

**Clause in RFP:**

Sr No.	Clause in RFP	Clarifications/ Changes made
1.	<b>Annexure 2: Evaluation Terms</b> <b>1.A Eligibility Bid Evaluation</b> <b>C. Experience &amp; Support Infrastructure</b>  1.The bidder should have supplied & implemented CyberArk PIM solution in at least -2- no's of Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 years	<b>Annexure 2: Evaluation Terms</b> <b>1.A Eligibility Bid Evaluation</b> <b>C. Experience &amp; Support Infrastructure</b>  1. The <b>Bidder/OEM</b> should have supplied & implemented CyberArk PIM solution in <b>at least -1- no. of</b> Commercial Bank / Financial Institution/ Government / PSU Organization / IT & ITES / Manufacturing / Large Corporate in India in past 3 years.
2.	Payment Terms: ..... ..... Implementation Cost (OTC) ▪100% of the implementation cost after Go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Banks identified Project Manager & Successful Vendor representative. ..... .....	Payment Terms: ..... ..... ..... Implementation Cost (OTC)- <b>Deleted</b> ..... .....
3.	<b>DELIVERY</b> The successful bidder shall deliver all licenses within <b>2days</b> from date of purchase order and required implementation should be completed within <b>4days</b> from the date of purchase order. ..... .....	<b>DELIVERY</b> The successful bidder shall deliver all licenses within <b>2days</b> from date of purchase order and <del>required implementation should be completed within 4days</del> from the date of purchase order. ..... .....
4.	<b>Annexure 11 – Project Details (Scope of Work)</b> ..... .....	<b>Annexure 11 – Project Details (Scope of Work)</b> ..... ..... <b>Implementation of licenses is out scope of the successful vendor.</b>
5.	<b>Additional Modification / Clarification</b>	<b>Vendor not to provide any amount against 'Implementation of 350 Licenses' of Annexure 14 – Commercial Bid .</b>

Clarification of Pre-bid queries is enclosed as "Annexure A".

Addendum to the following Annexures:  
Annexure 13 – Masked Commercial Bid.

**Annexure 14 – Commercial Bid. (Please refer “Commercial Bid.xlsx” file shared separately with this addendum for uploading in GeM portal as part of Commercials.)**

All other Terms & Conditions are same as per our RFP Bid no. GEM/2024/B/4909848 Dated 03<sup>rd</sup> May, 2024 for procurement of PIM licenses in subscription-based model.

S. No.	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Reply to the bidder query
1	Annexure 11- 1. Project Scope	CyberArk version	Pls provide the current CyberArk version in use and is it a on-premises model or privileged cloud model	Cyberark version 11.5, On prem model with infra at Banks DC and DR
2	Annexure 11- 1. Project Scope	Vendor must design a high availability	Does the Bank already has a high availability and DR setup for 730 licenses	Yes high availability and DR setup is available
3	Annexure 11- 1. Project Scope	Vendor must design a high availability	Will the new 350 license be part of existing setup or new CyberArk PIM setup	Part of existing setup.
4	Annexure 11- 1. Project Scope	Vendor must design a high availability	Does the Bank expects vendor to design and implement new high availability model for CyberArk PIM or expects to upgrade existing high availability mode	Upgrade existing high availability
5	Annexure 11- 1. Project Scope	Vendor is expected to integrate the entire solution with Bank's existing setup eg. Servers, data bases. Network Devices, Security Devices, Directory Setup and other applications.	Please provide number of servers, databases, Network devices, security deices and applications that requires new integration	As informed during prebid meeting, another 2500 + new devices needs to be onboarded along with existing 3000+ devices.
6	Annexure 11- 1. Project Scope	o) Proposed solution should be implemented for all applicable devices (severs, databases, network devices, storage devices etc.) in bank's setup at DC DR & near site. Solution will be used by all the	Kindly provide number of concurrent sessions expected to support	All users should get concurrent sessions.

