Request For Proposal IT Infrastructure Facility

Dated: 19th June 2023 RFP NO: CO: BFSL/SYS RFP/23-24/03

Sr. No.	Pg No	Point No	Tender Original Clause	Clarification	Request for Change / Modification / Addition / Deletion	BFSL Responses
1	N/A	General Enquiry	General Enquiry	What is the estimate cost of Tender.	After getting the information of Tender Estimat Budget it will be easier to us to provide better commercial.	Cannot share
2	7	10 & 11	Bid Document Cost and Bid Security	We are MSME registerred company and fall into medium category.	Request to BOBFMS Management team to permit us waived off for EMD & TENDER FEE.	Please provide relevant documents for waiver. Please be informed PBG will be applicable.
3	2	3	Annexure 01 Eligibility Criterea Bidder should have experience of minimum 3 years in providing Manage IT Services to BFSI & Pvt. Sector	We Have Some good FMS Contracts into Private Sector and Govt. accounts i.e. TCS, NABARD etc, Just want clarification we will attach the PO of these customers. Kinldy confim either this will be sufficient to fullfill the same criteria.		Yes Pvt sector documents can be submitted , but preference will be given to PSU exp.
4	2	3.1.1	Annexure 03 Scope of Work Integrated Service Desk (Call Logging Tools, Asset Management, patch Management, Self-Help, etc.)	Need to Know which Tool has been used by BOBFMS in present for Call logging, Asset Management). Also need to know the daat of last 06 month of calls for better under standing this FMS Facility. Eeperience of candidate for L-1 is given in RFP but we need exact JD also so that person could be recruit to execute this role.		SapphireIMS is our tool. We will share volume of calls. L1 engineer JD will provide.
5	3	3.1.2	Annexure 03 Scope of Work 3.12 L2 Support Desk	Eeperience of candidate for L-2 is given in RFP but we need exact JD also so that person could be recruit to execute this role.		For L2 Engineer, we required multitasking like servers, Networks and end-Users troublshooting. Will provide the JD.
6	4	3.1.3	Annexure 03 Scope of Work 3.1..3Remote Infrastructure Management	Need to Know which Tool has been used by BOBFMS in present for RMS also need to know the vendors and OEM for which co-ordibnation has to be done via RMS team.		BFSL using Security information and event management (SIEM), EDR, LB & Firewalls. We required the basic knowledge of both network and servers support engineer for L2 level.
7	4	3.1.4	Annexure 03 Scope of Work 3.1.4Active Directory Services	Need to know separte FMS AD engineer is required to execute this activity as per our undersatrnding at least L-3 Resource is required to execute this and we need BOBFMS Expectation e.g. experience and JD for this candidate.		Not required L3 engineer, L2 level engineer is sufficient. we are not looking deticated AD L2 engineer. BFSL required basic knowledge of both network and servers support.

8	4	3.1.5	Annexure 03 Scope of Work 3.1.5End User Peripherals Management	Need to know Who will be responsible for AMC SOW i.e. Faulty Parts, MBD, SMPS etc. as per our outstandimg this is FMS RFP hence FMS vendor should not be involve for the AMC part.		FMS TL needs to manage the Asset allocation and accoundability. If any hardware faulty TL/Helpdesk with create the ticket with OEM and follow the process as per the BFSL HOD guidance. FMS vendor will not involve any commercial part. Only providend the support as per BFSL HOD guidance.
9	5	3.1.6	Annexure 03 Scope of Work 3.1.6E-Mail Management	Need to Know the version of O365 and Mail application for better understanding		BFSL using Microsoft O365 and BFSL have F3, E1 & E3 licenses. L2 engineer with TL will manage the day to day activity.
10	5	3.1.7	Annexure 03 Scope of Work 3.1.7Preventive Maintenance	Need to know who will provide the permission of users to execute these periodic PM activity as for PM user permission is the main chalange.		BFSL HOD will provide the approval. FMS TL needs to plan and manage with help of L1 and L2 team.
