

Pre Bid queries response for RFP Reference for NTB/IT/ITAM/2026/01/25 for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) Solutions at The Nainital Bank Ltd. published on 29-01-2026.

Sr.	Page No/Section No	Clause No	Reference/Subject	Clarification Sought	Bank Response
1	Section 4.31 / 4.32 (Eligibility & Technical Evaluation – Experience Criteria)	Co-Operative Bank Reference	MSME/MSE Relaxation	We request the Bank to kindly consider relaxation for MSME/MSE bidders under this clause, in line with the Government of India MSME facilitation guidelines. Kindly confirm if MSME/MSE bidders can be considered for relaxation in the experience criteria.	The clause remains same as per the RFP.
2	Section 4.31 / 4.32 (Eligibility & Technical Evaluation – Experience Criteria)	Co-Operative Bank Reference	Total Business Threshold for MSME	We request that, for MSME/MSE bidders, the Total Business threshold of ₹10,000 Crore be reduced to ₹500 Crore to encourage wider MSME participation while still ensuring a capable vendor base. Kindly confirm if this reduction can be considered for MSME/MSE bidders.	The clause remains same as per the RFP.
3	Section 4.31 / 4.32 (Eligibility & Technical Evaluation – Experience Criteria)	Co-Operative Bank Reference	State Presence Requirement for MSME	Further, we request that, for MSME/MSE bidders, the condition on operations in $\geq 3$ states be relaxed to at least 1 state to promote MSME participation while maintaining implementation capability. Kindly confirm if this waiver can be considered.	The clause remains same as per the RFP.
4	Section 4.31 / 4.32 (Eligibility & Technical Evaluation – Experience Criteria)	Co-Operative Bank Reference	MSME/MSE Relaxation	We request the Bank to kindly consider relaxation for MSME/MSE bidders under this clause, in line with Government of India MSME facilitation guidelines. Kindly confirm whether MSME/MSE bidders may be considered for relaxation in the experience criteria.	The clause remains same as per the RFP.

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5	Section 4.31 / 4.32 (Eligibility & Technical Evaluation – Experience Criteria)	Co-Operative Bank Reference	Total Business Threshold for MSME	We request that for MSME/MSE bidders, the Total Business threshold of ₹10,000 Crore may be reduced to ₹500 Crore, to encourage wider MSME participation while still ensuring capable vendors. Kindly confirm if this reduction can be considered for MSME/MSE bidders.	The clause remains same as per the RFP.
6	Section 4.31 / 4.32 (Eligibility & Technical Evaluation – Experience Criteria)	Co-Operative Bank Reference	State Presence Requirement for MSME	Further, we request that for MSME/MSE bidders, the condition of operations in ≥3 states may be relaxed to at least 1 state, to promote MSME participation while maintaining implementation capability. Kindly confirm if this relaxation can be considered.	The clause remains same as per the RFP.
7	Section 4.31 – Eligibility Criteria / Certifications	Point related to ISO Certification	Acceptance of OEM / Partner ISO Certifications	We request confirmation whether ISO certifications (ISO 9001 / ISO 27001 / ISO 22301) of the OEM/partner will be accepted, along with OEM authorization and back-to-back support agreement, in lieu of bidder certifications. Kindly confirm the same.	The clause remains same as per the RFP.

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8			<p>BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/ Co-Operative Bank* in India to be calculated as below:</p> <ul style="list-style-type: none"> <li>· Scheduled Commercial Banks/ RRBs/Public Sector Bank/ Private Bank each organization implementation will carry 2marks</li> <li>· For each Co-Operative Bank implementation will carry 1 mark.</li> </ul> <p>*The Co-Operative Bank must have the following criteria as on 31-12-2025.</p> <ol style="list-style-type: none"> <li>i) Branch Operations in at least three states in India.</li> <li>ii) Total Business of Rs. 10,000 crore or above in India.</li> </ol> <p>(Copy of proof must be enclosed for both Point No i and ii)</p>	<p>Request you to modify the given clause as suggested:</p> <p>BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/PSU/Govt. Organization/Public Sector Co-Operative Bank* in India to be calculated as below:</p> <ul style="list-style-type: none"> <li>· Scheduled Commercial Banks/ RRBs/Public Sector Bank/ Private Bank/PSU/Govt. Organization/Public Sector Organization each organization implementation will carry 2marks</li> <li>· For each Co-Operative Bank implementation will carry 1 mark.</li> </ul> <p>*The Co-Operative Bank must have the following criteria as on 31-12-2025.</p> <ol style="list-style-type: none"> <li>i) Branch Operations in at least three states in India.</li> <li>ii) Total Business of Rs. 10,000 crore or above in India.</li> </ol> <p>(Copy of proof must be enclosed for both Point No i and ii)</p> <p>Justification: The ITAM solution and implementation process are the</p>	<p>The clause remains same as per the RFP.</p>
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				<p>same across banks, PSU, and Government organizations. Large PSU and Government organizations have similar scale, asset volume, and operational complexity as banks. Therefore, we request that experience in PSU and Government organizations also be considered for evaluation, in addition to banking institutions, to allow wider participation without compromising technical capability.</p>	
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9	Page No. 32 / 5.1. Broad Outlines of Scope of Work	Discovery & Scanning:	Block/unblock the PowerShell, RDP, USB, Bluetooth, Wi-Fi, USB Tethering and status must be a part of the report for endpoints).	<p>Kindly remove the given clause as:- The requirement to block or unblock PowerShell, RDP, USB, Bluetooth, Wi-Fi, and USB tethering is a functionality of endpoint security / endpoint management solutions, such as EDR or device control tools. This capability is not part of core ITAM or patch management functionality, which is limited to asset discovery, inventory, license management, and patch deployment.</p> <p>Including this requirement under the ITAM / patch management scope may unnecessarily restrict participation of bidders offering standard and compliant ITAM solutions. Hence, we kindly request removal of this clause from the ITAM / patch management scope or its consideration as a separate endpoint security requirement.</p>	The clause remains same as per the RFP.
10	Page No. 32 / 5.1. Broad Outlines of Scope of Work	Discovery & Scanning:	Proposed Solutions should be capable of adding exceptions like USB enabling for endpoints.	USB exception management is an endpoint security function and not part of ITAM or patch management. We request clarification or removal of this clause from the ITAM scope.	The clause remains same as per the RFP.
11	Additional	Additional	The proposed ITAM solution should be an on- premises solution from the same OEM, certified for SOC 3 and CMMI L3.	On-premises deployment keeps data fully under customer control. SOC 3 and CMMI L3 ensure the OEM follows secure and mature development and delivery practices.	The understanding is correct that the service provider having SOC 3 and CMMI L3 ensures that the Service Provider/OEM follows secure and mature development and delivery practices.

