GEM/2025/B/6114413 Dated 05/04/2025 for Selection of Service Provider for Supply, Implementation & Management of Active Directory Management Solution for a period of five years in Canara Bank					
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4	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4 -Penalties and Liquidity damages	4.1. Penalties/Liquidated damages for delay in activities as per clause 1.5 would be as under: 4.1.1. Non-compliance of the overall project implementation timeline as per clause 1.5 will result in Bank imposing penalty of 0.50% of the total cost of Active Directory Management solution license for first year and One time implementation and integration cost (mentioned in Table-A and B of Annexure-16 respectively) on delay in implementation and integration per week or part thereof by the Bank. 4.1.2. However, the total Penalty/LD to be recovered under clause 4.1.1 shall be restricted to 10% of the sum total of Active Directory Management solution license cost for first year and One time implementation and integration cost (mentioned in Table-A and B of Annexure-16 respectively)	Request to amend as follows 4.1.1. Non-compliance of the overall project implementation timeline as per clause 1.5 will result in Bank imposing penalty of 0.50% per week of the total cost of Active Directory Management solution license for first year and One time implementation and integration cost (mentioned in Table-A and B of Annexure-16 respectively) on delay in implementation and integration per week or part thereof by the Bank. 4.1.2. However, the total Penalty/LD to be recovered under clause 4.1.1 shall be restricted to 5% of the sum total of Active Directory Management solution license cost for first year and One time implementation and integration cost (mentioned in Table-A and B of Annexure-16 respectively)
5	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4 -Penalties and Liquidity damages	4.2. Penalties/Liquidated damages for delay in delivery of hardware as per clause 1.5 would be as under: 4.2.1. Non-compliance of the timeline for Delivery, installation and commissioning as per clause 1.5 will result in Bank imposing penalty of 0.50% of One time implementation and integration cost (mentioned in Table-B of Annexure-16) on delay per week or part thereof. 4.2.2. However, the total Penalty/LD to be recovered under clause 4.2.1 shall be restricted to 10% of the One-time implementation and integration cost (mentioned in Table-B of Annexure-16).	Request to amend as follows. 4.2.1. Non-compliance of the timeline for Delivery, installation and commissioning as per clause 1.5 will result in Bank imposing penalty of 0.50% Per Week of One time implementation and integration cost (mentioned in Table-B of Annexure-16) on delay per week or part thereof. 4.2.2. However, the total Penalty/LD to be recovered under clause 4.2.1 shall be restricted to 5% of the One-time implementation and integration cost (mentioned in Table-B of Annexure-16).
6	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4 -Penalties and Liquidity damages	4.3. Penalties/Liquidated damages for delay in renewal of licenses would be as under: 4.3.1. Non-compliance of the renewal of licenses as mentioned in clause 1.6 will result in the Bank imposing penalty of 1% on delay in renewal per week or part thereof, on the Active Directory Management solution license cost of the respective year at the rate as per column b of Table-A, Annexure-16. 4.3.2. However, the total Penalty/LD to be recovered under clause 4.3.1 shall be restricted to 10% of the total Active Directory Management Solution license cost	Request to amend as follows. 4.3.1. Non-compliance of the renewal of licenses as mentioned in clause 1.6 will result in the Bank imposing penalty of 0.5% on delay in renewal per week or part thereof, on the Active Directory Management solution license cost of the respective year at the rate as per column b of Table-A, Annexure-16. 4.3.2. However, the total Penalty/LD to be recovered under clause 4.3.1 shall be restricted to 5% of the total Active Directory Management Solution license cost



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7	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4 -Penalties and Liquidity damages	4.5. Penalties/Liquidated damages for not maintaining uptime of Active Directory Management Solution or its components: 4.5.1. If the selected bidder fails to maintain the guaranteed monthly uptime of 99.90% for the solution as per Scope of Work, Functional & Technical requirements during contract period, the penalty for monthly Uptime will be deducted as under:	Request to amend as follows: Level of availability calculated on monthly basis Penalty Amount 99.90% to 100%:- No penalty 98.99% to < 99.90%==>0.10% of the Yearly / Quarterly AD Management solution licenses cost for each hour of downtime or part thereof. 98.50% to <98.99%==>0.20% of the Yearly / Quarterly AD Management solution licenses cost for each hour of downtime or part thereof. 97.99% to <98.50%==>0.30% of the Yearly / Quarterly AD Management solution licenses cost for each hour of downtime or part thereof. 97.95% to <97.99%==>0.50% of the Yearly / Quarterly AD Management solution licenses cost for each hour of downtime or part thereof. <97.95%==>1.00% of the Yearly / Quarterly AD Management solution licenses cost for each hour of downtime or part thereof.	Bidder to refer to Corrigendum-2
8	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4 -Penalties and Liquidity damages 4.5. Penalties/Liquidated damages for not maintaining uptime of Active Directory Management Solution or its components:	4.5.2. The maximum penalty levied under above clause 4.5.1 shall be restricted to 20% of cost of AD Management solution licenses of the respective quarter.	Request to amend as follows: 4.5.2. The maximum penalty levied under above clause 4.5.1 shall be restricted to 5% of cost of AD Management solution licenses of the respective quarter.	Bidder to refer to Corrigendum-2
9	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4 -Penalties and Liquidity damages 4.6. Penalties/Liquidated Damages for loss of Active Directory log data collected and stored in the supplied Active Directory Management solution:	4.6.2. The maximum penalty levied under above clause 4.6.1 shall be restricted to 20% of AD Management solution onsite support cost for the respective month.	Request to amend as follows: 4.6.2. The maximum penalty levied under above clause 4.5.1 shall be restricted to 5% of cost of AD Management solution licenses of the respective quarter.	Bidder to refer to Corrigendum-2