		proposed Users (with no limitations on the no. of sessions).		
7	Annexure 11- 1. Project Scope	r) Bank will not supply any load balancer or any other such application/ hardware to the service provider.	Do client expects vendor to bring hardware to host CyberArk components or Bank will provide it	Existing Infra can be utilized
8	Annexure 11- 1. Project Scope	j) Vendor shall provide post implementation technical support including any new device integration and remote support on 24x7x365 basis for post go live maintenance/support.	Kindly advise approximate new devices that need to be integrated post go-live maintenance/support or what the approximate average number of devices integrated in last couple of years	Total 5500+ odd number of devices including existing
9	Annexure 11- 1. Project Scope	q) Service provider will be required to carry out application integrations as per Bank's requirement	Kindly provide details on the Application integration that is expected and flow expected?	As informed during prebid meeting, all the applications may need to be integrated based on the requirement from time to time.
10	Annexure 11- 1. Project Scope	Vendor and OEM should provide 24x7x365 support during the contract period for the existing 730 user licenses.	Do bank require license renewal or existing 730 Users or just new license for 350 users. Is 730 user license based on subscription base license or perpetual.	Yes renewal is required for existing 730 licenses in perpetual model.
11	Annexure 11- 1. Project Scope	Vendor is expected to integrate the entire solution with Bank's existing setup eg. Servers, data bases. Network Devices, Security Devices, Directory Setup and other applications.	Is there any scope of Out of the Box Platform to be supported or configured in Implementation phase	All bundled features of subscription based licensing model to be implemented.

12	DELIVERY	required implementation should be completed within 4days from the date of purchase order.	Kindly clarify the implementation scope that is expected to complete with in 4 days. Is it only to map to 350 licenses to the existing PIM setup?	Refer Addendum
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13	ANNUAL TECHNICAL SUPPORT (ATS)	upgrade and maintenance	Do the bank expects vendor to provide day to day support like safe creation, privileged account loading, password rotation etc. or expects only upgrades and patch installation	1. MSP onsite resources will be carrying out day to day operations and identified vendor to provide necessary support/coordination remotely for day to day activities, resolution of issues and lodging of support tickets. 2. Also identified bidder to provide 24*7 remote
14	Annexure 12- Service Levels	Downtime percentage	ANNUAL TECHNICAL SUPPORT (ATS) mentions only about product upgrades, enhancements, maintenance released, patches and bug releases but doesn't mentions anything about whose responsibility to run the platform. How the downtime is expected to calculate?	support directly or from OEM . 3. Further for any issue/activity which demands physical presence ,additional engineer/support person may need to be provided by identified bidder
15	Annexure 11- 1. Project Scope	Vendor shall provide post implementation technical support including any new device integration and remote support on 24x7x365 basis for post go live maintenance/support.	Does Integration of new devices consider to be part of Support Program post Implementation. Support will be having any onsite engineer or remotely also feasible.	

16	Annexure 11- 1. Project Scope	Vendor has to provide training to at least ten people. as per requirement of the Product certification Training must be provided by OEM certified trainers.	Does training include any certifications which are expected as part of the project.	OEM certified trainers to provide hands-on training regarding all the functionalities.
17	Annexure 11- 1. Project Scope	Service provider will be required to carry out application integrations as per Bank's requirement.	Can you specify the applications	As informed during prebid meeting, all the applications may need to be integrated based on the requirement from time to time.
18	ANNUAL TECHNICAL SUPPORT (ATS)	Develop / customization of in scope applications as per regulatory / statutory requirement.	Kindly elaborate the customization that is expected as this requirement does not gives any boundary on what is expected to do	Wherever customization of plugin or solution is required for device/user/URL/application onboarding ,identified vendor to carry out the same.
19	General	Secrets Management	Is there any scope for Password Management for Application accounts, SSH Keys, Bots Account or service accounts?	Yes
20	General	Secure Cloud Access	is there any scope for Cloud privilege accounts & role management such as AWS, Azure or GCP	No
21	General	Dynamic privilege Access	Is there any scope of including on the fly privilege account management for cloud servers	No
22	General	Remote Secure Access	What is the count of remote users using PAM ? Will they be consider to be accessing bank infrastructure without VPN.	No remote users at present