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12	Additional	Additional	The proposed solution must be certified for OWASP Top 10 and SANS 25 vulnerabilities by an approved empaneled vendor.	These certifications ensure the solution is protected against common and critical security vulnerabilities.	The vendor can also provide the certificates. However, Bank may also conduct VAPT (Vulnerability Assessment & Penetration Testing), Application Security Audit and Information Security audit from Cert-In empaneled vendor. The Bidder/ OEM needs to comply with the findings of the VAPT/IS Audit/Secure Coding Practices in terms of the proposed solution provided under this RFP. The successful Bidder has to meet the requirement of Audit/VAPT/CISO before going Live.
13	Additional	Additional	The solution should be ITIL 4 -certified covering at least 9 processes such as Incident, Change, Problem, Configuration, Availability, Knowledge, Service Request, and Monitoring Management.	ITIL 4 certification ensures standard IT service processes are followed, leading to better operations and service quality.	The vendor can also provide the certificates. However, Bank may also conduct VAPT (Vulnerability Assessment & Penetration Testing), Application Security Audit and Information Security audit from Cert-In empaneled vendor. The Bidder/ OEM needs to comply with the findings of the VAPT/IS Audit/Secure Coding Practices in terms of the proposed solution provided under this RFP. The successful Bidder has to meet the requirement of Audit/VAPT/CISO before going Live.
14	Additional	Additional	The proposed solution should be listed in Gartner Market Guide for Hardware Asset Management Tools.	Gartner listing confirms the solution is industry-recognized, mature, and widely adopted.	The bidder can submit the same as per their understanding.
15	Additional	Additional	The OEM must possess ISO 27001, ISO 27034, ISO 45001, and ISO 55000 certifications with valid supporting documents.	These ISO certifications confirm the OEM follows global standards for security, application safety, and asset management.	The clause remains same as per the RFP.

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16	20	<p><b>Section II: Instructions for Bid Submission &gt;&gt; 4.31. Evaluation of Eligibility Criteria &gt;&gt;13</b></p>	<p>Bidder/OEM must have implemented the proposed Information Technology Asset Management (ITAM) Solutions and its Operations and Maintenance in at least <u>One Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank/ Co-Operative Bank*</u> in India.          *The Co-Operative Bank must have the following criteria as on 31-12-2025.          i) Branch Operations in at least three states in India.          ii) Total Business of Rs. 10,000 crore or above in India.          (Copy of proof must be enclosed for both (Point No i and ii)</p>	<p>We request you to kindly amend as follows:          "Bidder/OEM must have implemented the proposed Information Technology Asset Management (ITAM) Solutions and its Operations and Maintenance in at least One Government /State/PSU/Private Organization/ Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank/ Co-Operative Bank* in India.</p>	<p>The clause remains same as per the RFP.</p>
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17	22	<p><b>Section II: Instructions for Bid Submission&gt;&gt;4 .32 Evaluation of Technical Bids&gt;&gt; B. BIDDER's/OEM's Capability &amp; Experience&gt;&gt;1</b></p>	<p>BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/ Co-Operative Bank* in India to be calculated as below:</p> <ul style="list-style-type: none"> <li>• Scheduled Commercial Banks/ RRBs /Public Sector Bank/ Private Bank each organization implementation will carry 2 marks</li> <li>• For each Co-Operative Bank implementation will carry 1 mark.</li> </ul> <p>*The Co-Operative Bank must have the following criteria as on 31-12-2025.</p> <ol style="list-style-type: none"> <li>i) Branch Operations in at least three states in India.</li> <li>ii) Total Business of Rs. 10,000 crore or above in India (Copy of proof must be enclosed for both Point No i and ii)</li> </ol>	<p>We request you to kindly amend as follows:          "Bidder/OEM must have implemented the proposed Information Technology Asset Management (ITAM) Solutions and its Operations and Maintenance in at least One Government /State/PSU/Private Organization/ Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank/ Co-Operative Bank in India.</p> <ul style="list-style-type: none"> <li>• Government/State/PSU/Private Organization/ Scheduled Commercial Banks/ RRBs /Public Sector Bank/ Private Bank each organization implementation will carry 10 marks</li> </ul>	<p>The clause remains same as per the RFP.</p>
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18	23	<p><b>Section II: Instructions for Bid Submission&gt;&gt;4 .32 Evaluation of Technical Bids&gt;&gt; B. BIDDER's/OEM's Capability &amp; Experience&gt;&gt;2</b></p>	<p>BIDDER/OEM should have at least 5 years of experience in providing proposed solution for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in a Scheduled Commercial Bank/RRBs/Public Sector Bank/ Private Bank/ Co-Operative Bank* in India.</p> <p><b>Experience-:</b>  <b>Category-1:</b> Scheduled Commercial Bank / RRBs /Public Sector Bank / Private Bank in India.          More than 5 years -10 Marks          Between 4 to 5 years -7 Marks          Less than 4 years -5 Marks</p> <p><b>Category-2:</b> Co-Operative Bank          More than 8 years -10 Marks          Between 6 to 8 years-6 Marks          Less than 6 years -4 Marks</p> <p>Higher marks will be considered if Bidder has experience in both category i.e. Category-1 and Category-2</p>	<p>We request you to kindly amend as follows:          "Bidder/OEM must have implemented the proposed Information Technology Asset Management (ITAM) Solutions and its Operations and Maintenance in at least One Government /State/PSU/Private Organization/ Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank/ Co-Operative Bank in India.</p> <p>Experience-:          Government /State/PSU/Private Organization/ Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank/ Co-Operative Bank in India.</p> <p>More than 5 years -10 Marks          Less than 4 years -8 Marks</p>	<p>The clause remains same as per the RFP.</p>
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			<p>*The Co-Operative Bank must have the following criteria as on 31-12-2025.</p> <ul style="list-style-type: none"><li>i) Branch Operations in at least three states in India.</li><li>ii) Total Business of Rs. 10,000 crore or above in India.</li></ul> <p>(Copy of proof must be enclosed for both Point No i and ii)</p>		
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19	23	<p><b>Section II: Instructions for Bid Submission&gt;&gt;4 .32 Evaluation of Technical Bids&gt;&gt; B. BIDDER's/OEM's Capability &amp; Experience&gt;&gt;4</b></p>	<p>CMMI Level CMMI Level 3 - 1 Marks CMMI Level 4 - 2 Marks CMMI Level 5 - 3 Marks</p>	<p>We request you to kindly amend this clause as follows "CMMI Level 3 - 1 Marks or CMMI Level 4 - 2 Marks Or CMMI Level 5 - 3 Marks"</p>	<p>The clause remains same as per the RFP.</p>
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20	Page 20 of 82	<p>Clause No.4.31. Evaluation of Eligibility Criteria and Clause No. B BIDDER's/OEM's Capability &amp; Experience</p>	<p>BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/ Co-Operative Bank* in India to be calculated as below:</p> <ul style="list-style-type: none"> <li>· Scheduled Commercial Banks/ RRBs/Public Sector Bank/ Private Bank each organization implementation will carry 2marks</li> <li>· For each Co-Operative Bank implementation will carry 1 mark.</li> </ul> <p>*The Co-Operative Bank must have the following criteria as on 31-12-2025.</p> <ol style="list-style-type: none"> <li>i) Branch Operations in at least three states in India.</li> <li>ii) Total Business of Rs. 10,000 crore or above in India.</li> </ol> <p>(Copy of proof must be enclosed for both Point No i and ii)</p>	<p>Request you to modify the given clause as suggested :</p> <p>BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/PSU/Govt. Organization/Public Sector Co-Operative Bank* in India to be calculated as below:</p> <ul style="list-style-type: none"> <li>· Scheduled Commercial Banks/ RRBs/Public Sector Bank/ Private Bank/PSU/Govt. Organization/Public Sector Organization each organization implementation will carry 2marks</li> <li>· For each Co-Operative Bank implementation will carry 1 mark.</li> </ul> <p>*The Co-Operative Bank must have the following criteria as on 31-12-2025.</p> <ol style="list-style-type: none"> <li>i) Branch Operations in at least three states in India.</li> <li>ii) Total Business of Rs. 10,000 crore or above in India.</li> </ol> <p>(Copy of proof must be enclosed for both Point No i and ii)</p> <p>Justification: The ITAM solution and</p>	<p>The clause remains same as per the RFP.</p>
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				<p>implementation process are the same across banks, PSU, and Government organizations. Large PSU and Government organizations have similar scale, asset volume, and operational complexity as banks. Therefore, we request that experience in PSU and Government organizations also be considered for evaluation, in addition to banking institutions, to allow wider participation without compromising technical capability.</p>	
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21	Page No. 32 / 5.1. Broad Outlines of Scope of Work	Discovery & Scanning:	Block/unblock the PowerShell, RDP, USB, Bluetooth, Wi-Fi, USB Tethering and status must be a part of the report for endpoints).	<p>Kindly remove the given clause as:-</p> <p>The requirement to block or unblock PowerShell, RDP, USB, Bluetooth, Wi-Fi, and USB tethering is a functionality of endpoint security / endpoint management solutions, such as EDR or device control tools. This capability is not part of core ITAM or patch management functionality, which is limited to asset discovery, inventory, license management, and patch deployment.</p> <p>Including this requirement under the ITAM / patch management scope may unnecessarily restrict participation of bidders offering standard and compliant ITAM solutions. Hence, we kindly request removal of this clause from the ITAM / patch management scope or its consideration as a separate endpoint security requirement.</p>	The clause remains same as per the RFP.
22	Page No. 32 / 5.1. Broad Outlines of Scope of Work	Discovery & Scanning:	Proposed Solutions should be capable of adding exceptions like USB enabling for endpoints.	USB exception management is an endpoint security function and not part of ITAM or patch management. We request clarification or removal of this clause from the ITAM scope.	The clause remains same as per the RFP.