10	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4 -Penalties and Liquidity damages 4.7. Penalties/Liquidated Damages for any major impact/delay on Active Directory services due to AD Management solution misbehaviour/misconfiguration	4.7.3. The maximum penalty levied under above clause 4.7 shall be restricted to 20% of AD Management solution licenses cost for respective quarter.	Request to amend as follows: 4.7.3. The maximum penalty levied under above clause 4.7 shall be restricted to 5 % of AD Management Solution licenses cost for respective quarter.	Bidder to refer to Corrigendum-2
11	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4.8. Penalties/Liquidated Damages in case the critical resource utilization such as CPU, Memory, Disk, GPU etc. of any server/ appliance supplied as part of the solution crosses 75% for extended duration due to misconfiguration/incorrect sizing:	4.8.2. The maximum penalty levied under above clause 4.8.1 shall be restricted to 20% of AD Management Solution onsite support cost for the respective month	Request to amend as follows: 4.8.2. The maximum penalty levied under above clause 4.8.1 shall be restricted to 5% of AD Management Solution onsite support cost for the respective month	Bidder to refer to Corrigendum-2



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12	60	Annexure-2	Pre-Qualification Criteria	8. The Bidder should have installed and integrated Active Directory (AD) Management Solution and managed at least 1,00,000 users for at least one (01) Scheduled Commercial Banks/ PSU/ BFSI in India during last three years as on the date of submission of bid. The Bidder has to provide relevant purchase order/ work order / certificate/ Reference letter from the Concerned Organization/Email engagement letter along with satisfactory project completion reference from the client clearly specifying the no. users managed. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number	Request to amend as follows. The Bidder should have installed and integrated Active Directory (AD) Management Solution and managed at least 15,000 users for at least one (01) Scheduled Commercial Banks/ PSU/ BFSI in India during last three years as on the date of submission of bid. (Or) The Bidder should have implemented and managed an Active Directory (AD) Management Solution for a cumulative total of at least 35,000 users from single or multiple orders for Scheduled Commercial Banks/ PSU / BFSI / State/Central Government organizations in India, during last three years as of the bid submission date.
13	70	Annexure-8	Scope of work	4. The solution should be licensed from Day-1 for the parameters below: a. Number of computers: 1,00,000 b. Number of users: 1,35,000 c. Number of domains: 1 d. Number of Active Directory Helpdesk/Administrator resources: 30 e. Number of domain controllers: 30	Please confirm / Clarify for the below, How many Domain Controllers (DCs) would you like to audit in a single instance of ADAudit Plus? (Or) Please confirm / Clarify for the below, How many users do you want to back up in a single instance of RecoveryManager Plus?
14	71	Annexure-8	Scope of work	14. The Bidder shall ensure proper support including Warranty and AMC/ATS for all hardware, software, DB, licenses etc. supplied with regard to the solution, during the duration of contract period.	Please confirm / Clarify for the below, How many users do you want to back up in a single instance of RecoveryManager Plus?
15	71	Annexure-9 Scope of work	18. Solution DC-DR architecture	b. The DC-DR on-premises setup should be in high availability mode such that all or specific components/modules of the solution can be switched over to and made operational from the alternate site at any point of time adhering to the RPO and RTO defined	Pls do clarify the below. 1. The DC will run with single stack and DR will run with the Single Stack. (No HA within DC & DR as its runs with the single stack solutions) 2. The DC & DR both together will do the functionalities of Active/Passive with the High Availability Mode as per the RFP Ask. Hope the above understanding is correct here. 3. Incase of only when DC is completely not available, then the DR will come into active state and work with 100% load from DR Site as like in DC Site. 4. Also request you to clarify The DC-DR on-premises setup should be in high availability means in Details Pls. (Whether we need to build the Active/Passive as Two Layer Stack in DC & Also in DR too). Pls do confirm the above understanding of the same.
16	71	Annexure-8	Scope of Work	19. The Bidder shall configure the solution in such a way that it suites best with the Bank's infrastructure. The architecture should follow the three-tier architecture model and should adhere to industry best practices.	Please clarify the below, The RFP pointer mentions that the it should be three-tier architecture . Could you please let me know if you want to keep the database on a separate machine from the Application or it okay to keep it in the same machine , if they want to move the database to a separate machine with MSSQL, we might be required to make modifications in the DC-DR .
					Bidder to refer to Corrigendum-2
					The query is pertaining to specific product. Bidder to refer to the RFP terms which are self explanatory and comply with the same.
					The query is pertaining to specific product. Bidder to refer to the RFP terms which are self explanatory and comply with the same.
					DC-DR architecture as elaborated in pt.18 of Annexure-8 (Scope of Work) has to be complied by the bidder. The proposed architecture should have been successfully implemented in any of the Scheduled Commercial Banks/PSU/BFSI by the bidder/OEM and a self declaration by the bidder/OEM in this regard is to be submitted along with the architecture. Further, the proposed architecture should be vetted by the OEM as mentioned in pt.8 of Annexure 8 (Scope of Work) of the RFP. The proposed Architecture will be placed for approval before Cybersecurity Team of the Bank and the bidder has to abide by any suggestions / modifications proposed by Bank's Cybersecurity Team as mentioned in pt.20 of Annexure 8 (Scope of Work) of the RFP.