11	10	2.2.2	The selected vendor will be responsible for developing Automation scripts whereas they will be able to Install Operating system , Other software etc , Required Tools will be provided by BFSL or Bidder has to come with required software for Call Logging , Self-Help (Chatbot), Patch Management and inventory Management .	Kindly clarify on the automation scripts mentioned here		BFSL will provide the ITSM/ITAM tool. FMS TL or FMS L2 team will responsible to take the support from ITSM/ITAM OEM/Vendor to full fill the BFSL automation script/flow requirement. This automation will improve productivity of IT FMS and end users query with help of self-Help(Chatbot).
12	10	2.2.2	The selected vendor will be responsible for developing Automation scripts whereas they will be able to Install Operating system , Other software etc , Required Tools will be provided by BFSL or Bidder has to come with required software for Call Logging , Self-Help (Chatbot), Patch Management and inventory Management .	Kindly clarify if BFSL expects bidder to provide ITSM, ITAM, ITOM tools.		No, BFSL have ITSM tool. Bidder will suggest the available tools in market. BFSL will take the final desicision while change or keep same tool on next renewal.
13	10	3	Scope of Work	Kindly assist us in understanding the locations where the support is to be provided		All team members (TL, L1 & L2) needs to available in goregaon office on daily base and one L1 engineer required in gurugram BCP office. L1 and L2 team will provide the remote support to all BFSL location from Goragoram office.
14	10	3.1	BOB Financial Services intends to go for end-to-end IT infrastructure management for a period of three years. The Vendor (Successful Bidder) will have to deliver on the following areas of services under the project. The broad scope of work would include the following:	Kindly clarify does BFSL expects all the resources considered for executing the contract to be deployed onsite or can we deploy resources offsite/remotely to provide support as part of the contract		All team members are required onsite at goregaon office and one L1 engineer is required onsite at gurugram BCP office.

15	11	3.1	Any new government/ regulatory requirements that impact the provided IT INFRASTRUCTURE FACILITY MANAGEMENT SERVICES to the Company need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Company at no additional cost during the period of the contract.	Kindly clarify on the feature upgrade/enhancement/patches been mentioned here.		If any new government/regulatory/BFSL regulatory are provided the new guidelines or updated the guidelines for BSFL IT FMS. If It is impact the provided IT FMS. Bidder needs to be incorporate and provide the continue support without additional cost.
16	11	3.1.1	Log tickets into the service desk tool, on behalf of users if required, with correct category, severity, problem description, user information, etc. as per predefined matrix and track their resolution time.	Kindly assist us with the name of the tool been used at BFSL.		Tool name is SapphireIMS
17	11	3.1.1	Log tickets into the service desk tool, on behalf of users if required, with correct category, severity, problem description, user information, etc. as per predefined matrix and track their resolution time.	Kindly clarify if BFSL can share the call dump for the last 1year / 6 months to understand the count of calls been logged / kind of calls been logged / the location of the calls, etc.		The volume of the per month around 225 and Incident per month around 300.
18	11	3.1.1	The Bidder has to submit the Quote for Separately License Cost for Tools renewals or upgradation. however this tools completely managed by bidders.	Kindly clarify this point.		BFSL have SapphireIMS tool. Bidder will suggest the available tools in market. BFSL will take the final desicision while change or keep same tool on next renewal. Bidder will support provide the separate quote for renewal or new purchase.
19	12	3.1.1.vi.	Operating Systems (OS) installation / re-installation, upgrades and patches for	Does BFSL expect the L1 Service Desk resources to provide support in installation/re-installations or only cor-ordinate with vendors for the same / the onsite resources deployed.		L1 Service Desk resource will provide the support. Vendor co-ordination will manage by L2 or TL guidance.