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23	Additional Points to be added	Additional	The proposed ITAM solution should be an on-premises solution from the same OEM, certified for SOC 3 and CMMI L3.	On-premises deployment keeps data fully under customer control. SOC 3 and CMMI L3 ensure the OEM follows secure and mature development and delivery practices.	The understanding is correct that the service provider having SOC 3 and CMMI L3 ensures that the Service Provider/OEM follows secure and mature development and delivery practices.
24	Additional Points to be added	Additional	The proposed solution must be certified for OWASP Top 10 and SANS 25 vulnerabilities by an approved empaneled vendor.	These certifications ensure the solution is protected against common and critical security vulnerabilities.	The vendor can also provide the certificates. However, Bank may also conduct VAPT (Vulnerability Assessment & Penetration Testing), Application Security Audit and Information Security audit from Cert-In empaneled vendor. The Bidder/ OEM needs to comply with the findings of the VAPT/IS Audit/Secure Coding Practices in terms of the proposed solution provided under this RFP. The successful Bidder has to meet the requirement of Audit/VAPT/CISO before going Live.
25	Additional Points to be added	Additional	The solution should be ITIL 4 -certified covering at least 9 processes such as Incident, Change, Problem, Configuration, Availability, Knowledge, Service Request, and Monitoring Management.	ITIL 4 certification ensures standard IT service processes are followed, leading to better operations and service quality.	The vendor can also provide the certificates. However, Bank may also conduct VAPT (Vulnerability Assessment & Penetration Testing), Application Security Audit and Information Security audit from Cert-In empaneled vendor. The Bidder/ OEM needs to comply with the findings of the VAPT/IS Audit/Secure Coding Practices in terms of the proposed solution provided under this RFP. The successful Bidder has to meet the requirement of Audit/VAPT/CISO before going Live.
26	Additional Points to be added	Additional	The proposed solution should be listed in Gartner Market Guide for Hardware Asset Management Tools.	Gartner listing confirms the solution is industry-recognized, mature, and widely adopted.	The bidder can submit the same as per their understanding.

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27	Additional Points to be added	Additional	The OEM must possess ISO 27001, ISO 27034, ISO 45001, and ISO 55000 certifications with valid supporting documents.	These ISO certifications confirm the OEM follows global standards for security, application safety, and asset management.	The clause remains same as per the RFP.
28	20	Eligibility Criteria Sr. No 14	Bidder should be the Intellectual Property Rights) IPR owner of the software solution offered, or an authorized representative of the IPR Owner, In India and an undertaking to this effect to be submitted with the bid.	Authorization Letter from the OEM has been requested to submit. Can this be made non-mandatory and we request the removal of this clause?	The clause remains same as per the RFP.

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29	22	BIDDER's/OEM's Capability & Experience	BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/Co-Operative Bank*	Please confirm if this clause is either to fulfill by OEM or bidder, Right? If Bidder also required to fulfil , then we kindly request to change this clause as follows : BIDDER/OEM experience in implementation of Similar solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/Co-Operative Bank*	We would like to confirm that the requirement for prior experience in implementation of the proposed solution is mandatory. This condition applies to either the Bidder or the Original Equipment Manufacturer (OEM) participating in the RFP.
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30	22	BIDDER's/OEM's Capability & Experience	BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/Co-Operative Bank*	<p>Please confirm if this clause is either to fulfill by OEM or bidder, Right?</p> <p>If Bidder also required to fulfil , then we kindly request to change this clause as follows :</p> <p><b>If Bidder also required to fulfil , then we kindly request to change this clause as follows : experience in providing similar solution for experience in providing similar solution for Supply, Implementation, Monitoring, Maintenance and Management of Information. Maintenance and Management of Information Technology Asset Management (ITAM) in a Scheduled Commercial Bank/RRBs/Public Sector Bank/ Private Bank/ Co-Operative Bank* in India.</b></p>	<p>We would like to confirm that the requirement for prior experience in implementation of the proposed solution is mandatory. This condition applies to either the Bidder or the Original Equipment Manufacturer (OEM) participating in the RFP.</p>
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31	22	B. BIDDER's/OEM's Capability & Experience SI.No 1: Scoring Parameter 1	BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/Co-Operative Bank* in India to be calculated as below: · Scheduled Commercial Banks/ RRBs/Public Sector Bank/ Private Bank each organization implementation will carry 2 marks	BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/Co-Operative Bank in India to be calculated as below: · Scheduled Commercial Banks/ RRBs/Public Sector Bank/ Private Bank / Non-Banking Financial Company each organization implementation will carry 2marks	The clause remains same as per the RFP
32	23	B. BIDDER's/OEM's Capability & Experience SI.No 4: Scoring Parameter 4	CMMI Level 3 - 1 Marks CMMI Level 4 - 2 Marks CMMI Level 5 - 3 Marks	We request the removal of this ask or pl confirm only OEM CMMI Level Certificate suffies?	The clause remains same as per the RFP.

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33	31	5.1. Broad Outlines of Scope of Work	Discovery & Scanning: Proposed IT Asset management solution must offer Discovery and inventory management of all the IT hardware (desktops/laptops/servers/network devices etc.), Application/software's, software license metering. Regarding the proposed solution, it should ideally identify endpoints running unlicensed software. This functionality would enable administrators to take remedial actions, such as uninstalling the unlicensed software, to enforce compliance across all/specific endpoints.	Please confirm if proposed solution should cover software license metering for Endpoints (i.e End user compute) and its installed applications/software's? OR the proposed solution should cover the datacenter Assets/devices and software as well for software metering?	<p>The Bidder in the proposed IT Asset management solution must offer Discovery and inventory management of all the IT hardware (desktops/laptops/servers/network devices etc.).</p> <p>The proposed solution is also expected to provide comprehensive software license metering across all in-scope assets. This includes:</p> <ol style="list-style-type: none"> <li>1. Endpoints / End-User Computing Devices – covering installed applications and software on desktops, laptops, and other user devices.</li> <li>2. Data Center Assets / Servers / Virtual Machines – covering operating systems, middleware, and enterprise applications deployed across physical and virtualized infrastructure.</li> </ol>
34	32	5.1. Broad Outlines of Scope of Work	Patching : Proposed solution should identify, schedule, deliver and track operating system and patch delivery for endpoints.	We are assuming that patch management functionality is expected for End user compute devices only, Please confirm.	Patch management under the proposed solution is limited to end-user devices (desktops, laptops, endpoints) only. Datacenter assets are excluded.

