

### Addendum 1

#### Important Dates:

#	Particulars	Timelines
4	Last Date of Submission of RFP Response (Closing Date)	<b>03:00 PM on 2<sup>nd</sup> August, 2024</b> Mode: Online (on GeM Portal)
5	Eligibility Cum Technical Bid Opening Date	<b>3:30 PM on 2<sup>nd</sup> August, 2024</b> Mode: Online (on GeM Portal)

#### Clause in RFP:

Sr No.	Clause in RFP	Clarifications/ Changes made
1	<b>Annexure 2 – Evaluation Terms</b> <b>A. Eligibility Bid Evaluation.</b> <b>C.1 Experience &amp; Support Infrastructure</b> The bidder should have provided support for Radia licenses of Persistent in past 3 Years to at least 2 No's Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India (as on RFP date).	<b>Annexure 2 – Evaluation Terms</b> <b>A. Eligibility Bid Evaluation.</b> <b>C.1 Experience &amp; Support Infrastructure</b> The bidder / <b>OEM</b> should have provided support for Radia licenses of Persistent in past 3 Years to at least 2 No's Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India (as on RFP date).

**Clarification of Pre-bid queries is enclosed as part this Addendum as per 'Annexure A'.**

All other Terms & Conditions are same as per our RFP Bid no.: GEM/2024/B/5041215 dated 12.06.2024 and subsequent addendums for ATS Renewal of Radia licenses.



बैंक ऑफ़ बड़ौदा Bank of Baroda

**Annexure-A**  
**RFP for Selection of Service Provider for**  
**ATS Renewal of Radia licenses. RFP Bid No. GEM/2024/B/5041215 dated 12.06.2024**  
**Prebid queries response / clarification as part of Addendum.**



Sl. No	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Clarifications to the bidder query
1	Pre qualification criteria doc, page no. 3, point no. C1	The bidder should have provided support for Radia licenses of Persistent in past 3 Years to at least 2 No's Commercial Banks / Financial Institutions / Government/ PSU Organizations / IT & ITES /Manufacturing / Large Corporates in India (as on RFP date).	The <b>bidder/OEM</b> should have provided support for Radia licenses of Persistent in past 3 Years to at least 2 No's Commercial Banks / Financial Institutions / Government/ PSU Organizations / IT & ITES /Manufacturing / Large Corporates in India (as on RFP date).	Please refer Addendum.
2	OEM/Bidder's query	Additional queries	Need clarification about the Operating Server distribution for these managed devices?	10 Satellite servers, 1application and 1 DB servers from DC Mumbai, Same Replica from DR Hyderabad. Application shall be live from either DC mumbai or DR Hyderabad. 1 UAT server (APP & DB). 1 Server for HO Baroda location endpoints
3	OEM/Bidder's query	Additional queries	Please confirm about how many end points devices and Servers are managed across 8100+ branches by the bank	Approx. 76000 domain based desktops only.
4	OEM/Bidder's query	Additional queries	What is the architecture of Radia application? Is it configured for High Availability and Disaster recovery mode	Yes, For past 7 years no such incident of application failure
5	OEM/Bidder's query	Additional queries	Need more clarification about what % of Managed devices are connected to internet	Approx. 400 desktops at HO Baroda are domain based internet desktops. Individual server is managing such desktops. Rest all are domain desktop without internet



बैंक ऑफ़ बड़ौदा Bank of Baroda

**Annexure-A**  
**RFP for Selection of Service Provider for**  
**ATS Renewal of Radia licenses. RFP Bid No. GEM/2024/B/5041215 dated 12.06.2024**  
**Prebid queries response / clarification as part of Addendum.**



Sl. No	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Clarifications to the bidder query
6	OEM/Bidder's query	Additional queries	Please clarify about the below features of Radia consumed by Bank for End Point devices and Servers? oInventory oOS Patching oApplication/3rd Party Patching oAdvance Patching oSoftware Deployment oOS Deployment oLicense and Usage Management oRemote Control oSecurity and Vulnerability oSmart Agent monitoring Dashboard oSatellite monitoring Dashboard oReporting	<b>Current Scope is only Desktop</b> Inventory - Yes OS Patching - Yes Application/ 3rd Party Patching - Yes Advance Patching - No Software Deployment - Yes OS Deployment - No License and Usage management - No Remote Control - No Security and Vulnerability - No Smart Agent monitoring Dashboard - No Satellite monitoring Dashboard - No Reporting - Yes