

Appendix-O					Response
Pre-Bid Query Format					
Sl. No	RFP Page No	RFP ClauseNo.	Existing Clause	Query/Suggestions	
1	55	Appendix-C	No additional cost on consumption beyond the subscription quantity in the contract period of 3 years. A confirmation from the OEM on their letter head regarding the same is required	OEM can provide mail confirmation instead of letter head. So request to change the clause.	Please refer to the corrigendum-1
2	55	Appendix-C	To assist in migrating the product to new platform if required	Falls under the purview of Professional Services & it will be charged additional as per the scope of work.	No change. As per RFP.
3	57	Appendix-E	Description of Services: The requirement is for the Core Banking - Technical Operations Department. and Specifications, Performance Standards, and Functional Requirements: <ul style="list-style-type: none"> • The Service Provider / Broadcom to provide onsite support (incidentBasis)/ telephonic/ Email & Web based Support (24X7) for the contract period based on criticality/Severity • Broadcom will provide Patches/Updates during the contract period and implementation will be done by Service Provider • Service Provider to advise and help in using the value-added features coming complimentary with the CA Workload Automation Agent Licenses • Support for VAPT and other type of Exercises as per bank guidelines • Closure of security review findings Place of Service: Primary site: GITC, CBD Belapur NR Site: Sify Rabale DR Site: Hyderabad (Gachibowli)	L1 & L2 support will be provided by Westcon and L3/L4 by Broadcom. Support will be provided via the case management system as per the priority of the case. Support is available on phone, email and web. More information can hebe found here: https://docs.broadcom.com/doc/broadcom-maintenance-policy-handbook * Onsite support is not included	Please refer to the corrigendum-1
4	58	Appendix-E	Term of the Project - Project Schedule; Milestones and delivery locations : Start date: 01.10.2025 End date: 30.09.2028	The correct start and end dates are as follows: Start Date: 29-09-2025 End Date: 28-09-2028	No change. As per RFP.
5	58	Appendix-E	Integration / Migration Requirements with existing systems a) Bidder to provide technical assistance for migration of software from existing platform to new platform (Linux or any other supportable), if required without any additional cost to the Bank during the contract period. b) Specific requirement related to integration of proposed solution with the Bank's current security and operations management systems like SOC, PIMS, DLP, AD, ITAM, Centralized Key Management System, NAC etc. to be mentioned. c) Service provider to ensure the closure of security review findings arising due to the migration from the HP-UX platform. d) Service provider to ensure that post migration from the existing HP-UX to any other supported platform, the workflow will not be impacted.	Point a,b - This falls under the purview of Professional Services. Partner/Reseller to work with end customer on billing for additional cost. Point c,d - Broadcom stopped HP server support starting vR12. However, Autosys agents are supported. Any additional support will fall under the purview of PS & it will be charged additional cost.	No change. As per RFP.
6	59	Appendix-E	Payment schedule: Payment will be made Quarterly in arrears.	We request Bank to change the Payment terms to Yearly advance instead of Quarterly in arrears. As we have to Pay in advance to OEM.	No change. As per RFP.