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35	34	5.1. Broad Outlines of Scope of Work	Additional - Proposed solution should provide easy to use in-place upgrade procedures for all components through the console for endpoints.	Please confirm, if this clause talks about self-upgrade of proposed solution's agent on target endpoint devices from solutions console?	Refer to clause in Page No 10--> Scope of RFP in brief is mentioned below. The selected bidder will also be required to provide: --> Regular updates, security patches, and version upgrades
36	34	5.1. Broad Outlines of Scope of Work	Additional - The proposed solution should support business continuity plan.	proposed solution should be deployed at DR site, Is this understanding correct?	Yes, the proposed solution has to be deployed both at DC and DR site.
37	35	5.1. Broad Outlines of Scope of Work	Additional : All critical IT Asset's for all software supplied should be applied to end points within 30 days or as per the recommended timeline (whichever is lower) mentioned by OSD/OEM of release of critical IT the recommended timeline (whichever is lower) mentioned by OSD/OEM of release of critical IT Asset's.	Please confirm if this is requirement is regarding patching or deploying proposed solution agent on target devices within 30 days or this is regarding deploying missing critical patches on target endpoints within 30 days of its release? If this is related to deploying critical patches on target devices, then it is assumed that, it is Bank operations team task, we as bidder, would assist bank team for proposed solutions administration during maintenance AMC support	The requirement relates to deploying missing critical patches on target endpoints within 30 days of release. The solution should be capable of supporting patch management, including visibility and tracking of updates across OS and all installed applications, regardless of whether patches are applied directly by the Bank team or coordinated through the solution.
38	43	5.13. Project Deliverables	<ul style="list-style-type: none"> <li>Integration with Bank's existing solution(s)</li> </ul>	Please specify solutions to be integrated. Please explain the integration use case against this point.	Bank is using approx 100 number of applications and the list will be shared with the successful bidder.

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39	76	7.13. Undertaking for No Deviation	<ul style="list-style-type: none"> <li>The rate should be valid for 5 years from the date of go-live of project.</li> </ul>	While we understand the requirement for a 5-year rate validity from the project go-live date, partner resource rates are subject to annual revision. Five-year rate validity can be considered only against a formal long-term Purchase Order confirming resource commitment for the full 5 year duration from Bank.	The contract will commence from the date of signing and remain valid for 3 years from the Go-Live date. The preparation period (signing to Go-Live) is also covered under the agreement. The contract is extendable for 2 years at the Bank's sole option. For submission of Refer to the Clause 7.14. Commercial Bid Format of the RFP.
40	35	5.1. Broad Outlines of Scope of Work	All must come with 3 year of warranty / AMC post completion of go-live. There should be provision of extension of AMC for a further period up to 2 years.	Understanding is that, maintenance support for proposed solution should be available from bidder for three (3) years post Go-live of the solution at Nainital Bank one onsite location. Please confirm.	The bidder must provide one onsite resource at Noida for facility management services, from PO execution until six months post Go-Live, covering integration, implementation, support, and sustenance phases.
41	23	4.32 Evaluation of Technical Bids B: BIDDER's/OEM's Capability & Experience SI.No 4 Copy of Certificate required	<p>CMMI Level</p> <p>CMMI Level 3 - 1 Marks</p> <p>CMMI Level 4 - 2 Marks</p> <p>CMMI Level 5 - 3 Marks</p>	Pl confirm whether if, only OEM's CMMI Certificate suffies here.	The clause remains same as per the RFP.

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42	27	4.38 Award of the contract	Termination of contract The Bank shall serve the 30 days' notice of termination to the Shortlisted bidder before terminating the contract of the selected.	Can we have this amended as follows: The Bank shall serve the 60 days' notice of termination to the Shortlisted bidder before terminating the contract of the selected.	The clause remains same as per the RFP.
43	58	6.7 Payment Schedule	50 % of the order value along with GST and other applicable duties on actual basis will be paid on delivery of software licenses.	PI modify as follows: 100 % of the order value along with GST and other applicable duties on actual basis will be paid on delivery of software licenses for upfront 3 years.	The clause remains same as per the RFP.

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44	60	6.8 Service Level Agreement	<p>“Resolution Time”, means time taken by the vendor staff to troubleshoot and fix the problem from the time the issue has been raised by the Bank till the time the problem has been fixed.</p> <p>Duration for resolution : &gt; 24 hours</p> <p>Penalty : Rs.1000 for every 24 hours of delay on an incremental basis for every unresolved issue.</p>	<p>If the issue is related to software/product bugs then the dependency lies on OEM, we request to waive off the penalty clause for the bidder.</p>	<p>The clause remains same as per the RFP.</p>
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45	60	6.8 Service Level Agreement	Penalty for Non-Availability of deployed onsite support: The Bidder has to deploy onsite support during SIT, UAT, till 6 months from the date of Go-Live. In case resource needs to take off/leave from the duty, he has to take due approval from department authorities. During such permitted period of leave, the Bidder will ensure that work is not hampered i.e. the issues raised by Bank are resolved within the time period as mentioned in pt. above. However, if the issue remains unresolved then Bank reserves the right to levy a penalty of Rs. 1500/- per day of absence of deployed resource in addition to the penalty if applicable as above.	This clause should not be applicable in case of any force majeure like accident, natural calamities, riot, widespread disease etc. We request concurrence from the Bank.	The clause remains same as per the RFP.
46	64	Section V – Bid Submission Format	Turn Over (from data centre operations)	Pl confirm whether providing total turnover (from India operations) will suffice and not mandatory to provide turn over (from data centre operations)	Refer to the Corrigendum for this. This clause may read as: "Total Turn Over (from India operations)"

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47	77	7.14 Commercial Bid Format SI No: 1 (a)	One time Application Software/license cost – Perpetual	As per OEM Licensing Policy standard and models, we request this to change by "yearly subscription application software/License cost" (for 3 years)	The clause remains same as per the RFP.
48	38	5.3 Sizing of Hardware and Software	Infrastructure	Based on the sizing provided, will the bank provide the necessary infrastructure, including servers, storage, etc., or does the bank intend for the vendor to also provide the hardware infrastructure for hosting the services? If that is the case, is a Hardware OEM MAF required? If MAF from Hardware OEM is required, request bank to kindly exempt us from submission of MAF of hardware.	The Bank will provide the necessary hardware (servers, storage, etc.) (p. 38) based on the proposed solution (refer to page 38). The service provider's responsibility is limited to the design, sizing, and providing a detailed bill of materials. Consequently, a Hardware OEM MAF is not required from the vendor, as the Bank is the one procuring the hardware.