23	General	Support Ticket segregation	Can we have number of Service Ticket & Incident Ticket for past 6 months for existing PAM support service	Approx. 10 incidents weekly.
24	Annexure 11 - Project Scope - r	Bank will not supply any load balancer or any other such application/ hardware to the service provider.	Is Vendor suppose to share the cost of Load balancer hardware/software along with commercials? Are you expecting new CyberArk environment to be set up for these 350 licenses ?	Existing Infra can be utilized
25	Annexure 11 - Project Scope - d	Vendor should supply and Implement -350- new licenses in Bank on subscription based model for 5 years with ATS(maintenance) for all the devices..	Understand that the new 350 licenses are subscription based and the old 730 licenses will continue as perpetual. The 5 year ATS model will cover both 350 new + 730 Old licenses? Please confirm? Is your existing CyberArk environment is on prem or cloud or SaaS hosted by CyberArk?	Yes 5 year ATS model will cover both existing perpetual model and proposed subscription based licenses.  Existing PIM solution is On premise.
26	Annexure 11 - Project Scope - r	Bank will not supply any load balancer or any other such application/ hardware to the service provider.	Is Vendor suppose to share the cost of Load balancer hardware/software along with commercials? Are you expecting new CyberArk environment to be set up for these 350 licenses ?	Existing Infra can be utilized
27	Annexure 11 - Project Scope - o	Proposed solution should be implemented for all applicable devices (severs, databases, network devices, storage devices etc.) in bank's setup at DC DR & near site. Solution will be used by all the	If all devices are integrated with the new soluion then what will happen to exisiting setup of 730 licenses? Please explain in detail	All existing and new devices needs to be integrated through unlimited device feature bundled in subscription based licenses.Further 730 existing user licenses in perpetual model needs to be

		proposed Users (with no limitations on the no. of sessions).		mapped to these devices based on requirement.
28	Annexure 11 - Project Scope - e	Vendor must design a high availability & secure Infrastructure in Data Centre and Disaster Recovery Site as per industry accepted security standards and best practices.	Is Vendor suppose to setup new environment with new 350 licenses? One time implementation scope is not clear, is it just about applying these 350 newly procured licenses or you are expecting any new environment, new devices/servers/DBs to be onboarded to CyberArk ?	Refer Addendum

29	Annexure 11 - Project Scope - c	Vendor and OEM should provide 24x7x365 support during the contract period for the existing 730 user licenses.	Is 24x7x365 Support is onsite from BOB facility or Remote only? PKindly share the monthly ticket count, infrastructure details for better clarity. Please clarify the support requirements in detail.	<ol style="list-style-type: none"> <li>1. MSP onsite resources will be carrying out day to day operations and identified vendor to provide necessary support/coordination remotely for day to day activities, resolution of issues and lodging of support tickets.</li> <li>2. Also identified bidder to provide 24*7 remote support directly or from OEM .</li> <li>3. Further for any issue/activity which demands physical presence ,additional engineer/support person may need to be provided by identified bidder</li> </ol>
30	ANNUAL TECHNICAL SUPPORT (ATS)	Develop / customization of in scope applications as per regulatory / statutory requirement.	The product is compliance to regulatory / statutory requirements. In case of customization the effort will be estimated by vendor and with mutual agreement with Bank, OEM and Vendor, an additional CR will be called out if the effort is more than 8hours. Please confirm?	No additional CR for Updates/ Upgrades/Newreleases/New versions/ patching and need to be notified to the Bank covered as part of AMC / ATS. Upgrades would include product releases to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by the Bank.

31	Annexure 11 - Project Scope - f	Vendor is expected to integrate the entire solution with Bank's existing setup eg. Servers, data bases. Network Devices, Security Devices, Directory Setup and other applications.	Is this scope limited to 350 licenses to be applied ? Wha type of devices to be onboarded and managed by Cyberark. i.e networ,firewall, database, OS etc.  One time implementation scope is not clear, is it just about applying these 350 newly procured licenses or you are expecting any new environment, new devices/servers/DBs to be onboarded to CyberArk ?	Refer Addendum
32	DELIVERY	The successful bidder shall deliver all licenses within 2days from date of purchase order and required implementation should be completed	The term required implementation is limited to applying licenses to the existing infrastruce ? Or it means setting up new environment and	Refer Addendum