					As per the Bank guidelines, all solutions should comply with three- tier architecture. As such, the database has to be hosted separately to form three-tier architecture. Bidder has to comply with RFP terms.



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17	72	Annexure-8	Scope of Work	23. The Bidder should submit the solution design document, detailed Project plan, User Acceptance Testing (UAT) and rollback plan (in case of issues caused in Active Directory setup during implementation of solution) along with the documentation such as product documentation, product roadmap and architecture diagram. The architecture should be vetted by the OEM(s).	Pls do clarify the below. 1. How much of UAT licenses need to be factored 2. We need to factor the infra for the UAT also part the IT Hardware Procurement or not. 3. Accordingly Pls do add the relevant line item in the commercial BID to quote the same.	There is no requirement of a separate UAT setup
18	92	Annexure-16	Bill of Material	Table-B One-time Implementation and Integration Cost	Request you to amend as follows:- We request to add Cost of Hardware, Software, Operating system, middleware, Database and any other miscellaneous as separate line item apart from One time implementation cost.	Bidder to comply with RFP terms and conditions
19	71	Annexure-9 Scope of work	A. Broad Scope of work	19. The Bidder shall configure the solution in such a way that it suites best with the Bank's infrastructure. The architecture should follow the three-tier architecture model and should adhere to industry best practices.	The RFP pointer mentions that the it should be three-tier architecture : Could you please let me know if you want to keep the database on a separate machine from the Application or it okay to keep it in the same machine ? Our application is designed as a bundled solution, where the web server, application, and embedded database are all included and run on a single machine.	As per the Bank guidelines, all solutions should comply with three- tier architecture. As such, the database has to be hosted separately to form three-tier architecture. Bidder has to comply with RFP terms.
20	71	Annexure-9 Scope of work	A. Broad Scope of work	18. Solution DC-DR architecture a. Hardware provided in DR should be an exact replica of DC and each site should be sized to individually cater the load as described in clause 5 of Scope of Work. b. The DC-DR on-premises setup should be in high availability mode such that all or specific components/modules of the solution can be switched over to and made operational from the alternate site at any point of time adhering to the RPO and RTO defined. c. The Bidder should ensure a minimum Recovery point objective (RPO) of 15 minutes and (Recovery time objective) RTO of 120 minutes for the solution. d. The solution architecture should ensure continuous data replication between DC and DR sites etc. to ensure that the RPO and RTO can be maintained for switchover.	Will you require High Availability (HA)?	Bidder to refer to Corrigendum-2
21	61	Annexure-2	Pre-Qualification Criteria	8. The Bidder should have installed and integrated Active Directory (AD) Management Solution and managed at least 1,00,000 users for at least one (01) Scheduled Commercial Banks/ PSU/ BFSI in India during last three years as on the date of submission of bid. The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the no. users managed. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number	We kindly request that this clause to be included in the tender, the Bidder/OEM should have installed and integrated Active Directory (AD) Management solution and managed at least 50,000 users/computers for at least one (01) Scheduled Commercial Banks/ PSU/ BFSI in India during last three years as on the date of submission of bid	Bidder to refer to Corrigendum-2



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22	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms 2.1. The payment schedule will be as under and will release after execution of contract agreement:	1.AD Management solution license cost - 1st year (Table-A of Annexure-16) 100%- Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents. 2.AD Management solution license cost -2nd year to 5th year (Table-A of Annexure-16) 100%-Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of Invoice and production of relevant documents.	Our standered payment terms is 100% advance against the license delivery with 30 days credit note. Kindly request you to consider.	Bidder to refer to Corrigendum-2
23	76	Annexure-8 Scope of Work	E. Human Resource Requirement	2. The services of L2 resource should be available from 8:00 AM to 8:00 PM on all Bank working days during the entire contract period. In case of exigencies, the resource may be required to be present onsite even during off-business hours, bank holidays etc.	Based on the estimated workload and solution maintenance requirements, I kindly request you to consider revising the related RFP clause to include the provision of one L1 and one L2 resource to support and maintain the solution on a best-effort basis. This change will help ensure smooth operations, effective issue resolution, and timely support for the proposed implementation.	Bidder to comply with RFP terms and conditions
24	70	Annexure-8 Scope of Work	A. Broad Scope of work	3. The key details of current Active Directory architecture of the Bank are mentioned below: a. Domain controllers are equally distributed across DC and DR sites of the Bank in Active-Active mode. Setup consists of both writeable and read only domain controllers. b. Domain controller servers are being used as DNS servers in all endpoints and servers. c. Current Forest and Domain Functional Level: Windows Server 2016	We do support the mentioned server operating system; however, please note that it is reaching its end of life in January 2027. In this regard, could you please confirm whether the solution owner's support will be required for the server OS upgrade as part of the project scope?	Upgradation of the Server Operating System/Functional level of the Bank's Active Directory setup is not in the scope of work of the Bidder. However as mentioned in pt.21 of Annexure-8 (Scope of Work) of the RFP, the Bidder shall support integration/configuration of the supplied solution as per the requirement in the event of architectural changes in the Bank's Active Directory setup in future during the duration of the contract period.