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49	22	BIDDER's/OEM's Capability & Experience	BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/ Co-Operative Bank*	<p>Please confirm if this clause is either to fulfill by OEM or bidder, Right?</p> <p>If Bidder also required to fulfil , then we kindly request to change this clause as follows :</p> <p>BIDDER/OEM experience in implementation of Similar solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/ Co-Operative Bank*</p>	We would like to confirm that the requirement for prior experience in implementation of the proposed solution is mandatory. This condition applies to either the Bidder or the Original Equipment Manufacturer (OEM) participating in the RFP.
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50	22	BIDDER's/OEM's Capability & Experience	BIDDER/OEM should have at least 5 years of experience in providing proposed solution for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in a Scheduled Commercial Bank/RRBs/Public Sector Bank/ Private Bank/ Co-Operative Bank* in India.	<p>Please confirm if this clause is either to fulfill by OEM or bidder, Right?</p> <p>If Bidder also required to fulfil , then we kindly request to change this clause as follows :</p> <p>BIDDER/OEM should have at least 5 years of experience in providing similar solution for Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in a Scheduled Commercial Bank/RRBs/Public Sector Bank/ Private Bank/ Co-Operative Bank* in India.</p>	We would like to confirm that the requirement for prior experience of five (-5-) years in implementation of the proposed solution is mandatory. This condition applies to either the Bidder or the Original Equipment Manufacturer (OEM) participating in the RFP.
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51	31	5.1. Broad Outlines of Scope of Work	<p>Discovery &amp; Scanning: Proposed IT Asset management solution must offer Discovery and inventory management of all the IT hardware (desktops/laptops/servers/network devices etc.), Application/software's, <b>software license metering.</b></p> <p>Regarding the proposed solution, it should ideally <b>identify endpoints running unlicensed software.</b> This functionality would enable administrators to take remedial actions, such as uninstalling the unlicensed software, to enforce compliance across all/specific endpoints.</p>	<p>Please confirm if proposed solution should cover software license metering for Endpoints (i.e End user compute) and its installed applications/software's? OR the proposed solution should cover the datacenter Assets/devices and software as well for software metering?</p>	<p>The proposed solution must provide software license metering across both endpoints and datacenter assets. This ensures a unified view of license utilization, supporting compliance, optimization, and audit readiness.</p>
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52	32	5.1. Broad Outlines of Scope of Work	Patching : Proposed solution should identify, schedule, deliver and track operating system and patch delivery for endpoints.	We are assuming that patch management functionality is expected for End user compute devices only, Please confirm.	Patch management under the proposed solution is limited to end-user devices (desktops, laptops, endpoints) only. Datacenter assets are excluded.
53	34	5.1. Broad Outlines of Scope of Work	Additional - Proposed solution should provide easy to use in-place upgrade procedures for all components through the console for endpoints.	Please confirm, if this clause talks about self upgrade of proposed solution's agent on target endpoint devices from solutions console?	The clause refers to the self-upgrade capability of the solution's agent on endpoint devices, managed from the central console. The bidder/OEM must ensure support for automated, console-driven agent upgrades.
54	34	5.1. Broad Outlines of Scope of Work	Additional - The proposed solution should support business continuity plan.	proposed solution should be deployed at DR site, Is this understanding correct?	The proposed solution must be deployed at the Disaster Recovery (DR) site in addition to the primary site, ensuring business continuity with synchronization and failover support.

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55	35	5.1. Broad Outlines of Scope of Work	Additional : All critical IT Asset's for all software supplied should be applied to end points within 30 days or as per the recommended timeline (whichever is lower) mentioned by OSD/OEM of release of critical IT Asset's.	Please confirm if this is requirement is regarding patching or deploying proposed solution agent on target devices withing 30 days or this is reagrding deploying missing critical patches on target endpoints within 30 days of its release? If this is related to deploying critical patches on target devices, then it is assumed that, it is Bank operations team task, we as bidder, would assist bank team for proposed solutions administration during maintenance AMC support	The requirement pertains to deploying missing critical patches (Related to Windows and installed application software) on target endpoint devices within 30 days of their release from the OEM and must be visible on console.
56	43	5.13. Project Deliverables	<ul style="list-style-type: none"> <li>Integration with Bank's existing solution(s)</li> </ul>	Please specify solutions to be integrated. Please explain the integration use case against this point.	The proposed solution must integrate with the Bank's IT ecosystem, including <b>Active Directory, endpoint security tools, SIEM Tool and EDR</b> , to enable seamless control and compliance reporting.
57	76	7.13. Undertaking for No Deviation	<ul style="list-style-type: none"> <li>The rate should be valid for 5 years from the date of go-live of project.</li> </ul>	While we understand the requirement for a 5-year rate validity from the project go-live date, partner resource rates are subject to annual revision. Five-year rate validity can be considered only against a formal long-term Purchase Order confirming resource commitment for the full 5 year duration from Bank.	The contract will commence from the date of signing and remain valid for <b>3 years from the Go-Live date</b> . The preparation period (signing to Go-Live) is also covered under the agreement. The contract is <b>extendable for 2 years at the Bank's sole option</b> .

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58	35	5.1. Broad Outlines of Scope of Work	All must come with 3 year of warranty / AMC post completion of go-live. There should be provision of extension of AMC for a further period up to 2 years.	Understanding is that, maintenance support for proposed solution should be available from bidder for three (3) years post Go-live of the solution at Naintial bank one onsite location. Please confirm.	The bidder must provide <b>one onsite resource at Noida</b> for facility management services, from <b>PO execution until six months post Go-Live</b> , covering integration, implementation, support, and sustenance phases.
59	Section III	5.1	ITAM Scope	Please confirm whether the scope includes Hardware Asset Management, Software Asset Management, License Compliance, Contract & Vendor Management, or a subset of these modules.	Refer to detailed scope of work (Section III).
60	Section III	5.1	ITAM Scope	Kindly suggest if this implementation will be onsite or offshore	Refer to clause no 5.5. Facility Management.
61	Section III	5.1	Asset Types	Please confirm whether virtual machines, cloud-based assets, and SaaS applications are in scope of ITAM.	Details shared in page number 35 of the RFP (Below is the IT Asset Inventory Details. )
62	Section III	5.17	Discovery Approach	Will the Bank accept both agent-based and agentless discovery mechanisms depending on asset type and network accessibility?	Yes, the Bank is open to both agent-based and agentless discovery mechanisms, provided the proposed approach aligns with the capabilities and requirements of the solution being deployed. Regardless of the mechanism proposed, all in-scope devices and assets provided under this RFP must be fully covered by the solution, without gaps in discovery, monitoring, or management. Manual deployment or external processes may not be feasible due to bandwidth constraints which in most of the location is limited to 1 mbps.

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63	Section IV	6.4	Discovery Restrictions	Kindly confirm whether any network segments or asset classes are restricted from automated discovery due to security policies.	At this stage, there are no predefined network segments or asset classes that are categorically excluded from automated discovery. Certain highly sensitive, regulated, or segregated environments may require additional approvals, controlled methods, or specific deployment approaches (e.g. agent-based mechanisms etc.) to align with internal security requirements.
64	Section III	4.1	Standalone / Remote Assets	Please confirm expectations for managing standalone or off-network assets such as laptops used outside the Bank's internal network.	The standalone system not in the Bank's network must be fully covered by the solution for discovery, monitoring, or management. The Bank will provide the Inventory of such systems to the service provider.
65	Section III	5.1	ITSM Integration	Please confirm whether the ITAM solution is required to integrate with an existing IT Service Management (ITSM) tool. If yes, please specify the integration scope. Which is the existing ITSM solution	The Bank does not currently have an ITSM solution in place. Accordingly, the ITAM solution is not required to integrate with any ITSM tool. Future integration capabilities may be considered if an ITSM platform is adopted later. For now, the ITAM solution should operate independently with full functionality.
66	Section III	5.17	CMDB	Should the Configuration Management Database (CMDB) be treated as the single source of truth for asset and configuration data?. And should Asset and CMDB implementation be a part of this implementation	No, the Bank is not using any CMDB platform. However, Asset discovery should be considered in the implementation scope.