20	12	3.1.2	The Bidders has to arrange the sufficient L2 resources to BoB financials.	Does BFSL consider offsite/remote L2 support desk?		no, BFSL required all resources are only onsite at Goragoram office
21	13	3.1.3	In general it includes remote monitoring, LAN/WAN network monitoring, servers monitoring, security services monitoring, Desktop/Laptop monitoring, all D31network devices monitoring, All types of links monitoring, wifi monitoring, Printers monitoring, etc. but not limited to only monitoring,		Kindly assist us with the count for server, network devices etc. and their locations.	BFSL have deticated vendor for seperately - servers & Network with monitoring tool. BFSL required basic knowledge of L2 engineer for server and Network. Once any alert is geretated in monitoring tool, L2 resourece will communicate to vendors and followup with vendor as per BFSL IT manager guidance.

22	13	3.1.5	Vendor has to support desktop, laptops, tablets and smart devices across Head Office and Branches.	Kindly clarify the support mentioned here is considering onsite support in Head Office and remote support in branches?	Kindly provide the locations of branches to be included in the support.	All team members (TL, L1 & L2) needs to available in goregaon office on daily base and one L1 engineer required in gurugram BCP office. L1 and L2 team will provide the remote support to all BFSL location from Goragoram office.
23	13	3.1.5	Any problem related with OS Maintenance, reloading of OS with all device drivers, OS upgrade, device drivers, system configuration and network configuration (if required) shall be attended to and rectified by the Vendor. The Vendor shall also keep a copy of all device drivers, firmware updates etc.	Kindly clarify the OS mentioned here is Microsoft Windows, Wintel.		BFSL using Windows 10 and Windows 11. For Management team few Mac system also used.
24	14	3.1.7	Preventive maintenance (which includes health & fitness check-up of the equipment) situated in HO, and Branches on quarterly basis.		Kindly provide the equipment distribution amongst the HO & branches	BSFL have the asset list with us. During the hanover period, all the details will be shared.
25	14	3.1.8.d	The Bidder shall also provide monitoring and onsite support, The Bidder shall co-ordinate and cooperate with the other Teams, Complete automation of IT client management processes including discovery and inventory, advanced, analytics, software delivery, remote desktop control, patch management and system migration optimize existing process and recommend changes for optimal functioning of Solution, in-tune with best practices and audit compliance.	Kindly clarify the onsite support would not be provided for users in work from home.		No, our FMS team needs to provide support for all users like office users / work from home users / Remote Users. FMS will be available in 8:00 am to 8:00 PM(Mon to Sat). TL is responsible to manage the resource allocation.
26	15	3.1.11	Bidder has to resolve Laptop/Desktop related issue and their peripherals	Kindly clarify the Hardware AMC is not part of this contract.		AMC is not included in this contract. TL needs to perform the quartely preventive maintanance check using FMS resource.
27	16		Incident Tickets		Kindly amend the response time in accordance to the branch locations	Annexure 03- Scope of work (Page no 7) for Response time & Resolution time.
28	16		Service Request Tickets	Kindly clarify how the resolution time is been calculated		TL with IT manager will discuss and define the resolution time for SR. all SR will resolved within 1 day.
29	26	6.8	No envelopes with RFP response should be submitted to the authorized person at the address given in Section 1.4–Important Details (Schedule of Events, contact & communication details etc.)	Kindly clarify the method of submission as the technical bid is been asked to provide in an envelope.		Online submission

30	32	8.1	The Payment will be released post successful implementation of tools however other Payment will be released on the actual basis quarterly .	Kindly clarify the implementation of tools been mentioned here		BFSL have SapphireIMS tool. Bidder will suggest the available tools in market. BFSL will take the final desicision while change or keep same tool on next renewal. Bidder will support provide the separate quote for renewal or new purchase.