25	72	Annexure-8 Scope of Work	A. Broad Scope of work	21. The Bidder shall support integration/configuration of the supplied solution as per the requirement in the event of architectural changes in the Bank's Active Directory setup in future during the duration of the contract period.	As per our understanding, you have dedicated engineers to configure and maintain the on-prem Active Directory servers. Our team(L2 resource) will focus solely on the respective solution and will not be involved in managing the on-prem Active Directory environment. Please confirm if the above setup works for you.	Managing of the Bank's on-prem Active Directory setup is not in the scope of work of the Bidder. However, Bidder is expected to have sound knowledge in the Microsoft Active Directory Implementation and functionalities to be able to troubleshoot any issues with integration of the solution with Bank's Active Directory setup, etc.
26	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines 6. Integration & Interfaces	1. Project Timelines 1.5. The selected Bidder should adhere to the following timelines for completion of the scope of work. The implementation and integration should be completed within a total period of twelve (12) weeks from the date of acceptance of the Purchase order or thirteen (13) weeks from the date of issuance of the Purchase order. Experienced onsite engineers should be deployed as informed by the Bank for carrying out the project implementation. 6. Integration & Interfaces 6.1. The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period. 6.2. The selected bidder has to work with different teams of Bank & application OEMs/SIs to understand the policies requirement and configurations of respective applications for the offered solution.	Could you please share the list of applications currently used in the bank and clarify your specific integration requirements? This information will help us assess feasibility and plan the implementation timeline accordingly. We need to know how many integrations that we would be needing with respect to ADManager Plus ?	1. For project timelines: Bidder to refer the corrigendum-2 2. Bidder has to ensure integration with Bank's applications & Third Party applications as and when required during the contract period as per the requirement of the Bank at no additional cost to the Bank. 3. Details of integration with Bank's applications & Third party application will be shared with selected bidder.





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27	73	Annexure-8 Scope of Work	A. Broad Scope of work	36. The Bidder has to coordinate with Bank's SOC Team/Authorized partners for integration of the Active Directory Management solution with the Bank's SOC, SIEM, Antivirus solution, Patch Management solution, Inventory Management solution and any other third-party security provider application as specified by the Bank from time to time and has to ensure proper log movement between them.	Please let us know what are the use cases behind the integration with Inventory Management, Patch Management Application and Anti Virus application	Bidder to comply with RFP terms and conditions
28	62	Annexure-2	Pre-Qualification Criteria	8. The Bidder should have installed and integrated Active Directory (AD) Management Solution and managed at least 1,00,000 users for at least one (01) Scheduled Commercial Banks/ PSU/ BFSI in India during last three years as on the date of submission of bid. The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the no. users managed. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number	Please considering the relaxation for PQ as The Bidder/ OEM should have installed and integrated Active Directory (AD) Management Solution and managed at least 1,00,000 users for at least one (01) Scheduled Commercial Banks/ PSU/ BFSI in India during last three years as on the date of submission of bid.	Bidder to refer to Corrigendum-2
29	70	Annexure-8 Scope of Work	A. Broad Scope of work	2. The solution should have the below key components a. Management and automation of common Active Directory tasks and reports including support for integration with third party solutions used by the Bank. b. Active Directory Auditing and event log management c. Active Directory backup and recovery management	Canara Bank mentioned that it wants to perform ADAuditing and Event Log Management. ADAudit Plus can only retrieve security logs from the Event Viewer, which will include the AD logs. Please confirm if this is what you are referring to, as stated in Annexure-8, Scope of Work, Point 2	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
30	General	General	General	General	The suggested DC-DR setup will be Active-Active, with both instances of AD360 pointing to your AD simultaneously. If one instance goes down, the other will continue running. Please confirm if the above setup works for you.	Bidder to refer to Corrigendum-2
31	71	Annexure-8 Scope of Work	A. Broad Scope of work	18. Solution DC-DR architecture a. Hardware provided in DR should be an exact replica of DC and each site should be sized to individually cater the load as described in clause 5 of Scope of Work. b. The DC-DR on-premises setup should be in high availability mode such that all or specific components/modules of the solution can be switched over to and made operational from the alternate site at any point of time adhering to the RPO and RTO defined. c. The Bidder should ensure a minimum Recovery point objective (RPO) of 15 minutes and (Recovery time objective) RTO of 120 minutes for the solution. d. The solution architecture should ensure continuous data replication between DC and DR sites etc. to ensure that the RPO and RTO can be maintained for switchover.	Please confirm whether TOR switches to be provided by Bank or will be supplied by bidder. Please confirm whether uplinks from TOR switches to the core switches at DC/DR are to be provisioned on optical fiber or copper, as this will affect SFPs and cabling planning. Kindly confirm if the supply of racks for the proposed AD solution hardware is in scope for the bidder, or if the Bank will provision racks at DC/DR.	Bidder to comply with RFP terms and conditions
32	71	Annexure-8 Scope of Work	A. Broad Scope of work		The DC-DR functionality has been released for ADManager Plus very recently. So DC-DR functionality will be available by default in ADManager Plus alone. For ADAudit Plus and RecoveryManager Plus, the development team is still under review and the setup might change to even Active-Passive. If the SI has successfully implemented DC-DR for any other banks, the same can be followed to even Canara Bank. The hardware requirements and BOM will be shared post the meeting.	Bidder to comply with RFP terms and conditions
33	71	Annexure-8 Scope of Work	A. Broad Scope of work			Bidder to refer to Corrigendum-2
34	71	Annexure-8 Scope of Work	A. Broad Scope of work			Bidder to refer to Corrigendum-2



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35	71	Annexure-8 Scope of Work	A. Broad Scope of work	19. The Bidder shall configure the solution in such a way that it suites best with the Bank's infrastructure. The architecture should follow the three-tier architecture model and should adhere to industry best practices.	The RFP pointer mentions that the it should be three-tier architecture . Could you please let me know if you want to keep the database on a separate machine from the Application or it okay to keep it in the same machine ?	As per the Bank guidelines, all solutions should comply with three- tier architecture. As such, the database has to be hosted separately to form three-tier architecture. Bidder has to comply with RFP terms.
