

**Clarifications & Amendments to the Pre-Bid Queries Ref: CO/ITD/994/R1/2021-22 dated 04/08/2021 - Request for Proposal for Procuring Active Directory Management Solution to Manage the Active directory services.****Technical Queries for AD Management Solution**

S.No	RFP Clause	Query Raised	Clarification/Amendment
1.	Page No. 35- Section 5- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (a) User and Administrator 1.1 User Management	As clarified from the pre-bid clarification bank having existing PIM/PAM solution, but its not clear that bank having any existing IAM solution which can be leveraged or IAM requirement need to be Freshly Deployed in this requirement itself? Kindly confirm.	Clarification Bank has PIM and AD. AD to be managed.
2.	Page No. 40- Section 5- Part-I Functional and Technical Requirements- Point No. 2, Technical Specifications for Self-service portal 2.2 Integration The Portal should be integrated with SMS and Email gateways.	Please confirm existing bank SMS gateway supported "mail to sms" industry standard protocols.	Clarification It is clarified that the Bank's SMS gateway supports industry standards protocols.
3.	Page No. 40- Section 5- Part-I Functional and Technical Requirements- Point No. 2, Technical Specifications for Self-service portal 2.6 Existing user	Please provide the existing MFA solution name, to understand the integration capability and required efforts.	Clarification Bank has MFA solution of M/s Smartchip Ltd.





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	<p>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 verification methods feature powerful customization options.</p>		
<p>4.</p>	<p>Page No. 42- Section 5- Part-I Functional and Technical Requirements- Point No. 4, Technical Specifications for AD Backup and Recovery</p> <p>4.1 Backup</p> <p>Facilitate backup of entire Active Directory setup including users and rights data</p>	<p>Do you need a bare metal recovery? How do you plan to protect your AD and recover from any ransomware attack?</p> <p>Recommendation: As per latest trend of attacks of ransomware and malware , AD infrastructure is completely shut down which will stop all the business activities and restoration of active directory without</p>	<p>Clarification Please refer amendments uploaded in our website dated 18.08.2021</p>





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		<p>bare metal recovery will take longer time and efforts. bare metal recovery will help you to faster recovery along with quicker resolve the attacks like ransomware and malware.</p>	
<p>5. Other Queries</p>		<ul style="list-style-type: none"> As we understand bank having SAP HRMS system, so do solution required direct connection with SAP system, or if its supported using CSV file will be ok to bank. CSV file need to updated to a specific place on a schedule interval than user provisioning and bulk user management will be automated. Assuming intension of integrating other application to AD will be from Authentication and Authorization point, Please confirm. Please specified the list of application need to integrated . Recommendation : if this is must requirement where SAP HRMS need direct connection that , than solution should be SAP certified Number of domains needs to be managed? 	<p>Clarification It is clarified that the successful bidder should provide necessary support to integrate AD with existing applications of the bank.</p> <p>Clarification Bank is having two major domains and multiple subdomains. The solution should have capability to manage additional subdomains if required by the bank.</p>





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		<ul style="list-style-type: none"> Number of named administrators/technician for managing the AD solution. (Indian bank ask is for 8 concurrent users) We (Manage engine) support only named technician/administrators license. Total number of domain controllers 	<p><u>Amendment</u> 8 concurrent/named administrators required.</p> <p><u>Clarification</u> Bank is having ten domain controllers configured. The solution should have capability to manage additional domain controllers if required by the bank by procuring necessary licenses.</p>
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