31	2	(B) 3	Bidder should have experience of minimum 3 years in providing Manage IT Services to BFSI & Pvt. Sector	Kindly clarify if we can submit the Purchase orders for PSU's as well?		Yes you can submit
32	2	(B) 4	Minimum 3 customer reference of order value more than 1 Crore in providing FMS and AMC of similar nature in BFSI & Pvt. Sector Domain	The RFP been raised in for IT FMS, kindly clarify the need for FMS & AMC experience.		For Eligibility Purpose
33	2	(B) 6	Overall Technical staff strength of 200 manpower with the Company as on 31st March 2023	Kindly clarify the technical staff considered in this point.		Yes, we will consider.
34	1		Appendix 01 - Technical Bid FMS - Equipment/Products Proposed Specifications	Kindly clarify on the implementation of automation service desk expected here.		This is Bidder Technical Eligibnility. Bidders has to show capability.
35	1		Appendix 02 - Bill of Materials - Asset Details Sheet - Onsite Resuorce Cost	Kindly clarify the cost bifurcation expected in the asset details sheet and how is it different commercials format sheet.		Both are same.
36	2	B	Table B=Onsite Resuorce Cost	Kindly clarify on the profiles been considered on the commercial format and does the bidder have a provision to modify the same.		Need to provide the preview of proposed provision and get the approval BFSL.
37	3		Rate Card	Kindly clarify on the need for Rate card of resources in 42 skillsets.		In case of BFSL needs remote or onsite support. Bidder will arrange the resource based on Rate Card.
38	1		Appendix 06 - Comments Terms & Conditions FMS	Kindly clarify the need for this appendix.		This annexure helps bidders to mention clauses which needs to be discussed with BFSL and bidders are not in 100% agreement.

39	9	2.1	in the competitive bidding for "IT INFRASTRUCTURE FACILITY MANAGEMENT SERVICES" The Company intends to avail the following services from Bidder: a. Local Area Network , IP Telephony, Wifi Devices, Manage Print services, O365 accounts, MDM devices future BFSL applications, if any. b. All IT Equipment Vendor Co-ordination c. Operation Management of IT Services End user d. Branch Networking only Local Area Network e. Vendor Co-ordination Coordination for all Kind of Equipment f. Suuport and Monitoring for all servers and Network devices for DC and all branches	Procurement is exclusion in this, please clarify		This is the base line of the requirement, Kindly go through the "Scope of Work" for more details.
40	9	2.1	The Company at its discretion reserves the right to change the scope of the RFP considering the size and variety of the requirements and the changing business conditions.	Need clarity		Changes within the scope
41	10	2.2	The selected vendor will be responsible for developing Automation scripts whereas they will be able to Install Operating system , Other software etc , Required Tools will be provided by BFSL or Bidder has to come with required software for Call Logging , Self-Help (Chatbot), Patch Management and inventory Management .	Need clarity		BFSL will provide the ITSM/ITAM tool. FMS TL or FMS L2 team will responsible to take the support from ITSM/ITAM OEM/Vendor to full fill the BFSL automation script/flow requirement. This automation will improve productivity of IT FMS and end users query with help of self-Help(Chatbot).
42	11	3.1.1	Intergraded Service Desk - L1 Support The ITSM & ITAM tools will be completely owned by BoB Financial. The Bidder has to support to manage the update/upgrade/deployment. The Bidder has to submit the Quote for Separately License Cost for Tools renewals or upgradation. however this tools completely managed by bidders.	Please share the license end date / License Cost for Tools renewals or upgradation need to be submitted along with this tender?		No.

43	17	Payment Terms	Payment Terms Facility Management Charges shall be paid on quarterly basis at the end of each quarter. (Subject to no dispute in bills submitted)	Please change to at the end of every month	As its resource base requirement	no changes.
44	9	2.2	Bidders are requested to submit commercial proposal considering above projections as per Appendix 02 – Bill of Materials. The calculation will be considered for arriving at TCO for evaluation purpose however the payment will solely be based on actuals	Does the Variable components (rate card) cost will also falls under evaluation , please confirm .		No.