36	71	Annexure-8 Scope of Work	A. Broad Scope of work	19. The Bidder shall configure the solution in such a way that it suites best with the Bank's infrastructure. The architecture should follow the three-tier architecture model and should adhere to industry best practices.	Please confirm with the end user if the database should be kept in a separate server or on the same server ? If they want to move the database to a separate machine with MSSQL, we might be required to make modifications in the DC-DR .	As per the Bank guidelines, all solutions should comply with three- tier architecture. As such, the database has to be hosted separately to form three-tier architecture. Bidder has to comply with RFP terms.
37	75	Annexure-8	Scope of Work	D.Active Directory Backup and Recovery	Is the Bank expecting a Tape Library-based backup solution, or will an external Disk-to-Disk backup target be acceptable for AD log/archive/data backup purposes?	Bidder to comply with RFP terms and conditions
38	75	Annexure-8	Scope of Work	D.Active Directory Backup and Recovery	What is the expected retention policy for backup in Days/Weeks/months/years	The Backup retention period shall be as per the Backup policy of the Bank
39	74	Annexure-8	Scope of Work	C.Active Directory Auditing and Event log management	What is the expected retention policy for logs ?	Bidder to comply with RFP terms and conditions
40	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.5., Phase-1: Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up. Timelines- 8 weeks from the date of acceptance of purchase order OR 9 weeks from the date of issuance of the Purchase order	Please considering the relaxation for the Project Timelines as "1. Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up. - 10 weeks from the date of acceptance of purchase order OR 11 weeks from the date of issuance of the Purchase order"	Bidder to refer to Corrigendum-2
41				1.5., Phase-2 1. Delivery of all software component licenses including AD Management solution licenses. 2. End to end implementation of Active Directory Management solution including integration with Active Directory setup of the Bank. Timelines - 12 weeks from the date of acceptance of purchase order OR 13 weeks from the date of issuance of the Purchase order	Please considering the relaxation for the Project Timelines terms as "2. Delivery of all software component licenses including AD Management solution licenses. End to end implementation of Active Directory Management solution including integration with Active Directory setup of the Bank. - 18 weeks from the date of acceptance of purchase order OR 19 weeks from the date of issuance of the Purchase order"	Bidder to refer to Corrigendum-2
42	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.5., Phase-2 1. Delivery of all software component licenses including AD Management solution licenses. 2. End to end implementation of Active Directory Management solution including integration with Active Directory setup of the Bank. Timelines - 12 weeks from the date of acceptance of purchase order OR 13 weeks from the date of issuance of the Purchase order	We need to know how many integrations that we would be needing with respect to ADManager Plus ?	For implementation signoff of the solution, Bidder has to ensure successful integration of the proposed solution with Active Directory setup of the Bank as per the scope of work. Subsequently, Bidder has to ensure integration with Bank's applications & Third Party applications as and when required during the contract period as per the requirement of the Bank at no additional cost to the Bank. Bidder to comply with RFP terms and updated corrigendum terms.
43				1. AD Management solution license cost - 1st year (Table-A of Annexure-16) - 100% - Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents.	Please consider the Payment terms as " 1. AD Management solution license cost - 1st year (Table-A of Annexure-16) - 100% - Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents / " On submission of a BG for equivalent amount"	Bidder to refer to Corrigendum-2



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Response
44	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	2. AD Management solution license cost - 2nd year to 5th year (Table-A of Annexure-16) - 100% - Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of invoice and production of relevant documents.	Please consider the Payment terms as " AD Management solution license cost - 2nd year to 5th year (Table-A of Annexure-16) - 100% - Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of invoice and production of relevant documents / " On submission of a BG for equivalent amount".	Bidder to refer to Corrigendum-2
45				3. AD Management solution implementation and integration cost (Table-B of Annexure-16) - 30% - On successful delivery of the Hardware for AD Management Solution as per the Table-E of Annexure-16 and on submission of Invoice and Proof of Delivery duly attested by the Bank after deducting applicable penalties and Liquidated damages.	Please considering the relaxation for the Payment terms as "3. AD Management Solution implementation and integration cost (Table-B of Annexure-16) - 80% - On successful delivery of the Hardware for AD Management Solution as per the Table-E of Annexure-16 and on submission of Invoice and Proof of Delivery duly attested by the Bank after deducting applicable penalties and Liquidated damages.	Bidder to refer to Corrigendum-2
46				70% - On successful Go-live of the AD Management Solution as per the scope of work and on submission of Invoice and Acceptance/Sign off by the Bank after deducting applicable penalties and Liquidated damages.	20% - On successful Go-live of the AD Management Solution as per the scope of work and on submission of Invoice and Acceptance/Sign off by the Bank after deducting applicable penalties and Liquidated damages.	Bidder to refer to Corrigendum-2
47	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/Liquidated Damages/ 4.1. Penalties/Liquidated damages for delay in activities as per clause 1.5 would be as under:	4.1.1. Non-compliance of the overall project implementation timeline as per clause 1.5 will result in Bank imposing penalty of 0.50% of the total cost of Active Directory Management solution license for first year and One time Implementation and integration cost (mentioned in Table-A and B of Annexure-16 respectively) on delay in implementation and integration per week or part thereof by the Bank.	Please considering the relaxation for the Penalties as "4.1.1. Non-compliance of the overall project implementation timeline as per clause 1.5 will result in Bank imposing penalty of 0.10% of the total cost of Active Directory Management solution license for first year and One time Implementation and integration cost (mentioned in Table-A and B of Annexure-16 respectively) on delay in implementation and integration per week or part thereof by the Bank".	Bidder to comply with RFP terms and conditions
