

Clarifications to Pre-bid queries for the RFP for Procuring Active Directory Management Solution for Maintaining Active Directory (Ref: CO/ITD/994/R1/2021-22 dated 04/08/2021)

A. General Queries

S. No	RFP Clause	Query Raised	Clarification									
1.	<p>Page No. 18- Section-3 Conditions of Contract- Point No.8- Service Level Agreement (SLA)- Penalty on non-adherence to SLAs-</p> <p>a) Penalty for Solution uptime</p> <p>During the term of the contract, the supplier will maintain the solution in perfect working order and condition and for this purpose will provide the following services.</p> <table border="1"> <thead> <tr> <th>S. No</th> <th>Level of uptime per month for Active Directory Management Solution</th> <th>Penalty Charges</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>99.50% and Above</td> <td>NIL</td> </tr> <tr> <td>2</td> <td>98.00% and above but below 99.5%</td> <td>1% of Support Cost and Subscription for one year</td> </tr> </tbody> </table>	S. No	Level of uptime per month for Active Directory Management Solution	Penalty Charges	1	99.50% and Above	NIL	2	98.00% and above but below 99.5%	1% of Support Cost and Subscription for one year	Kindly provide some relaxation on the uptime SLA mention in the RFP	Please adhere to RFP terms
S. No	Level of uptime per month for Active Directory Management Solution	Penalty Charges										
1	99.50% and Above	NIL										
2	98.00% and above but below 99.5%	1% of Support Cost and Subscription for one year										



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			for the solution.		
	3	95.00% and above but below 98.00%	3% of Support Cost and Subscription for one year for the solution.		
	4	90.00% and above but below 95.00%	5% of Support Cost and Subscription for one year for the solution.		
	5	Below 90.00%	10% of Support Cost and Subscription for one year for the solution.		
2.	<p>Page No. 18- Section-3 Conditions of Contract- Point No.8- Service Level Agreement (SLA)- Penalty on non-adherence to SLAs-</p> <p>b) Penalty for Administration and operations- point SLA</p> <p>Targets</p> <p>1. Upgrade & Update</p>			<ul style="list-style-type: none"> • SLA Targets, Upgrades & updates 	<p>It is clarified that Onsite Support team has to update the software, when there is a new version for up gradation released by the OEM.</p>
3.	<p>Page No. 20- Section-3 Conditions of Contract- Point No.8- Service Level Agreement (SLA)- Penalty terms for the above activity</p> <p>Clause [C] - SLA for Manpower Support, Point No.5</p> <p>Maximum of 12 days leave of absence in a year is admissible for engineers. For each day the engineer is</p>			<p>We request bank to amend the penalty to Rs.500 per day instead of Rs.5000 per day</p>	<p>Please adhere to the RFP terms.</p>



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	<p>absent, suitable substitute to be provided. The substitute so provided should have adequate skill set to handle the operations. If no substitute is provided for the period, penalty @ Rs.5,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer.</p>											
<p>4.</p>	<p>Page No. 22- Section-3 Conditions of Contract- Point No.11-</p> <p>Terms of Payment</p> <table border="1" data-bbox="357 698 1066 1266"> <thead> <tr> <th>Milestone</th> <th>License cost with ATS (In INR)</th> <th>Implementation Cost (In INR)</th> </tr> </thead> <tbody> <tr> <td>Delivery and Installation of required Software Licenses</td> <td>60% of the License cost of AD Management Solution</td> <td>40% of the Implementation cost of Solution</td> </tr> <tr> <td>Implementation of the solution in production</td> <td>40% of the License cost of AD Management Solution</td> <td>60% of the Implementation cost of Solution</td> </tr> </tbody> </table>	Milestone	License cost with ATS (In INR)	Implementation Cost (In INR)	Delivery and Installation of required Software Licenses	60% of the License cost of AD Management Solution	40% of the Implementation cost of Solution	Implementation of the solution in production	40% of the License cost of AD Management Solution	60% of the Implementation cost of Solution	<ul style="list-style-type: none"> We request bank to make 80 % on delivery and 20 % on implementation Request to Amend->80% against Delivery and 20% against Installation 	<ul style="list-style-type: none"> Please adhere to the RFP terms. Please adhere to the RFP terms.
Milestone	License cost with ATS (In INR)	Implementation Cost (In INR)										
Delivery and Installation of required Software Licenses	60% of the License cost of AD Management Solution	40% of the Implementation cost of Solution										
Implementation of the solution in production	40% of the License cost of AD Management Solution	60% of the Implementation cost of Solution										



