



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಲಾಗುವ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೇಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

Karnataka Vikas Grameena Bank

A Scheduled Bank Owned by Government- Sponsored by Canara Bank

ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

DATE: 09-11-2022

RFP 07/2022-23 dated 30/09/2022 for Selection of Authorized Microsoft partner for implementation of M365 solution

CORRIGENDUM -4

RFP page number	RFP Clause Number	RFP clause	Bank's clarification for Bidder's query as per Corrigendum 1	Bidder's Query	Bank's response
49	1	The Bidder shall conduct the site survey and configure the solution & Desktops in such a way that it suits best with the Bank's infrastructure	The bidder has to conduct the site survey and do a one- time configuration of bringing the desktops into Active Directory domain.	Please share the details of APGB existing location/branches. Do APGB has Active Directory server or not? If yes then please share the details. Whether Bidder can outsource resource for site survey to reduce the Project Timeline. Timeline may vary based on the availability of Systems.	APGB locations are available in Bank's website https://apgb.in/visi on.php . Both KVGB and APGB do not have Active Directory services presently. Yes, Bidder may outsource the resources for site survey. However, the project ownership lies with the bidder.
49	9	The Bidder should provide the complete desktop group policy settings for user and computer configurations and Bank will decide on various policies such as password policy, power management policy,	Bidder shall configure all the required features of intune as per the SKU and licenses.	Still need some clarity as we need to understand, we have baseline policies available but need to get clarity whether to create Policies for Intune or AD Policies.	Policies shall be configured in intune as per the SKU

		device policy, backup policy, software policy, access rights to the users and groups, etc., and the same should be implemented and managed by the bidder.			
50	18	The bidder should have facility to get entire control of desktops and enable/disable hardware/peripherals/software/services.	Bidder to Comply	We can control devices such as Windows10, 11 - Bluetooth, Data sharing, USB Blocking, Mouse, NAS Storage, Camera Blocking etc. as per supported intune features. What is Bank's expectation on this point?	Bidder shall provide all features supported in intune as per the SKU.
52	48	The Bidder should provide a dash-board which could be customized as per the Bank's requirement for the operating system patching and software deployment for all the endpoints of the Bank.	The Bidder should provide intune dashboard for the operating system patching and software deployment for all the endpoints of the Bank.	Windows Update Reports available in preview mode. Software deployment reports available in Intune.	No query asked

52	2	The Bidder should migrate the existing e mail ids along with all sent and received data from Microsoft Exchange to M365 F3/E3 as the case may be.	The Bidder should migrate the existing e-mail ids along with all sent and received data from the existing on-premises Microsoft Exchange 2019 server and also from Zimbra to M365 F3/E3 as the case may be.	Yes, we can migrate sent and received data from Source to O365 as per licenses mailboxes size (2GB, 50GB and 100GB) Please confirm - How much approximate data available in MS Exchange 2019 Server as well as existing Zimbra Server? Please confirm if any archiving/journaling solution has been implemented in the Environment	Total data available in Microsoft Exchange 2019 server is 2 TB. No archiving/journaling solution has been implemented in KVGB. Total data available in Zimbra server is 4.5 TB. Dedicated Cisco Email security with ATP & DLP Security Instances & shared Compliance Email Archival Solution is implemented in APGB for the Zimbra mailing solution.
53	7	The Bidder should configure Azure information protection for the files mentioned by Bank as and when required.	The Bidder should configure Azure information protection for the files mentioned by Bank as and when required. Bank will share details of such files to the successful bidder.	https://learn.microsoft.com/en-us/azure/information-protection/rms-client/clientv2-admin-guide-file-types NOTE: Manual labelling has to be done due to AIP P1 Plan and please clarify all the file types used by Bank	The Bidder should configure Azure information protection for all the file types supported by AIP P1 plan

30	49.1	Bidder has to provide Helpdesk support from their own resources at Bank's premises who are on its permanent pay roll (certified on the solution by OEM) for managing day-to-day operation, monitoring and management of the solution.	Bank's address where resources to be deployed by the bidder: Karnataka Vikas Grameena Bank, Head office, P.B.No 111, Belgaum Road, Dharwad - 580008	As per Bill of Material upon Helpdesk - Two resources are required in APGB Please confirm location where all four resources to be deployed? Whether it is Dharwad? Also, confirm what type of level engineer required (L1, L2)	Please refer Corrigendum 2 for clarification on resource deployment. Resources shall be capable of managing day-to-day operation, monitoring and management of the solution.
37	74.3	In case the performance of the Bidder/their CSP/agent/e mployees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, The Bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the Bidder fails to comply with the Bank's request, the Bank may replace the said person or their	The satisfactory criteria for the Bidder is to perform all the activity as per the SOW.	Bank to share the satisfactory criteria to deploy right resources	The satisfactory criteria for the Bidder is to perform all the activity as per the SOW.

		agents/employees on its own.			
34	66.2	The bidder shall deliver, install the equipment and port the software and arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for penalties levied by Bank for any deviation in this regard	The bidder shall arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for penalties levied by Bank for any deviation in this regard.	This point is with respect to Training as per our understanding and provide us some clarity on penalty part? What is tenure timeframe for training?	Penalty clause has been removed for this point. Also the training schedule shall be mutually decided and agreed with the successful bidder.
26	42.1	The successful bidder should ensure implementation of the entire solution, along with the migration of existing data and complete all works as specified in the Scope of Work of this RFP within three Months from the date of acceptance of the Purchase Order.	The successful bidder should ensure implementation of the entire solution, along with the migration of existing data and complete all works as specified in the Scope of Work of this RFP within four Months from the date of acceptance of the Purchase Order.	Based on point: EM+S - Possible to achieve within timelines Exchange and Zimbra Migration We would require source email servers approx data size, number of Network Devices, Messaging gateway Solution, etc.	Source email server (MS exchange 2019 server) data size is approximately 4 TB including logs for KVGB. A total of 4.5 TB data is available in the Zimbra Server for APGB.

		Microsoft Defender for Endpoint - 2700		Client Device (Windows 7, 8, 8 1, 10 and 11) How many client devices Servers (Windows 2008 R2, 2012, 2012 R2, 2016, 2019, 2022) - Number of servers count	All are Client devices with OS Windows 7, 8.1, 10 or 11. No servers deployed at end-point level.
27	45.2.	Penalties/Liquidated damages for not maintaining uptime		This responsibility lies with OEM	Bidder to comply
27	45.3	Penalties/Liquidated damages for absence of resident help desk Engineers		Do we have the feasibility to cap a penalty at 10% for that quarter	Penalty is capped at 10% of the total amount payable in a quarter
28	47.a	M365 License Cost - Quarterly in arrears by deducting LD if any and taxes as per the price quoted in BOM.	M365 License Cost - Yearly in advance by deducting LD if any and taxes as per the price quoted in BOM. Bidder to submit advance payment Guarantee to that extent.	Once we submit the Invoice how much days you need to release the payment. & what does " Bidder to submit advance payment Guarantee to that extent" Means	Payment will be released within 30 days of receiving the invoice and relevant supporting documents. Advance Payment Guarantee shall be provided by the bidder to the extent of yearly advance payment claim.