45		2.1	All end User Software i.e. Windows OS, MAC OS, MS Office, WinZIP, WINRAR, Antivirus, other Security Software, Accops, First Level BFSL Application Support and transferring the same to Application Bucket post First level, Mailing Solution management and Mail End user Support.	We request you to define L1 BFSL Application scope or it is limited to only log a call and assign to the respective resolver group .		BSFL have dedicated Application support team, FMS needs to understand the issue, if it is application then only log a call and assign to the respective resolver group. then needs to follow till Resolution or resonace remainder as per SLA.
46	10			Please confirm the number of application bidder needs to cover under support.		Laptop / Desktop and their respective Softwares and L2 resource requred for AD, O365, basic knowledge of Servers and Networks. Understand the issue and co-ordinate with vendor/OEM/Partnet to rectify the issue.
47				Does Bidder needs to Deploy dedicated application support L1 resource onsite ie.Software development profile etc, please confirm.		NO. IT FMS L1 team needs to manage the Infra related support.
48	10	2.2	2 The selected vendor will be responsible for developing Automation scripts whereas they will be able to Install Operating system , Other software etc , Required Tools will be provided by BFSL or Bidder has to come with required software for Call Logging , Self-Help (Chatbot), Patch Management and inventory Management .	Does BFSL is looking for proper chat bot for self heal or the self help -process oriented module available in existing tool will also help , please confirm.		Yes, BFSL looking for support. BFSL will provide the ITSM/ITAM tool. FMS TL or FMS L2 team will responsible to take the support from ITSM/ITAM OEM/Vendor to full fill the BFSL automation script/flow requirement. This automation will improve productivity of IT FMS and end users query with help of self-Help(Chatbot).
49	10	3.1.6	3.1.6 E-Mail O365	Please confirm the number of O 365 Mail box count		Around 820 mailboxs are available in F3, E1 & E3 license.

50	11	3.1.1	Aggregate tickets using existing communication medium. Monitor the call trends and response time. Transfer the tickets to requiring level 2 or 3 response/Support/application team through service desk application and escalate the tickets to responsible teams/vendors/OEM to resolve the issue. The Bidders has to arrange the sufficient L1 resources to BOB financials.	Please share the detail call dump for last 6 months		The volume of the per month around 225 and Incident per month around 300.
51	12	3.1.1	This will be the first level of support as part of L1 support. The responsibilities of remote Infrastructure Management Services include, but not limited to:	Please confirm the % of tickets resolved via Remote resolution		The volume of the per month around 225 and Incident per month around 300.
52				Also confirm the collaboration tool currently BFSL is using for remote resolution.		Tool useds for teams, quick Asset.
53		3.1.2	Monitoring the servers and networks using BoB Financial or Partners provided tools.	Which is the current tool for Server & network Monitoring		We will provide the details during bidder handover.
54				We assume that BFSL will share the All required access for required tool to the deployed resources		yes, it will be ready only access for Monitoring.
55				Please confirm the Service window for server and Network monitoring?		8 am to 8 pm (Monday to Saturday), If emergancy or P1 for any time (including sunday)
56	12			Please confirm the location wise number of servers and network devices ?		BFSL have dedicated servers vendor and Network vendor. Bidder only requried monitor using BFSL provided tools and provide the support like L1, L2 level and Followup with BFSL L3 team/OEM/Vendors/Partners.
57				We assume that BFSL is having their own L3 team of server and network , please confirm.		yes.
58				From bidder side only L2 server and network support is restricted to L2 level only , Please confirm		Yes. Only L1 and L2 level.
59		3.1.7	a. Preventive maintenance (which includes health & fitness check-up of the equipment) situated in HO, and Branches on quarterly basis	Can Bidder merge this PM Visits with call visits , please confirm		Yes, but if call visits is not required, then bidders need to arrange the PM visit yearly once. Remotely perform every quoterly.