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67	Section III	5.1	Enterprise Integrations	Kindly confirm required integrations with Active Directory, security tools (AV/EDR), procurement systems, or monitoring tools.	The solution is expected to support integration with the Bank's core enterprise platforms to ensure accurate asset visibility, lifecycle management, and security posture alignment. The Bank requires integration of the ITAM solution with Active Directory for user and asset validation. Integration with security tools (AV-Trend Micro Apex One and EDR- Sentinel One etc.) is also required to ensure compliance and threat visibility. Bank does not have any procurement systems and maintaining the same through manual/traditional process (document based). Integration with monitoring tools is needed for performance and availability management.
68	Section II	4.12 / 7.14	Licensing Metric	Please clarify the preferred licensing metric for the ITAM solution (e.g., per asset, per endpoint, per node, or enterprise-wide).	Refer to clause no 7.14. Commercial Bid Format .
69	Section II	4.35	Asset Growth	In case of asset growth during the contract period, will additional licenses be procured at the same unit rates as quoted in the commercial bid?	The unit price for any additional assets deployed by the Bank should be the same during the contract period.
70	Section II	4.13	Future Requirements	Please confirm whether pricing for additional modules or expanded scope (if required in future) should be predefined in the commercial bid.	Yes, the Bidder can mention the same in the Commercial Bid, However, the unit price for any additional assets deployed by the Bank should be the same during the contract period.
71	Section III	5.17	Deployment Model	Please confirm whether the ITAM solution is expected to be deployed on-premises, private cloud, public cloud, or hybrid.	As mentioned in RFP Page 32 under Section 5.1, Agent installation point 20 i.e. "Proposed Solution must be deploy in Bank's on premises Solution (Bank's DC and DR)."

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72	Section IV	6.4	Data Residency	Kindly confirm whether all ITAM data, audit logs, and reports are required to be stored within India in compliance with regulatory guidelines.	Yes
73	Section IV	6.4	Security Testing	Will Vulnerability Assessment and Penetration Testing (VAPT) be conducted by the bidder or by a Bank-appointed third party?	Refer to clause no 5.9.General Aspects in Scope-->Point m
74	Section III	5.1	Implementation Scope	Please confirm whether implementation includes discovery configuration, asset normalization, license reconciliation, report setup, and user training.	Yes, should include discovery configuration, asset normalization, license reconciliation, report setup, and user training.
75	Section II	4.1	Upgrades & Maintenance	Should solution upgrades, patches, and enhancements be provided at no additional cost during the contract period?	Refer to clause in Page No 10--> Scope of RFP in brief is mentioned below. The selected bidder will also be required to provide: --> Regular updates, security patches, and version upgrades
76	Section IV	6.8	Support Coverage	Please clarify for support model applicable response and resolution SLAs. And if the support be onsite or offshore	The support model should be both Onsite and Offsite. The Service Provider to ensure that, by any means, time taken by the vendor staff to troubleshoot and fix the problem is within "Resolution Time" i.e. the time taken since the issue has been raised by the Bank till the time the problem has been fixed.
77	Section III	5.2	Reporting & Audit	Please confirm whether audit-ready reports for asset inventory, compliance, and optimization are mandatory deliverables.	Yes

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78	Section IV	6.3	Exit Management	Kindly clarify expectations for data export, documentation, knowledge transfer, and system handover during contract exit or termination.	Upon contract exit or termination, the Bank expects a structured and fully supported transition to ensure continuity of operations, data integrity, and minimal disruption.
79	20	4.32.	Evaluation of Technical Bids	1.For ITAM implementation reference , is it important to present implemetation of ITAM Pos only, or ITAM License POs will work. 2.Will Discovery support POs will work	The clause remains same as per the RFP.
80	20	4.32.	Evaluation of Technical Bids	If we are not CMMI certified for any level, can we still bid for this RFP	The clause remains same as per the RFP.
81		Page 40	5.10. Delivery Schedule of Implementation	Can this clause of 12 weeks for Go-Live be relaxed and bidder can propose our own timelines.	The clause remains same as per the RFP.
82				As the RFP mentions about Asset and CDMB implemetation, kindly confirm if Asset and CMDB should be considered in the implementation scope or it has to be achived through the integration with the existing Asset tool	Asset discovery should be considered in the implementation scope. However, the Bank is not using any CMDB platform.
83				Are you currently using any ITSM tool, kindly provide name and details	No, the Bank is not using ITSM Tool.
84	18/4.31	2	Eligibility Criteria/Bidder should have been in existence in India at least for last 5 years as on date of bid	We request the Bank to kindly consider reducing the minimum experience requirement to at least <b>3 years</b> , or alternatively grant a <b>waiver of the 5-year experience criteria</b> in view of the bidder being recognized in line with the Government of India's Startup India policy.	The clause remains same as per the RFP.

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85	22/B	1	<p>Scoring Parameter/BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/ Co-Operative Bank* in India</p>	<p>We request the Bank to consider <b>relevant implementation experience in other sectors</b> beyond banks, where similar scale, security, compliance, and operational requirements are involved</p>	<p>The clause remains same as per the RFP.</p>
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86	20	13	<p>Bidder/OEM must have implemented the proposed Information Technology Asset Management (ITAM) Solutions and its Operations and Maintenance in at least One Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank/ Co-Operative Bank* in India. *The Co-Operative Bank must have the following criteria as on 31-12-2025. i) Branch Operations in at least three states in India. ii) Total Business of Rs. 10,000 crore or above in India. (Copy of proof must be enclosed for both Point No i and ii)</p>	<p>We request the Bank to kindly clarify and consider including Government Departments / Central Government Organizations / State Government Organizations / PSUs (Central or State) as eligible reference customers, in addition to Banks, where the Bidder/OEM has successfully implemented and is maintaining ITAM solutions.</p> <p>This inclusion will allow participation of experienced ITAM solution providers who have executed large-scale, mission-critical ITAM implementations in Government and PSU environments comparable to banking infrastructure.</p>	<p>RBI Compliance for the Banks are different and condition mentioned is same as other RFP floated by Bank. This is standard condition and cannot be modified.</p>
87	Pg. 30/ 5. Section III	5.1	<p>Broad Outlines of Scope of Work</p>	<p>What tools are used for Software discovery? e.g.: SCCM, ADDM, Manage Engine etc and % of asset coverage using the tool? Additionally, please clarify the current mechanism adopted for identifying and managing assets that are not discovered through these tools</p>	<p>Assets are currently managed through manual record verification, periodic physical verification at Branches/Offices. The process being followed for the same will be detailed to the bidder at the time of implementation.</p>

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88	Pg. 30/ 5. Section III	5.1	Broad Outlines of Scope of Work	How is the inventory tracking done currently for the of windows & non-windows servers / endpoints? How frequently is inventory updated?	Bank is maintaining a manual inventory for Windows/Non Windows Server/endpoints. The inventory is updated at least on a quarterly basis or as and when required.
89	Pg. 30/ 5. Section III	5.1	Broad Outlines of Scope of Work	Are all assets in scope highlighted above are reachable through your network and in Active Directory? Additionally, please clarify the current mechanism adopted for identifying and managing assets that are not discovered through AD	Refer to clause in Page No 10--> Scope of RFP in brief is mentioned below. The selected bidder will also be required to provide: --> Support for endpoint management, and directory services (e.g., AD) and Standalone Systems.  Not all the assets are scope are currently reachable through the Bank's Active Directory (AD) environment. Branch/Office level systems-particularly Standalone Internet PCs- operate on internet connection provided by local ISP. Such systems are not in Bank's domain or AD. Bank is maintaining a manual inventory for such systems and are managed through the controls defined in the AV/EDR agent deployed on such machines.
90	Pg. 30/ 5. Section III	5.1	Broad Outlines of Scope of Work	We understand that the asset declaration shared as part of the RFP includes all assets and appliances deployed across public and private cloud environments, as well as containerized environments. Kindly confirm if this understanding is correct.	Yes, the understanding is correct.