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	<p>a. Software license Cost with ATS covering onsite support and updates: 60% payment (cost of software licenses with one-year warranty) will be made after delivery and installation of required Software Licenses and on submission of Bank Guarantee, Contract Form, Non-Disclosure Agreement (on Individual capacity and on behalf of the organization). The payment will be released within 15 days of submission of a request letter along with Invoice and delivery challan duly acknowledged by official of the Bank.</p> <p>b. Software license Cost with ATS covering onsite support and updates: 40% payment (cost of software licenses with one-year warranty) will be made on moving the solution to production</p> <p>c. The Software support cost for 2nd and 3rd year will be when due yearly in arrears.</p> <p>d. For onsite engineer payment will be released quarterly on arrear</p>		
<p>5.</p>	<p>Page No. 81- Checklist- Point No.5 -</p> <p>The bidder should have supplied or supporting the solution quoted to at least one client as on 31.03.2021 (Reference to be provided).</p>	<p>We have Implemented Enterprise Management Solution to GOVT & Enterprise Customers at which AD Management Solution is a Part of the Solution.</p> <p>Request Bank to Amend ->"The Bidder should have Supplied or Supporting the Solution to at least one Client - Copy of Purchase Order Issued by Banks/Financial Institutions/PSU & Government</p>	<p>Please adhere to the RFP terms</p>



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		<p>Organizations/Private Limited Companies.</p> <p>Since there are Limited OEM's, the OEM Product which we have Implemented to customer the subject OEM may not Support due to Alignment with other Partner ,hence the same Solution Quoted if Relaxed will bring in more Competition to Bid.</p>	
<p>6. Other Queries</p>		<ul style="list-style-type: none"> • Which region's Bank holidays will be followed by Onsite engineers? • How many Onsite engineers are required to support for DR drill activities at both ends i.e, DC Chennai and DR Site Mumbai & what level of engineers are required? • 6 weeks is less time to implement Tool • 24 hours time for RCA is not possible 	<ul style="list-style-type: none"> • It is clarified that If any of the states in Country is Working, the same shall be considered a working day. • It is clarified that One L2 engineer support is required at DR Site Mumbai during DR Drill Activity. • Please adhere to RFP terms • Please adhere to RFP terms



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		<ul style="list-style-type: none"> • What does it mean Upgrade or update software license on all AD connected device • We need to reconsider the SLA categories • We are assuming, Hardware, OS, supporting Software like SQL and other then the main tool will be provided by Bank which OEM will mention in Sizing and prerequisites. 	<ul style="list-style-type: none"> • Onsite Support team has to update the software, when there is a new version for up gradation released by the OEM. • Please adhere to RFP terms • Please adhere to RFP terms
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B. Technical Queries

S.No	RFP Clause	Query Raised	Clarification
1.	<p>Page No. 35- Section 5- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (a) User and Administrator</p> <p>1.1 User Management</p>	<ul style="list-style-type: none"> • These clauses from tender specifications are features of IDAM, not AD Management, please confirm If Bank having any existing IAM & PIM/PAM solution which can used here. • These clauses from specifications as all these are features of IDAM and not AD Management, please confirm If Bank having any existing IAM and PIM/PAM solution which can leveraged here. • These are of Identity access management solution function. Does Indian bank has any PIM/PAM Solution ? 	<ul style="list-style-type: none"> • Solution/Software provided should meet the specifications mentioned • Solution/Software provided should meet the specifications mentioned • Yes. Bank is having the solution
2.	<p>Page No. 36- Section 5- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (a) User and Administrator</p> <p>1.6 Delegation Management</p> <ul style="list-style-type: none"> • Define the roles for User, Technician and 	<p>Please confirm if this clause/Feature would be limited to Active Directory or is required for any other application also. As per our understanding these features are required for Active Directory only and not for any other application apart from AD.</p>	<p>It is clarified that all specifications mentioned in RFP is for Active Directory only</p>