48	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/Liquidated Damages/ 4.2. Penalties/Liquidated damages for delay in delivery of hardware as per clause 1.5 would be as under:	4.2.1. Non-compliance of the timeline for Delivery, Installation and commissioning as per clause 1.5 will result in Bank imposing penalty of 0.50% of One time Implementation and integration cost (mentioned in Table- B of Annexure-16) on delay per week or part thereof.	Please considering the relaxation for the Penalties as "4.2.1. Non-compliance of the timeline for Delivery, Installation and commissioning as per clause 1.5 will result in Bank imposing penalty of 0.10% of One time Implementation and integration cost (mentioned in Table- B of Annexure-16) on delay per week or part thereof	Bidder to comply with RFP terms and conditions
49	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/Liquidated Damages/ 4.3. Penalties/Liquidated damages for delay in renewal of licenses would be as under:	4.3.1. Non-compliance of the renewal of licenses as mentioned in clause 1.6 will result in the Bank imposing penalty of 1% on delay in renewal per week or part thereof, on the Active Directory Management solution license cost of the respective year at the rate as per column b of Table-A, Annexure-16.	Please considering the relaxation for the Penalties as "4.3.1. Non-compliance of the renewal of licenses as mentioned in clause 1.6 will result in the Bank imposing penalty of 0.50% on delay in renewal per week or part thereof, on the Active Directory Management solution license cost of the respective year at the rate as per column b of Table-A, Annexure-16"	Bidder to comply with RFP terms and conditions
50	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.5. The selected Bidder should adhere to the following timelines for completion of the scope of work. The implementation and integration should be completed within a total period of twelve (12) weeks from the date of acceptance of the Purchase order or thirteen (13) weeks from the date of issuance of the Purchase order. Experienced onsite engineers should be deployed as informed by the Bank for carrying out the project implementation.	The RFP Clause mentions that the implementation should be finished within 12 weeks. We need to know how many integrations that we would be needing with respect to ADManager Plus ?	For implementation signoff of the solution, Bidder has to ensure successful integration of the proposed solution with Active Directory setup of the Bank as per the scope of work. Subsequently, Bidder has to ensure integration with Bank's applications & Third Party applications as and when required during the contract period as per the requirement of the Bank at no additional cost to the Bank. Bidder to comply with RFP terms and updated corrigendum terms.



Replies to the prebid queries for GeM Bid ref No: GEM/2025/B/6114413 Dated 05/04/2025 for Selection of Service Provider for Supply, Implementation & Management of Active Directory Management Solution for a period of five years in Canara Bank				
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification
51	71	Annexure-9 Scope of work	A. Broad Scope of work	18. Solution DC-DR architecture a. Hardware provided in DR should be an exact replica of DC and each site should be sized to individually cater the load as described in clause 5 of Scope of Work. b. The DC-DR on-premises setup should be in high availability mode such that all or specific components/modules of the solution can be switched over to and made operational from the alternate site at any point of time adhering to the RPO and RTO defined. c. The Bidder should ensure a minimum Recovery point objective (RPO) of 15 minutes and (Recovery time objective) RTO of 120 minutes for the solution. d. The solution architecture should ensure continuous data replication between DC and DR sites etc. to ensure that the RPO and RTO can be maintained for switchover.
				Bidder's Query The DC-DR functionality has been released for ADManager Plus very recently. So DC-DR functionality will be available by default in ADManager Plus alone. For ADAudit Plus and RecoveryManager Plus, the development team is still under review and the setup might change to even Active-Passive. If the SI has successfully implemented DC-DR for any other banks, the same can be followed to even Canara bank. The hardware requirements and BOM will be shared post the meeting.
				Response Bidder to refer to Corrigendum-2
52	71	Annexure-9 Scope of work	A. Broad Scope of work	15. No freeware or unlicensed open-source software should be used in the solution.
				Need clarity
				Response All components including sub-components (if any) supplied by the bidder as part of the solution should be licensed and as mentioned in pt.16 of (Annexure-8) Scope of Work, Bidder must have back-to-back support arrangements including 24x7x365 technical support with respective OEM(s) for all components and licenses being supplied as part of the solution for the entire period of contract. Bidder to comply with RFP terms
53	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.5., Phase-1: Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up. Timelines- 8 weeks from the date of acceptance of purchase order OR 9 weeks from the date of issuance of the Purchase order
				Kindly request to amend the clause as below wrt Timeline, since the project has many dependencies with respect to OEM and Bank and looking at the above point we request as below, Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up. 12 weeks from the date of acceptance of purchase order OR 13 weeks from the date of issuance of the Purchase order
				Response Bidder to refer to Corrigendum-2
54	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.5., Phase-2 1. Delivery of all software component licenses including AD Management solution licenses. 2. End to end implementation of Active Directory Management solution including integration with Active Directory setup of the Bank. Timelines - 12 weeks from the date of acceptance of purchase order OR 13 weeks from the date of issuance of the Purchase order
				Kindly request to amend the clause as below wrt Timeline, since the project has many dependencies with respect to OEM and Bank and looking at the above point we request as below, 2. Delivery of all software component licenses including AD Management solution licenses. End to end implementation of Active Directory Management solution including integration with Active Directory setup of the Bank. - 16 weeks from the date of acceptance of purchase order OR 17 weeks from the date of issuance of the Purchase order
				Response Bidder to refer to Corrigendum-2
55	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3 The effective start date for license subscription of Active Directory Management solution and on-site support billing will be considered from the date mentioned in project sign-off.