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91	Pg. 30/ 5. Section III	5.1	Broad Outlines of Scope of Work	What type(s) of virtualization technology (VMware, etc.) is utilized in the environment? What is the VM strategy (Vmotion enabled?)	The Bank's environment utilizes multiple virtualization technologies to support diverse workloads, including OVM/OLVM Hypervisor, Microsoft Hypervisor & VMWare for virtualization.
92	Pg. 30/ 5. Section III	5.1	Broad Outlines of Scope of Work	Could you please share a complete count and list of software publishers currently present in your environment?	Bank is using approx. 100 number of applications and the list will be shared with the successful bidder.
93	Pg. 30/ 5. Section III	5.1	Broad Outlines of Scope of Work	Kindly provide the list of Software OEMs that are to be considered in scope for the Effective License Position (ELP) assessment and reporting	Bank is using approx. 100 number of applications and the list will be shared with the successful bidder.
94	Pg. 30/ 5. Section III	5.1	Broad Outlines of Scope of Work	Does the organization have a consolidated digitised repository for software entitlements for all the OEMs ?	No, the Bank is not maintaining any consolidated digitized repository for software entitlements for the OEMs
95	Pg. 30/ 5. Section III	5.1	Broad Outlines of Scope of Work	Are all the software products updated and present in the procurement / licensing tool ?	At present, the Bank does not utilize a dedicated procurement or licensing tool to track all software products. Bidder should therefore ensure that their solution is capable of discovering, inventorying, and reconciling software assets comprehensively, independent of any existing procurement or licensing system, to provide accurate visibility into installed software, versions, and license compliance.
96	Pg. 30/ 5. Section III	5.1	Broad Outlines of Scope of Work	Is there a transition or handover period from the existing service provider delivering ITAM managed services before the official start of the engagement? Please confirm	At present, the Bank does not have any dedicated tools for IT Asset Management (ITAM) management in use. Accordingly, the bidder is expected to implement the full ITAM solution as part of this engagement, including discovery, inventory, reconciliation, integrations, monitoring, maintenance and management.

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97	Pg. 32/ 5.1	5.1	Agent Installation	What is the current tool that can be leveraged for agent installation?	At present, the Bank does not have any tool available for centralized agent installation. Bidder should therefore assume that agent deployment, management, and updates will need to be handled using the mechanisms provided by their proposed solution.
98	Pg. 32/ 5.1	5.1	Agent Installation	Do you have users who are not connected to the core organization network? Like WFH users?	Yes, Bank has certain users who may not always be directly connected to the core organization network.  Theses includes- 1. Officials/vendors on files assignments (uses laptops/Desktops) and access Core Network over VPN 2. Standalone Internet enabled systems at Branches/ Offices
99	Pg. 32/ 5.1	5.1	Discovery & Scanning	Is there a requirement for remote enabling of USB ports?	The clause remains same as per the RFP.
100	Pg. 33/ 5.1	5.1	Reporting	Do you already have PowerBI licenses available for reporting/analytics?	The Bank is currently not using any PowerBI. However, the Bank has initiated steps for procurement of Power BI License for document management/SharePoint.
101	Pg 37	5.2	Financial Reports - Asset Depreciation Report	Generally the asset purchase, capitalization and depreciation is managed in a ERP platform. Which ERP system is present in the ecosystem? The ITAM platform can integrate with ERP platform to provide asset financials view linked to hardware assets	NO ERP Solution is available with the Bank. Accordingly, the bidder is expected to implement the full ITAM solution as part of this engagement, including discovery, inventory, reconciliation, integrations, monitoring, maintenance and management.

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102	Pg 33	5.1	Broad Outlines of Scope of Work	Self-Service Portal for Employees - Request for software can be generated and tracked. What is the expectation from self-service portal?	Refer to Clause 5.17. Technical and Functional Specifications -->S. No 18 "Proposed solution should be able to install packages through following mechanisms: PushPull/User self-service on the endpoints."
103	Pg 37	5.2	Regulatory & Compliance Report	Requirement of this report is not clear. Can you pls provide more details on the details requested from this report?	The ITAM tool must support compliance with industry regulations (e.g., SOX, PCI DSS, GDPR) by providing detailed visibility and controls over IT assets, their data, and usage. The tool should enable the Bank to demonstrate compliance during audits.
104	Pg 31	5.1	Discovery & Scanning	Are there any network zones or segments where scanning is restricted or prohibited (e.g., production servers, DMZ, sensitive zones)?	At this stage, there are no predefined network segments or asset classes that are categorically excluded from automated discovery. Certain highly sensitive, regulated, or segregated environments may require additional approvals, controlled methods, or specific deployment approaches (e.g. agent-based mechanisms etc.) to align with internal security requirements.
105	Pg 31	5.1	Discovery & Scanning	Will the Bank provide a complete list of IP ranges/CIDRs authorized for Asset discovery?	Yes, the Bank will provide the list of authorized IP ranges/CIDRs required for asset discovery to the selected bidder.
106	Pg 31	5.1	Discovery & Scanning	confirm whether SNMP access (read-only) will be provided for asset discovery	The Bank may provide SNMP access in read-only mode strictly for the purpose of asset discovery, subject to security clearance.
107	Pg 31	5.1	Discovery & Scanning	Is there any air gapped devices in the environment?	Yes, the Bank has certain systems operating on IFTAS connectivity which are not in domain as on date. These systems are logically segregated but part of Bank asset inventory.

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108	Pg 31	5.1	Discovery & Scanning	Whether un-restricted network visibility be provided or not to the server where asset discovery application is running	Unrestricted network visibility will not be provided to the server hosting asset discovery application. Access and visibility will be granted strictly on a need-to know and least privilege basis and subject to compliance of Bank's Security Policies.
109	Pg 32	5.1	Patching	For patch compliance, Which regulatory or compliance frameworks must be aligned with (Eg:- RBI, ISO 27001, PCI-DSS, internal IT policy)	All the regulatory compliance applicable to the Bank have to be followed for Patch Compliance.
110	Pg 32	5.1	Patching	Whether UAT setup will be provided by bank or not	Yes
111	Pg 32	5.1	Patching	Is the environment internet-connected,proxy-based or air-gapped	The environment is Hybrid in nature where AD machines, internet machines and air gapped
112	Pg 32	5.1	Patching	Are there any restrictions on outbound internet access from endpoints	The Bank as part of Information Security follows RBI Framework on Security. Accordingly, the bidder is expected to implement the full ITAM solution as part of this engagement, including discovery, inventory, reconciliation, integrations, monitoring, maintenance and management.
113	Pg 33	5.1	Patching	Do you already have any offline patch deployment capability	At present, the Bank does not have a dedicated offline patch deployment capability in place. The Bidder should assume that the solution will need to support patching for both online and offline endpoints, including mechanisms for securely distributing, applying, and reporting on patches in environments.
114	Pg 33	5.1	Patching	Are there endpoints that cannot be patched automatically	The Bank uses Microsoft Active Directory (AD) as the primary platform for patch management across supported Windows endpoints connected to AD.