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	<p>Admin.</p> <ul style="list-style-type: none"> • Provide restricted privileges for a Technician to perform only specific tasks/roles. 		
3.	<p>Page No. 36- Section 5- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (a) User and Administrator</p> <p>1.7 Administrator Management</p> <ul style="list-style-type: none"> • Review-Approve facility for all admin activities. • Privileged access for Users 	<p>Kindly Confirm if this Feature would be limited to AD or is required for any other application also. We assume that all admin activities are specific to AD only (like adding a user, adding a group, assigning group membership) and privileged access for users will be at AD level only and not for any other application.</p>	<p>It is clarified that all specifications mentioned in RFP is for Active Directory only</p>
4.	<p>Page No. 36- Section 5- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (a) User and Administrator</p> <p>1.8 Administration</p> <p>Maker – Checker</p> <p>The system should have the ability to build a customized workflow structure, with required number of workflow agents appropriate to organization needs.</p>	<p>Kindly Remove this clause from specifications as all these are features of IDAM and not AD Management</p> <p>Does IDAM is part of Scope ?</p>	<p>It is clarified that Solution/Software provided should meet the specifications mentioned.</p> <p>Maker will prepare the changes to be applied in the environment and it has to be approved by the checker before applying in the production environment.</p>



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	<p>Maker and Checker should be configured for all changes.</p> <p>Maker – Representative of successful bidder</p> <p>Checker – Bank Official</p>		
<p>5.</p>	<p>Page No. 37- Section 5- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (a) User and Administrator</p> <p>1.10 Role-based access and privileged access control</p> <p>Should be configurable with roles that can be used to delegate tasks to help desk technicians and other department members. Bank should be able to create custom role to delegate tasks to a single or a group of users. For example, admins can delegate user modification and deprovisioning to HR/line managers. Reset password and account unlock tasks can be delegated to help desk technicians without elevating their privileges in the target system or application.</p>	<p>Kindly provide the named administrators license count.</p> <p>Any delegation with AD would consume administrator/technician license. Need the overall named technician/administrator license count</p>	<p>Please refer clause 1.12 on Page No.37</p>



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<p>6.</p>	<p>Page No. 37- Section 5- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (a) User and Administrator</p> <p>1.11 Total Users-</p> <p>Approximately 50000 user accounts to be managed.</p> <p>However the software should be provided for managing unlimited users.</p>	<p>Kindly clarify if the 50000 user licenses have to be quoted and supplied for AD Management here. Also instead of the term "unlimited" kindly suggest a maximum estimated user count (For eg: up to 50,000, 1 lakh,5 lakhs etc.;) which the proposed solution shall be scalable to.</p> <p>Complying with the current clause we have to quote & supply 50000 licenses, on which confirmation is required from your side.</p> <p>There has to be a defined finite user limit which the proposed AD management software can scale up to, as "unlimited users" term cannot be viably justified by any OEM.</p>	<p>It is clarified that the solution to be provisioned with 50000 user licenses to Manage 50000 users on AD from day one. The solution should have capability to manage additional users if required by the bank by procuring necessary licenses.</p>
<p>7.</p>	<p>Page No. 37- Section 5- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution – (a) User and Administrator</p> <p>1.12 Administrators</p> <p>Minimum 8 concurrent Administrators with various roles should be configurable to administer the</p>	<p>Kindly provide the named administrators license count</p> <p>Number of AD domains needs to be managed?</p> <p>Some OEM supports concurrent license model and some OEM supports named administrator license and it also</p>	<p>Please refer point 1.12 as mentioned</p> <p>Bank is having two major domains and subdomains configured under them. The solution should have capability to manage additional domains if</p>



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	system.	depends upon the number of AD domains needs to be managed	required by the bank by procuring necessary licenses.
8.	<p>Page No. 37- Section 5- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution –</p> <p>(b) Reports</p> <p>1.13 User Reports</p>	<p>Does tracking of login & logout authentication time from end-user Machine/workstation?</p> <p>Do you want track logout and login time from end-user Machine/workstation?</p>	Yes
9.	<p>Page No. 39- Section 5- Part-I Functional and Technical Requirements- Point No. 1, Technical Specifications for AD Management Solution –</p> <p>(b) Reports-</p> <p>1.18</p> <p>Use built-in reports to gain in-depth visibility into the privileged permissions held by users and groups, including users who gained privileged access by being part of nested groups</p>	<p>Kindly clarify that the "privileged permissions" mentioned here are subjected and limited to the Active Directory groups only</p> <p>Justification: "Privileged permissions" are granted in Active Directory in the form of Critical Group Membership. However, this is also a feature of PAM/IDAM and hence confirmation is required whether this is limited to AD or not</p>	It is clarified that all specifications mentioned in RFP is for Active Directory only.
10.	<p>Page No. 40- Section 5- Part-I Functional and Technical Requirements- Point No. 2,</p>	<ul style="list-style-type: none"> • Does existing SMS & Email gateways can be used? • Kindly confirm the existing SMS 	Yes