				The effective start date for license subscription will be the date of license generation in the name of Canara Bank at OEM system. The license is required from the day one to implement the solution. Kindly note without the license in place, implementation itself is not possible. Hence the effective start date cannot be the date of sign off.
				Response Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Response
56	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms 2.1. The payment schedule will be as under and will release after execution of contract agreement:	1. AD Management solution license cost - 1st year (Table A of Annexure-16) 100% Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents. 2. AD Management solution license cost - 2nd year to 5th year (Table A of Annexure-16) 100% Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of Invoice and production of relevant documents.	Our standarder payment terms is 100% advance against the license delivery with 30 days credit note	Bidder to refer to Corrigendum-2
57	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	SI No-1: AD Management solution license cost - 1st year (Table A of Annexure-16) 100% Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents.	Licenses from OEM are subscription in nature. As per OEM policy the licenses will be issued minimum of one year period and collects payment upfront for the same. Hence kindly request bank to amend the payment clause as below; 100% Payment will be in advance for one year after deducting applicable penalties and Liquidated damages and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents.	Bidder to refer to Corrigendum-2
58	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	SI No-2: AD Management solution license cost - 2nd year to 5th year (Table A of Annexure-16) 100% Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of Invoice and production of relevant documents.	Licenses from OEM are subscription in nature. As per OEM policy the licenses will be issued minimum of one year period and collects payment upfront for the same. Hence kindly request bank to amend the payment clause as below; 100% Payment will be made in advance every year from 2nd year to 5th year after deducting applicable penalties and Liquidated damages and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents.	Bidder to refer to Corrigendum-2
59	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	SI No-3: AD Management Solution implementation and integration cost (Table B of Annexure-16) 30% On successful delivery of the Hardware for AD Management Solution as per the Table E of Annexure-16 and on submission of Invoice and Proof of Delivery duly attested by the Bank after deducting applicable penalties and Liquidated damages. 70% On successful Go-live of the AD Management Solution as per the scope of work and on submission of Invoice and Acceptance/Sign off by the Bank after deducting applicable penalties and Liquidated damages.	Since vendor incur huge upfront expenditure to setup the required infra for implementation of the solution and this influence the cash flow of the company, hence kindly request bank to amend as below and help us to collect the majority of the amount in phase - 1 of Table B of Annexure -16; 70% - On successful delivery of the Hardware for AD Management Solution as per the Table E of Annexure-16 and on submission of Invoice and Proof of Delivery duly attested by the Bank after deducting applicable penalties and Liquidated damages. 30% - On successful Go-live of the AD Management Solution as per the scope of work and on submission of Invoice and Acceptance/Sign off by the Bank after deducting applicable penalties and Liquidated damages.	Bidder to refer to Corrigendum-2
60	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	SI No-4: Dedicated Onsite Resources (Table C of Annexure-16) Payment will be monthly in arrears and on submission of Invoice & on production of relevant documents and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions.	We request to change the clause as below for the ease of administrative challenges for both the parties; "Payment will be quarterly and on submission of Invoice & on production of relevant documents and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions."	Bidder to refer to Corrigendum-2



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification
61	61-64	Annexure-2	Pre-Qualification Criteria	8. The Bidder should have installed and integrated Active Directory (AD) Management Solution and managed at least 1,00,000 users for at least one (01) Scheduled Commercial Banks/ PSU/ BFSI in India during last three years as on the date of submission of bid. The bidder has to provide relevant purchase order/ work order / certificate/ Reference letter from the Concerned Organization/Email engagement letter along with satisfactory project completion reference from the client clearly specifying the no. users managed. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number 18. Solution DC-DR architecture a. Hardware provided in DR should be an exact replica of DC and each site should be sized to individually cater the load as described in clause 5 of Scope of Work. b. The DC-DR on-premises setup should be in high availability mode such that all or specific components/modules of the solution can be switched over to and made operational from the alternate site at any point of time adhering to the RPO and RTO defined. c. The Bidder should ensure a minimum Recovery point objective (RPO) of 15 minutes and (Recovery time objective) RTO of 120 minutes for the solution. d. The solution architecture should ensure continuous data replication between DC and DR sites etc. to ensure that the RPO and RTO can be maintained for switchover
62	71	Annexure-9 Scope of work	A. Broad Scope of work	Microsoft LSP partners have very good expertise in managing AD installations for medium and large size enterprise customers including banks. The proposed solution by bidder is just an added layer to the existing Microsoft AD solution at Bank. The AD expertise of bidder thereby fulfills banks expectation in managing the proposed solution for next 5 years. We here by propose the following change to the bank. "The Bidder/OEM should have installed and integrated Active Directory (AD) Management Solution and managed at least 50,000 users for at least one (01) Scheduled Commercial Banks/ PSU/ BFSI/ Enterprise in India during last SEVEN years and ACTIVE contract with the customer as on the date of PUBLISH of Date of bid."
