इंडियन बैंक • Indian Bank
इलाहाबाद ALLAHABAD

Date: 27.08.2020

Clarifications to the Pre-bid Queries Ref: CO/ITD/666/R1/2020-21 dated 13/08/2020 - Request for Proposal for Procuring Active Directory Management Solution and to maintain Active Directory of the Bank.

Technical Queries For AD Management Solution

S.No	RFP Clause	Query Raised	Clarification
1.	**Page No. 31- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (a) User and Administrator** 1.1 User Management	• How many SAP HRMS user need to integrate with AD? • Do you also want users to be provisioned user from HRMS SAP to AD? Provide SAP environment details. • Provide AD environment details and Current and future topology. • Provide SAP environment details and Current and future topology. • There is no Exchange, 0365 Mailbox provisioning in scope? If mailbox is in scope, do you want was Quote for Mailbox Auditing, reporting solution? • Does Privileged Access Management Solutions (PAM/PIM) is required?	• Details will be shared with the successful bidder • NO, mail box is out of scope • NO. It is already available with the bank
2.	**Page No. 33- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (a) User and Administrator** 1.8 Administration Maker – Checker	Provide specific maker-checker customization required? For high-level effort estimation	Maker will prepare the changes to be applied in the environment and it has to be approved by the checker before applying in the environment.

		The system should have the ability to build a customized workflow structure, with required number of workflow agents appropriate to organization needs. Maker and Checker should be configured for all changes. Maker – Representative of successful bidder Checker – Bank Official		
3.		**Page No. 33- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (a) User and Administrator** 1.9 Integration with other related systems- Any change made in Active Directory should be propagated to other connected applications and systems including Office 365, Exchange Server, Skype for Business Server etc.	CBS also need to be integrated with AD for user provisioning? Does any kind integration is required with CBS? if yes Please provide details which CBS are you using and what kind of integration is required	If required, integration has to be done. Details would be shared with the successful bidder
4.		**Page No. 34- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (a) User and Administrator** 2.2 Total Users-	Please confirm final number of AD user or should we consider 50000 users for BOM? Does Indian Bank have EA with Microsoft for Active Directory?	It is clarified that the existing user count is provided in RFP. No

	Approximately 50000 user accounts to be managed. However the software should be provided for managing unlimited users.		
5.	**Page No. 34- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (b) Reports** 1.1 User Reports	Do you want track logout and login time from end-user Machine/workstation?	Yes
6.	**Page No. 37- Part-I Functional and Technical Requirements- Point No. 2, Technical Specifications for Self-service portal** 1.6 Existing user Existing users need to enrol with any combination of the multi-factor authentication techniques enabled by the IT admin. Verification options include security questions and answers, verification codes, RADIUS, AD security Q&A, and mobile app authenticator (fingerprint-based; push notifications; and one-time passcodes, or OTPs). After the user verifies their identity, they will be allowed to perform the requested self-service actions. Each of these	Multi-factor solution authentication solution required?	Multi-factor authentication technique is to be enabled as per scope. Proposed AD Manager solution should have MFA authentication feature.

Clarifications

	verification methods feature powerful customization options		
7.	**Page No. 39- Part-I Functional and Technical Requirements- Point No. 4, Technical Specifications for AD Backup and Recovery** Backup and Recovery	• How many forest in your environment needs to be backup/Recovery? • How many domain(s) in each forest needs to be backup/recovery? • How many domain controllers in the network/AD sites to be backup/ recovered? • Identify AD sites. Examples Forest1 - 2 sites with 10 DCs (HYD, Mumbai, Bangalore, Pune) Forest2 – 3 sites with 8 DCs (Tokyo – 4 DCs , Sydney – 4 DCs) • Do you need your organization Office 365 and Azure AD to be Backup/Recovery? • Do you have Test/UAT/Lab Environment for AD Recovery Testing? • How many Domain Controllers are in a Virtualized Machine Physical servers?	• Our environment needs backup and recovery. Details will be shared with the successful bidder • No • No • Details will be shared with the successful bidder
8.	**Page No. 40- Part-I Functional and Technical Requirements- Point No. 5, Technical Specifications for General and compliance requirements** 1.1 Security Audit	• Do you want have governance on your unstructured data? E.g. file and folder on file server? • Do you want file and folder permission to be self-services? With IT shop kind of functionality	Please adhere to the RFP terms.

	Should perform Security audit quarterly and report on Who has access to what? ✓ Steps to tighten up security and pass the audit? ✓ Details of User permissions to shares, folders and files on file servers and network filers? ✓ Details of User delegated rights in Active Directory? ✓ Details of User administrative access to Windows servers and workstations?		
9.	**Page No. 40- Part-I Functional and Technical Requirements- Point No. 5, Technical Specifications for General and compliance requirements** 1.4 Vulnerability fixing If any vulnerability is noticed or reported by anyone on the software solution same should be fixed within a week. If the vulnerability is critical a work around or fix to be provided immediately and not later than 24 hours	If any vulnerability is noticed or reported by anyone on the software solution same should be fixed within a week. I f the vulnerability is critical a work around or fix to be provided immediately	Please adhere to the RFP terms.