		within 4days from the date of purchase order.	integrating all devices within 4 days? Please clarify in detail	
33	ANNUAL TECHNICAL SUPPORT (ATS)	Updates/Upgrades/New releases/New versions need to be notified to the Bank about the same and need to be covered as part of AMC / ATS. Upgrades would include product releases to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by the Bank.	The term enhancements is limited to the product defects and same shall be fixed by OEM, Vendor is suppose to apply the fixes? Please confirm	Identified vendor to proactively inform and coordinate with MSP/Bank resources for all stated activities and ensure that system is upto date and healthy.
34	Annexure 11 - Project Scope - j	Vendor shall provide post implementation technical support including any new device integration and remote support on 24x7x365 basis for post go live maintenance/support.	Please share the total number of devices, admins, services account etc. to be integrated with CyberArk and do you expect this work to be done as part of ongoing support by vendor?	Refer Addendum
35	Payment Terms - C) Annual Technical Support (ATS)	Payable quarterly against receipt of satisfactory service report from the Bank's Project / Operation Manager for the previous quarter.	Please share the details of the report along with evaluation criteria	Report comprehensively covers all the activities that identified vendor is supposed to carry out as part of scope.Further proactive problem resolution and meeting application uptimes will be covered.
36	Payment Terms - B) Implementation Cost (OTC)	100% of the implementation cost after Go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed	Should we consider supplying of licenses & implementing it in then environment as Go-Live? If No, what	Refer Addendum

		by both Banks identified Project Manager & Successful Vendor representative.	is the detailed scope for calling the project Go-Live	
37	Project Scope (C)	Vendor and OEM should provide 24x7x365 support during the contract period for the existing 730 user licenses	Please amend this as a Vendor/OEM should provide 24x7x365 support during the contract period for the existing 730 user licenses	no change
38	Project Scope (J)	Vendor shall provide post implementation technical support including any new device integration and remote support on 24x7x365 basis for post go live maintenance/support.	Please amend this as a Vendor/OEM shall provide post implementation technical support including any new device integration and remote support on 24x7x365 basis for post go-live maintenance/support.	no change
39	Experience & Support Infrastructure	The bidder should have supplied & implemented CyberArk PIM solution in at least -2- no's of Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 years	Please amend this as a The bidder should have supplied & implemented PAM/PIM solution in at least -2- no's of Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 6 years	no change
40	Annexure 11 – Project Details (Scope of Work)	Vendor must design a high availability & secure Infrastructure in Data Centre and Disaster Recovery	Do we need to provide complete new infrastructure at DC & DR for 730+350 users or upgradation of exiting hardware	existing Infra to be utilized

		Site as per industry accepted security standards and best practices		
41	Annexure 11 – Project Details (Scope of Work)	Vendor must design a high availability & secure Infrastructure in Data Centre and Disaster Recovery Site as per industry accepted security standards and best practices	Kindly clarify DC & DR side will be at Vendor Location or Bank Location	At Banks DC and DR locations
42	Annexure 11 – Project Details (Scope of Work)	Vendor and OEM should provide 24x7x365 support during the contract period	Vendor support require on premise or remote please clarifiy	<p>1. MSP onsite resources will be carrying out day to day operations and identified vendor to provide necessary support/coordination remotely for day to day activities, resolution of issues and lodging of support tickets.</p> <p>2. Also identified bidder to provide 24*7 remote support directly or from OEM .</p> <p>3. Further for any issue/activity which demands physical presence ,additional engineer/support person may need to be provided by identified bidder</p>