60				Will it be charge additionally if it is request to have a provision in Price bid format		Technicaly this is day to day verification check list, so there is not additional cost involved.
61	14		Patch Management	Please share the licenses details of existing tool , to get the renewal price .		During the handover, BFSL will share the details.
62				or confirm does bidder has to bring the same .		BFSL have SapphireIMS tool. Bidder will suggest the available tools in market. BFSL will take the final desicision while change or keep same tool on next renewal. Bidder will support provide the separate quote for renewal or new purchase.

63				Does bidder needs to deployed resources who will be responsible for the testing of OEM Patches or will it be taken care by BFSL team		Not required for additional resourse for only testing the OEM patches. BFSL IT Manager with FMS TL will discuss and conclude the patches release process flow with help of auto schedule using ITSM tool.
64		3.1.12		Please confirm does bidder need to provide the 12 hrs dedicated onsite support or bidder can provide the remote support also during extended shift beyond 9 hrs general shift.		Bidder need to provide onsite support - 8:00 am to 8:00 pm. TL will responsible for preparing the roster.
65	16		Service Window: 8:00 AM to 8:00 PM	We assume that the 8 am to 8 pm support is required at HO location only please confirm .		All team members (TL, L1 & L2) needs to available in goregaon office on daily base and one L1 engineer required in gurugram BCP office. L1 and L2 team will provide the remote support to all BFSL location from Goragoram office.
66				If yes please confirm the service window for branch location ?		8 AM to 8 PM
67	26	6.8	6.8. Submission of Bids	We understand that hard copy submission is not part of the submission process and in case bidder has to submit any specific document or soft copy of documents in any other format request you to please specify .		Documents must be through Online. Procure Tiger.
68		Appendix 2 -Bill of material		The Rate card option is not there on e procure portal ?		This is not part of commercial bid.
69	x 2 -Bill of		General - Rate card	Where does we factored tools cost , please specify ? Does the tool cost will be the part of Evaluation Kindy confirm.		No.
70				We request you for the Back to back payment for proposed tools i.e. 100 % Advance payment.		Once service completed, the Bidder will provide the invoice, BFSL will process the payment.
71	Appendix 1	Appendix 1	Appendix 1 -Equipment/Products Proposed Specifications	To meet this clause we assume that the Case studies of the implementation of any Infra management tools e.g. service.desk or Asset management or patch management or self heal or automation or monitoring tool will be consider for the evaluation , please confirm .		Yes, conside only full project completion. Bidder show proof of implementation.
72	Appendix 2 -Bill of material	Appendix 2 -Bill of material	Appendix 2 -Bill of material	We request you to confirm the actual number of assets to be consider to arrive on the pricing since on pg. no .9 of FMS RFP the quantity are not matching		Appendix 2 -Bill of material - the actual and proposed for 3 years - Commercial purpose.

73				General	We request you to share minimum number of skills wise , ShiftWise and location wise resources count .		Bidder need to provide onsite support - 8:00 am to 8:00 pm. All team members (TL, L1 & L2) needs to available in goregaon office on daily base and one L1 engineer required in gurugram BCP office. L1 and L2 team will provide the remote support to all BFSL location from Goragoram office.
74				General	We understand that AMC of the asset is out of coverage and deployed resources are responsible for vendor coordination till resolution.		Yes.
75					Kindly share number of Locations. Also confirm the headoffice, branches and sub offices	Need clarification to design the solution	Total around 60 locations. Bidder need to provide onsite support - 8:00 am to 8:00 pm. All team members (TL, L1 & L2) needs to available in goregaon office on daily base and one L1 engineer required in gurugram BCP office. L1 and L2 team will provide the remote support to all BFSL location from Goragoram office.
76					Kindly share the breakup of asset location wise and asset wise	Need clarification to design the solution	During the handover, BFSL will share the details.