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	<p>Technical Specifications for Self-service portal</p> <p>2.2 Integration</p> <p>The Portal should be integrated with SMS and Email gateways.</p>	<p>& Email gateways being used by bank, which should be integrated with the proposed solution.</p>	
11.	<p>Page No. 40- Section 5- Part-I Functional and Technical Requirements- Point No. 2, Technical Specifications for Self-service portal</p> <p>2.3 Function</p> <p>Allows users to reset their forgotten passwords and unlock locked-out accounts, without IT assistance on their own.</p>	<p>How many domain users are there to use this password reset function ?</p>	<p>It is clarified that the solution should manage 50,000 users.</p>
12.	<p>Page No. 40- Section 5- Part-I Functional and Technical Requirements- Point No. 2, Technical Specifications for Self-service portal</p> <p>2.6 Existing user</p> <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;</p>	<p>Kindly provide the SMS credits required for sending the SMS to the registered user from the solution directly.</p> <p>Online SMS Gateway lets you to connect with your users - even when they are offline - by allowing the bank to text messages to their mobile phones directly from an Online SMS Service of the OEM solution.</p>	<p>It is clarified that the Bank's SMS gateway to be used</p>



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	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.		
13.	<p>Page No. 41- Section 5- Part-I Functional and Technical Requirements- Point No. 2, Technical Specifications for Auditing Software</p> <p>3.1 Requirement</p> <p>It should have a comprehensive auditing module that monitors user and admin activities across AD.</p>	<ul style="list-style-type: none"> • How many domain controllers needs to be audited? • How many windows workstations needs to be audited? • Is there any Azure AD tenants to be audited? If so, how many Azure AD tenants? Any members' servers or file servers to be audited? If so, how many ? 	<ul style="list-style-type: none"> • All domain controllers used by the AD setup need to be audited. • Workstations are not required to be audited • No
14.	<p>Page No. 41- Section 5- Part-I Functional and Technical Requirements- Point No. 2, Technical Specifications for Auditing Software</p> <p>3.6 Customization</p> <p>The predefined reports should be customizable and entirely new set of custom reports should be created using just point and click actions</p>	Please clarify what does "point and click action" means or implies here	It is clarified that it should be feasible to create/generate custom reports with minimal manual intervention



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15.	<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>How many user objects are there?</p> <p>OEM to OEM the license structure varies. However, the user objects will provide a clarity on the objects counts that need to be considered for sizing the solution</p>	<p>Our environment needs backup and recovery. The solution should be capable to facilitate backup for all user objects. Details will be shared with the successful bidder.</p>
16.	<p>Page No. 43- Section 5- Part-I Functional and Technical Requirements- Point No. 5, Technical Specifications for General and compliance requirements</p> <p>5.5 BCP Requirements</p> <p>The application to be installed and maintained at both DC and DR.</p>	<p>Can we propose HA at data centre and Stand alone at DR?</p> <p>Bank has asked for a DC and DR solution for BCP If there is any HW failure in DC [Provided entire DC is UP and Running] The AD Management solution alone cannot be migrated to DR. So we request the Bank to consider having HA [Active and Passive set up] at DC and Standalone solution at the DR site.</p>	<p>The solution will be deployed on Virtualized Environment at DC and DR. Application Deployment model may be accordingly proposed.</p>
17.	<p>Other Queries</p>	<ul style="list-style-type: none"> Who will provide certificate & do we need to install certificate manually in all application servers which are integrated with AD? 	<ul style="list-style-type: none"> It is clarified that the support is required only for services used for providing AD and DNS services.



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		<ul style="list-style-type: none"> • What does it mean Automated user provisioning & Bulk user management? Do we need to design automation solution as well? • What does it mean Automation of moving one-month Inactive AD account to disable state? • Who will perform AD Integration for external applications/databases and internal applications like SAP solution for HR management and internally developed applications from application team end? 	<ul style="list-style-type: none"> • It is clarified that the solution should have this features inbuilt. • It is clarified that the inactive user should be moved to disable state on reaching the configured period. • It is clarified that the requirement from application end will be taken care by the respective solution providers.
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