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115	Pg 33	5.1	Patching	Are there applications with strict version lock constraints	Unrestricted visibility will not be provided to the server hosting asset discovery application. Access and visibility will be granted strictly on a need-to know and least privilege basis and subject to compliance of Bank's Security Policies.
116			<p>BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/ Co-Operative Bank* in India to be calculated as below:</p> <ul style="list-style-type: none"> <li>· Scheduled Commercial Banks/ RRBs/Public Sector Bank/ Private Bank each organization implementation will carry 2marks</li> <li>· For each Co-Operative Bank implementation will carry 1 mark.</li> </ul> <p>*The Co-Operative Bank must have the following criteria as on 31-12-2025.</p> <ol style="list-style-type: none"> <li>i) Branch Operations in at least three states in India.</li> <li>ii) Total Business of Rs.</li> </ol>	<p>Request you to modify the given clause as suggested :</p> <p>BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/PSU/Govt. Organization/Public Sector Co-Operative Bank* in India to be calculated as below:</p> <ul style="list-style-type: none"> <li>· Scheduled Commercial Banks/ RRBs/Public Sector Bank/ Private Bank/<b>PSU/Govt. Organization/Public Sector Organization each organization</b> implementation will carry 2marks</li> <li>· For each Co-Operative Bank implementation will carry 1 mark.</li> </ul> <p>*The Co-Operative Bank must have the following criteria as on 31-12-2025.</p> <ol style="list-style-type: none"> <li>i) Branch Operations in at least three states in India.</li> <li>ii) Total Business of Rs. 10,000 crore</li> </ol>	The clause remains same as per the RFP.

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			<p>10,000 crore or above in India. (Copy of proof must be enclosed for both Point No i and ii)</p>	<p>or above in India. (Copy of proof must be enclosed for both Point No i and ii)</p> <p><b>Justification:</b> The ITAM solution and implementation process are the same across banks, PSU, and Government organizations. Large PSU and Government organizations have similar scale, asset volume, and operational complexity as banks. Therefore, we request that experience in PSU and Government organizations also be considered for evaluation, in addition to banking institutions, to allow wider participation without compromising technical capability.</p>	
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117	Page No. 32 / 5.1. Broad Outlines of Scope of Work	Discovery & Scanning:	Block/unblock the PowerShell, RDP, USB, Bluetooth, Wi-Fi, USB Tethering and status must be a part of the report for endpoints).	<p>Kindly remove the given clause as:- The requirement to block or unblock PowerShell, RDP, USB, Bluetooth, Wi-Fi, and USB tethering is a functionality of endpoint security / endpoint management solutions, such as EDR or device control tools. This capability is not part of core ITAM or patch management functionality, which is limited to asset discovery, inventory, license management, and patch deployment.</p> <p>Including this requirement under the ITAM / patch management scope may unnecessarily restrict participation of bidders offering standard and compliant ITAM solutions. Hence, we kindly request removal of this clause from the ITAM / patch management scope or its consideration as a separate endpoint security requirement.</p>	The clause remains same as per the RFP
118	Page No. 32 / 5.1. Broad Outlines of Scope of Work	Discovery & Scanning:	Proposed Solutions should be capable of adding exceptions like USB enabling for endpoints.	USB exception management is an endpoint security function and not part of ITAM or patch management. We request clarification or removal of this clause from the ITAM scope.	The clause remains same as per the RFP.

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119	Additional	Additional	The proposed ITAM solution should be an on-premises solution from the same OEM, certified for SOC 3 and CMMI L3.	On-premises deployment keeps data fully under customer control. SOC 3 and CMMI L3 ensure the OEM follows secure and mature development and delivery practices.	The understanding is correct that the service provider having SOC 3 and CMMI L3 ensures that the Service Provider/OEM follows secure and mature development and delivery practices.
120	Additional	Additional	The proposed solution must be certified for OWASP Top 10 and SANS 25 vulnerabilities by an approved empaneled vendor.	These certifications ensure the solution is protected against common and critical security vulnerabilities.	The vendor can also provide the certificates. However, Bank may also conduct VAPT (Vulnerability Assessment & Penetration Testing), Application Security Audit and Information Security audit from Cert-In empaneled vendor. The Bidder/ OEM needs to comply with the findings of the VAPT/IS Audit/Secure Coding Practices in terms of the proposed solution provided under this RFP. The successful Bidder has to meet the requirement of Audit/VAPT/CISO before going Live.
121	Additional	Additional	The solution should be ITIL 4 -certified covering at least 9 processes such as Incident, Change, Problem, Configuration, Availability, Knowledge, Service Request, and Monitoring Management.	ITIL 4 certification ensures standard IT service processes are followed, leading to better operations and service quality.	The bidder can submit the same as per their understanding.
122	Additional	Additional	The proposed solution should be listed in Gartner Market Guide for Hardware Asset Management Tools.	Gartner listing confirms the solution is industry-recognized, mature, and widely adopted.	The bidder can submit the same as per their understanding.

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123	Additional	Additional	The OEM must possess ISO 27001, ISO 27034, ISO 45001, and ISO 55000 certifications with valid supporting documents.	These ISO certifications confirm the OEM follows global standards for security, application safety, and asset management.	Refer to Clause No 4.31. Evaluation of Eligibility Criteria--> S. No 10 However, the bidder can submit additionally any documents as per their understanding.
124	Page No. 19, Section II: Instructions for Bid Submission	4.31 (8)	Must be net profit making entity (from Indian operations only) for each year in the last three financial years that is financial years - 2022-23, 2023-24 and 2024-25.	It is requested to kindly amend this clause to net worth-based eligibility as under:  <b>“The bidder must have a positive net worth from Indian operations only in each of the last three financial years i.e. FY 2022–23, FY 2023–24 and FY 2024–25, as per audited financial statements, duly certified by a Chartered Accountant.”</b>	<b>Refer to the Corrigendum for this. This clause may read as:</b> "The bidder must have a positive net worth (from Indian operations only) in each of the last three financial years i.e. FY 2022–23, FY 2023–24 and FY 2024–25, as per audited financial statements, duly certified by a Chartered Accountant."
125	18/4.31	2	Eligibility Criteria/Bidder should have been in existence in India at least for last 5 years as on date of bid	We request the Bank to kindly consider reducing the minimum experience requirement to at least <b>3 years</b> , or alternatively grant a <b>waiver of the 5-year experience criteria</b> in view of the bidder being recognized in line with the Government of India’s Startup India policy.	The clause remains same as per the RFP.

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126	22/B	1	<p>Scoring Parameter/BIDDER/OEM experience in implementation of proposed solution offered with respect to Supply, Implementation, Monitoring, Maintenance and Management of Information Technology Asset Management (ITAM) in Scheduled Commercial Banks/RRBs/Public Sector Bank/Private Bank/ Co-Operative Bank* in India</p>	<p>We request the Bank to consider <b>relevant implementation experience in other Govt sectors</b> beyond banks, where similar scale, security, compliance, and operational requirements are involved</p>	<p>The clause remains same as per the RFP.</p>
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