43	Annexure 11 – Project Details (Scope of Work)	Vendor is expected to integrate the entire solution with Bank's existing setup eg. Servers, data bases. Network Devices, Security Devices, Directory Setup and other applications.	Please share the number of devices which need to be integrate in PIM	Refer Addendum
44	Annexure 11 – Project Details (Scope of Work)	Proposed solution should be implemented for all applicable devices (severs, databases, network devices, storage devices etc.) in bank's setup at DC DR & near site. Solution will be used by all the proposed Users (with no limitations on the no. of sessions).	There should be define concurrent session for the solution. It can not be unlimited	All users should get concurrent sessions.
45	Annexure 11 – Project Details (Scope of Work)	Vendor has to provide training to at least ten people. as per requirement of the Product certification Training must be provided by OEM certified trainers.	Do we need to complete the professional certification training or only product training	OEM certified trainers to provide hands-on training regarding all the functionalities.
46	Annexure 11 – Project Details (Scope of Work)	Service provider will be required to carry out application integrations as per Bank's requirement.	Require list of application which need to be integrate with PIM	As informed during prebid meeting,all the applications may need to be integrated based on the requirement from time to time.List will be shared with successful bidder
47	Annexure 11 – Project Details (Scope of Work)	<b>DELIVERY</b> The successful bidder shall deliver all licenses within 2days from date of purchase order and required implementation should be completed	Request to modify the clause as: <b>DELIVERY</b> The successful bidder shall deliver all licenses within 24 days from date of purchase order and required	no change in license delivery timelines.

		within 4days from the date of purchase order.	implementation should be completed within 34 days from the date of purchase order.	
48	Payment term - ATS	Payable quarterly against receipt of satisfactory service report from the Bank's Project / Operation Manager for the previous quarter	Please amend this clause as a Payable yearly advance against receipt of satisfactory service report from the Bank's Project / Operation Manager for the previous quarter	No Change
49	Annexure 02 – Evaluation Terms	<b>B Financials</b> The Bidder must have registered an average annual turnover of Rs. 20 Crore or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies) from Indian operations.	Request to modify the clause as: <b>B.Financials</b> The Bidder must have registered an average annual turnover of Rs. 100 Crore or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies) from Indian operations.	No Change
50	Annexure 02 – Evaluation Terms	<b>C Experience and Support Infrastructure</b> The bidder should have supplied & implemented CyberArk PIM solution in at least -2- no's of Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 years	We have recently undergone restructuring of our company business in Feb 2020, resulting in formation of Wholly owned subsidiaries to focus of specific line of business. Since subsidiary entity shall rely upon its parent company for complying with eligibility clauses on Experience, existence in No. of years etc. We request modification of the clause as: <b>D Experience &amp; Support</b>	Please refer Addendum 1

			<p>Infrastructure</p> <p>1. The Bidder or Bidder's parent company (Incase bidder is wholly owned subsidiary of its parent company) should have supplied &amp; implemented CyberArk/reputed OEM PIM solution in at least -2- no's of Commercial Banks / Financial Institutions / Government / PSU Organizations / IT &amp; ITES / Manufacturing / Large Corporates in India in past 5 years</p>	
51	Eligibility Criteria - C- 1	The bidder should have supplied & implemented CyberArk PIM solution in at least -2- no's of Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 years	request you to change --The bidder/OEM should have supplied & implemented CyberArk PIM solution in at least -2- no's of Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 years	Please refer Addendum 1
52	Annexure-02, Point C- Experience & Support Infrastructure	The bidder should have supplied & implemented CyberArk PIM solution in at least -2- no's of Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 years	We have provided PIM audit services to Central and commercial banks. So requesting you to consider it as the eligibility under experience and support infrastructure.	Please refer Addendum 1

53	A. Eligibility Bid Evaluation Eligibility Criteria C Experience & Support Infrastructure	The bidder should have supplied & implemented CyberArk PIM solution in at least -2- no's of Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 years	Request you to change as the bidder/OEM should have supplied & implemented Arcon which is Make In India (MII) complied or CyberArk PIM solution CyberArk PIM solution in at least -2- no's of Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 years	Please refer Addendum 1
54	C. Experience & Support Infrastructure	Bidder should be the Authorized partner of CyberArk in India (As on RFP date).	request you to change the clause as Bidder/OEM should be the Authorized partner of Arcon/CyberArk in India (As on RFP date).	No Change
55	2. Project overview and scope	The bidder should have supplied & implemented CyberArk PIM solution in at least -2- no's of Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 years	If the bidder has supplied and implemented the CyberArk PIM solution in at least one (1) Commercial Bank, Financial Institution, Government or PSU Organization, IT & ITES, Manufacturing, or Large Corporate in India within the past three years, will it be considered.	Please refer Addendum 1