63	71	Annexure-9 Scope of work	A. Broad Scope of work	As RTO & RPO is depends upon DC-DR connectivity throughput, please provide the connectivity details. And also the type of the HA solution(active-active or active-passive) which you are looking at DC & DR. We will be sharing the rack details that will be provisioned as per the solution. Please let us know in advance if any other devices need to be accommodated from your end.
64	71	Annexure-9 Scope of work	A. Broad Scope of work	Require clarity on whether it should active-active or active -passive setup to arrive at DC-DR architecture.



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Response
65	72	Annexure-9 Scope of work	A. Broad Scope of work	25. The Bidder shall be fully responsible for the installation, re-installation, configuration, upgradation, backup, maintenance & troubleshooting of the solution. 40. The Bidder should provide support for DR drill activity for switchover of the solution to DR site as per the schedules defined by the Bank and demonstrate adherence to the RPO and RTO as prescribed in the RFP.	Please let us know if there is any backup solution is running presently to take the backup.	Details shall be shared with the successful Bidder
66	73	Annexure-9 Scope of work	A. Broad Scope of work	44. The Bidder should ensure the configuration of SMS and Email integration with Bank's existing SMS and Email gateway for sending alerts/notifications/MFA etc. through the supplied AD Management solution.	Please define a specific timeline for the DR Drill	Bidder to comply with RFP terms and conditions
67	73	Annexure-9 Scope of work	A. Broad Scope of work		Please share the details of the existing setup	Details shall be shared with the successful Bidder
68	74	Annexure-9 Scope of work	B. Management and Automation of Active Directory tasks, Active Directory Reporting	5. The Bidder has to support for integration of the solution with third party solutions used by the Bank such as HRMS, IDAM solutions etc. to enable automated creation/ modification/ disabling/OU movement, group membership etc. of user IDs as per the requirement of the Bank at no extra cost to the Bank. The Bidder should provide the required APIs for such integration and ensure complete API security as per industry best practices/Bank guidelines	Please share the details of third party solutions used by the Bank such as HRMS, IDAM solutions etc.	For implementation signoff of the solution, Bidder has to ensure successful integration of the proposed solution with Active Directory setup of the Bank as per the scope of work. Subsequently, Bidder has to ensure integration with Bank's applications & Third Party applications as and when required during the contract period as per the requirement of the Bank at no additional cost to the Bank. Bidder to comply with RFP terms and updated corrigendum terms.
69	71	Annexure-9 Scope of work	A. Broad Scope of work	19. The Bidder shall configure the solution in such a way that it suites best with the Bank's infrastructure. The architecture should follow the three-tier architecture model and should adhere to industry best practices.	Please confirm with the end user if the database should be kept in a separate server or on the same server? If Bank wants to have the database on a separate machine with MSSQL, we require this clarification to make the DC-DR architecture.	As per the Bank guidelines, all solutions should comply with three-tier architecture. As such, the database has to be hosted separately to form three-tier architecture. Bidder has to comply with RFP terms.
70	74	Annexure-9 Scope of work	B. Management and Automation of Active Directory tasks, Active Directory Reporting	5. The Bidder has to support for integration of the solution with third party solutions used by the Bank such as HRMS, IDAM solutions etc. to enable automated creation/ modification/ disabling/OU movement, group membership etc. of user IDs as per the requirement of the Bank at no extra cost to the Bank. The Bidder should provide the required APIs for such integration and ensure complete API security as per industry best practices/Bank guidelines	If there is any additional users from the date of releasing PO, additional cost will be charged appropriately after discussion with Bank and OEM	Please refer to the clauses in Annexure-16 (Bill Of Material- Table A) of the RFP. Bidder has to comply with RFP terms
71	68	Annexure-6	Annexure-6	List of Major Customers of the bidder in last 3 Years	Kindly amend the clause as below List of Major Customers of the bidder/OEM in last 3 Years	Bidder to comply with RFP terms and conditions
72	73	Annexure-9 Scope of work	A. Broad Scope of work	36. The Bidder has to coordinate with Bank's SOC Team/Authorized partners for integration of the Active Directory Management solution with the Bank's SOC, SIEM, Antivirus solution, Patch Management solution, Inventory Management solution and any other third-party security provider application as specified by the Bank from time to time and has to ensure proper log movement between them.	Please let us know what are the use cases behind the integration with Inventory Management, Patch Management Application and Anti Virus application	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query
73	62	Annexure-2	Pre-Qualification Criteria	8. The Bidder should have installed and integrated Active Directory (AD) Management Solution and managed at least 1,00,000 users for at least one (01) Scheduled Commercial Banks/ PSU/ BFSI in India during last three years as on the date of submission of bid. The bidder has to provide relevant purchase order / work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the no. users managed. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number	We request bank to modify the clause as below: The OEM/Bidder should have installed and integrated Active Directory (AD) Management Solution and managed at least 40,000 users for at least one (01) Scheduled Commercial Banks/ PSU/ BFSI/ Private Enterprise in India during last 5 years as on the date of submission of bid. Reasoning - If an OEM/Bidder has installed and integrated AD Management Solution and managed atleast 40,000 users then they can also manage >1,00,000 users , as the scope of work will remain the same; bank wants to check capability & competency of the prospective OEM/Bidder which can be checked with 40,000 users too
					Bidder to refer to Corrigendum-2

Date 02-05-2025
Place Benagluru

Deputy General Manager