77					Kindly share the ticket count with last 6 months dump data	Need clarification to design the solution	The volume of the per month around 225 and Incident per month around 300.
78					Kindly share does Network components like switches, routers, firewalls are part of the scope. If yes kindly share the asset data with location breakup	Need clarification to design the solution	No, If any alert or any issue as per IT Manager guidance, FMS team needs to followup with BFSL L3 team/OEM/Vendors/Partners.
79					Kindly share if Datacentre support is required. If yes kindly share the list of virtual and physcial servers and their count with location breakup.	Need clarification to design the solution	No.
80					Please provide the list of applications for which Desktop Support Team needs to coordinate with Application Team and provide L1 support.	Need clarification to design the solution	FMS L1/Helpdesk team needs to understand the issue infra issue or application issue. Then create the ticket and assign to Application team.
81					Kindly share the current incumbent and tools used for managing IT services	Need clarification to design the solution	BFSL have SapphireIMS tool.
82					Kindly share if Asset Management is part of the scope and if yes then kindly share scope of work required.	Need clarification to design the solution	BFSL have SapphireIMS tool, L2/TL needs to manage the Asset Management allocation.

83				Please confirm if service desk will be setup onsite at BOB location or will be at server provider location.	Need clarification to design the solution	Bidder need to provide onsite support - 8:00 am to 8:00 pm. All team members (TL, L1 & L2) needs to available in goregaon office on daily base and one L1 engineer required in gurugram BCP office. L1 and L2 team will provide the remote support to all BFSL location from Goragoram office.
84				Kindly help us with the existing automation tool if any and if yes please clarify the details.	Need clarification to design the solution	BFSL have SapphireIMS tool.
85				Also other then self heal,provider can suggest other automation tools.	Need clarification to design the solution	BFSL have SapphireIMS tool. Bidder will suggest the available tools in market. BFSL will take the final desicision while change or keep same tool on next renewal. Bidder will support provide the separate quote for renewal or new purchase.
86				Please provide the list of standard software which need to be supported for end user devices.	Need clarification to design the solution	Refer the RFA page no 15, Point no 3.1.11
87				Please provide the list of standard software which need to be supported for end user devices.	Need clarification to design the solution	Refer the RFA page no 15, Point no 3.1.11
88				Who will be responsible for asset procurement in case of unavailability of assets in stock? How the assets are stored, are they stocked at a centralized location or each location will have their own asset stores?	Need clarification to design the solution	BFSL will responsible for asset procurement and it will store in Centralized location.
89				Any Automation tool is currently being used for end user support (Chatbot, Self-heal, Self-help portal etc.)	Need clarification to design the solution	No.
90				Support required for AD, G-Suite, O365, Exchange?	Need clarification to design the solution	FMS L2 needs to provide the support for AD and O365 at L2 level
91				Also request you to share printer, scanners count and other endpoints asset count for clarification.	Need clarification to design the solution	Refer the Appendix 02- Bill of Materials
92				Number of User and breakup location wise and vip count	Need clarification to design the solution	Refer the Appendix 02- Bill of Materials, Around 850 users
93	7			SLA Achievement Target for P1, P2 and P3.	Need clarification to design the solution	Refer RFA page no 16 - "Service Levels"
94	3			Which is the patch management tool used currently.	Need clarification to design the solution	BFSL have SapphireIMS tool.
95	3			Working hours for L1 and L2.	Need clarification to design the solution	8 am to 8 pm (Monday to Saturday), If emergancy or P1 for any time (including sunday)
96	4			Kindly mention the monitoring tools used currently.	Need clarification to design the solution	During the handover, BFSL will share the details.

97	4	3.1.5		Pg. 4 End user support mentions support for smart devices. Request you to mention the smart devices and their count. Are there any proprietary applications and software.	Need clarification to design the solution	Refer the Appendix 02- Bill of Materials (iPad/Tablets)
98				Kindly clarify Antivirus management is included in the scope.	Need clarification to design the solution	BFSL have dedicated L3 team, FMS needs to provide L1 support and followup with L3 team.
