

Addendum 1
Clause in RFP

Sr No.	Clause in RFP	Clarifications/ Changes made
1	Annexure 2: Evaluation Terms 1.A Eligibility Bid Evaluation C. Experience & Support Infrastructure The bidder should have provided support for AV/proxy licenses of Tend-Micro in past 3 Years in at least 2 No's Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India. (As on RFP date).	Annexure 2: Evaluation Terms 1.A Eligibility Bid Evaluation C. Experience & Support Infrastructure 1. The bidder should have provided support for AV/proxy licenses of Tend-Micro in past 4 Years in at least 1 No. Commercial Bank / Financial Institution / Government / PSU Organization / IT & ITES / Manufacturing / Large Corporates in India. (As on RFP date).
2.	Annexure 11 – Project Details (Scope of Work)	Annexure 11 – Project Details (Scope of Work) Additional Clause <ul style="list-style-type: none"> Bidders need to factor the premium Support cost as part of the Commercial.
3	Annexure 12–Service Levels ----- ----- >The Vendor should have 24X7 monitoring, escalation and resolution infrastructure. ----- -----	Annexure 12–Service Levels ----- ----- >The OEM should have 24X7 monitoring, escalation and resolution infrastructure. ----- -----

Clarification of Pre-bid queries is enclosed as “Annexure 2”

All other Terms & Conditions are same as per our RFP Bid no. GEM/2024/B/5143091 dated 09.07.2024 for Selection of Service Provider for Procurement and ATS Renewal of Trend Micro licenses.

Prebid Query Replies

S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
1	6	3. Contract period	Apex One (AV) (Bank can terminate the contract by providing 30 days notice period to vendor)	As you aware OEM commercials are on yearly advance basis, hence we request you to remove this clause as we have to contract OEM with year on year basis	No Change
2	9	Payment terms	Payable quarterly in advance against receipt of satisfactory service report for the previous quarter from the Bank's Project / Operation Manager.	As you aware OEM commercials are on yearly advance basis, hence we request you to modify this clause as "Payable yearly in advance against receipt of satisfactory service report for the previous year from the Bank's Project / Operation Manager."	No Change
3	46	Commercial	We have been understood Bank currently utilizing Trend Micro Premium support program (PSP), please let us know whether we have to factor the same or not.	We have been understood Bank currently utilizing Trend Micro Premium support program (PSP), please let us know whether we have to factor the same or not. If yes then requesting you to modify the commercial bid format	Please refer Addendum
4	10	Termination	Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason.	Requesting you to remove this clause as it is open statement, if needed please mention in which scenarios this is applicable along with time frame	No Change
5	54	Annexure 12–Service Levels	The SLA charges will be subject to an overall cap of 10% of the yearly ATS charges	We humbly requesting you to mention as "The SLA charges will be subject to an overall cap of 5% of the yearly ATS charges"	No Change
6	6	3. Contract period	Apex One (AV) (Bank can terminate the contract by providing 30 days notice period to vendor)	As you aware OEM commercials are on yearly advance basis, hence we request you to remove this clause as we have to contract OEM with year on year basis	No Change
7	9	Payment terms	Payable quarterly in advance against receipt of satisfactory service report for the previous quarter from the Bank's Project / Operation Manager.	As you aware OEM commercials are on yearly advance basis, hence we request you to modify this clause as "Payable yearly in advance against receipt of satisfactory service report for the previous year from the Bank's Project / Operation Manager."	No Change

8	46	Commercial	We have been understood Bank currently utilizing Trend Micro Premium support program (PSP), please let us know whether we have to factor the same or not.	We have been understood Bank currently utilizing Trend Micro Premium support program (PSP), please let us know whether we have to factor the same or not. If yes then requesting you to modify the commercial bid format	Please refer addendum
9	10	Termination	Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason.	Requesting you to remove this clause as it is open statement, if needed please mention in which scenarios this is applicable along with time frame	No Change
10	54	Annexure 12–Service Levels	The SLA charges will be subject to an overall cap of 10% of the yearly ATS charges	We humbly requesting you to mention as "The SLA charges will be subject to an overall cap of 5% of the yearly ATS charges"	No Change
11	24	Eligibility	The bidder should have provided support for AV/proxy licenses of Tend-Micro in past 3 Years in at least 2 No's Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India. (As on RFP date).	We humbly request you to mention The bidder should have provided support for AV/proxy licenses in past 3 Years in at least 1 No's Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India. (As on RFP date). Kindly consider experience from any other vendor/OEM as well.	Please refer Addendum
12	8	Payment Terms	ATS quaerterly in Advance	Request you to kindly change this to Yearly in Advance	No Change
13	6	3. Contract period	Apex One (AV) (Bank can terminate the contract by providing 30 days notice period to vendor)	As you aware OEM commercials are on yearly advance basis, hence we request you to remove this clause as we have to contract OEM with year on year basis	No Change
14	9	Annual Technical Support (ATS)	Payable quarterly in advance against receipt of satisfactory service report for the previous quarter from the Bank's Project / Operation Manager.	As you aware OEM commercials are on yearly advance basis, hence we request you to modify this clause as "Payable yearly in advance against receipt of satisfactory service report for the previous year from the Bank's Project / Operation Manager."	No Change
15	46	Annexure 11 – Project Details (Scope of Work)	We have been understood Bank currently utilizing Trend Micro Premium support program (PSP), please let us know whether we have to factor the same or not.	We have been understood Bank currently utilizing Trend Micro Premium support program (PSP), please let us know whether we have to factor the same or not. If yes then requesting you to modify the commercial bid format	Please refer Addendum
16	10	Termination	Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason	Requesting you to remove this clause as it is open statement, if needed please mention in which scenarios this is applicable along with time frame	No Change

17	54	Annexure 12–Service Levels	The SLA charges will be subject to an overall cap of 10% of the yearly ATS charges	We humbly requesting you to mention as "The SLA charges will be subject to an overall cap of 5% of the yearly ATS charges"	No Change
18	24	Eligibility	The bidder should have provided support for AV/proxy licenses of Tend-Micro in past 3 Years in at least 2 No's Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India. (As on RFP date).	Kindly make chnages as below : The bidder should have provided support for AV/proxy licenses of Tend-Micro in past 4 Years in at least 1 No Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India. (As on RFP date).	Please refer Addendum
19	6	3. Contract period	Apex One (AV) (Bank can terminate the contract by providing 30 days notice period to vendor)	As you aware OEM commercials are on yearly advance basis, hence we request you to remove this clause as we have to contract OEM with year on year basis	No Change
20	9	Payment terms	Payable quarterly in advance against receipt of satisfactory service report for the previous quarter from the Bank's Project / Operation Manager.	As you aware OEM commercials are on yearly advance basis, hence we request you to modify this clause as "Payable yearly in advance against receipt of satisfactory service report for the previous year from the Bank's Project / Operation Manager."	No Change
21	46	Commercial	We have been understood Bank currently utilizing Trend Micro Premium support program (PSP), please let us know whether we have to factor the same or not.	We have been understood Bank currently utilizing Trend Micro Premium support program (PSP), please let us know whether we have to factor the same or not. If yes then requesting you to modify the commercial bid format	Please refer Addendum
22	10	Termination	Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason.	Requesting you to remove this clause as it is open statement, if needed please mention in which scenarios this is applicable along with time frame	No Change
23	54	Annexure 12–Service Levels	The SLA charges will be subject to an overall cap of 10% of the yearly ATS charges	We humbly requesting you to mention as "The SLA charges will be subject to an overall cap of 5% of the yearly ATS charges"	No Change