99	5			What is the category of Licenses aligned	Need clarification to design the solution	O356 - F3, E1 & E3 licenses are used.
100				Kindly confirm if the RFP incudes Vendor Management too?	Need clarification to design the solution	No.
101	3	3.1.6		What is the email client for off line?	Need clarification to design the solution	Using Outlook.
102	4	3.1.4		What license ware used for O365 (E1 &E3)	Need clarification to design the solution	O356 - F3, E1 & E3 licenses are used.
103	5	3.1.10		Kindly confirm OEM backlining is done?	Need clarification to design the solution	OEM/Vendor support is available.
104	5	3.1.8		IS Intune a part of the MDM.	Need clarification to design the solution	No.
105	5	3.1.12		Is an Intune engineer required	Need clarification to design the solution	No.
106	5	3.1.12		Is CMDB data fetched through intune?	Need clarification to design the solution	No.
107				Request you to confirm if we need to follow enclosed IT outsourcing RBI Master Direction for Banks and NBFCs.	Need clarification to design the solution	Yes
108				Let us now if we can have virtual meeting for technical discussion on the RFP	Need clarification to design the solution	Yes, Our team will arrange.
1	10	3.1.1		All end User Software licenses to be owned by BFSL		Yes
2	10	2.2.1		Data backup software to be owned by BFSL		Yes
3	10	2.2.2		Developing Automation scripts for OS/ software installation not in FMS support scope		BFSL will provide the ITSM/ITAM tool. FMS TL or FMS L2 team will responsible to take the support from ITSM/ITAM OEM/Vendor to full fill the BFSL automation script/flow requirement. This automation will improve productivity of IT FMS and end users query with help of self-Help(Chatbot).
4	10	2.3		Separate Team required for Change Management , Incident Management , Problem Management , Capacity management , End User Security & Compliance , IMAC etc.		BFSL expects from Bidders will provide the best SLA management for IT FMS.
5	11	3.1.1 & 3.1.2		Existing Support Call Level1 & Level 2 summary for at least last 6 months to calculate Team sizing		The volume of the per month around 225 and Incident per month around 300.

6	13	3.1.4		Active Directory existing User Database & its management system in place		BFSL will provide the details during handover.
7	13	3.1.3		Remote Infrastructure Management Support existing device count & ticket summary for at least last 6 months		BFSL will provide the details during handover.
8	12	3.1.2.i		Details of Network Infrastructure & support boundaries.		L2 team needs to verify the basic connectivity check and understand the issue, then coordinate with L3 network team/Vendor/OEM. if required, escalate as per vendor SLA.
	12	3.1.2.iv		Details of Server Infrastructure & support boundaries		L2 team needs to verify the server connectivity and service status. Then coordinate with L3 team/Vendor/OEM until resolved and if required, escalate as per vendor SLA.
10	14	3.1.7		Preventive Maintenance guidelines & support locations to be shared.		BFSL will provide the details during handover.
11	14	3.1.8		Tools available for Asset Management & monitoring.		BFSL have SapphireIMS, Bidder needs to use full-flug.
12	15	3.1.10		Approximate count of Invoices handled, details of vendors, OEMs, and third-party service providers associated.		BFSL Manager will guide for the invoices handle. Approximate 5 to 10 vendors.
13	16	Incident Tickets.		What mechanism is used to measure count of Impacted Users to categorize P1, P2 & P3 severity.		Refer RFP (Page no 16) - Service Levels under Description.
1	6.8. Submission of Bids	Part I - Eligibility Bid: IV {Hardcopy of duly filled up Annexure 01}		Please confirm on Physical Submission on documents & share the list for same.		Online submission
2				Please confirm tender is on Rate Contract basis		Cannot share