S. No.	NIT Pdf Page No.	NIT Clause No.	NIT Clause Descriptions	BYPL Response
			Corrigendum-3	
			IMPLEMENTATION OF SERVICE DESK MANAGEMENT AND ASSET MANAGEMENT IN BYPL NIT: CMC/BY/24-25/RS/SkS/APT/45	
1	75	Table Row No - 10	Solutions should effectively and efficiently manage operations and security posture of the BYPL by preparing for and responding to cyber risks/threats, facilitate business continuity and recovery from cyber-attacks / incidents.	Clauses Deleted
2	76	Table Row No - 23	Tickets can be logged by Email, WhatsApp, Chat and bolt	WhatsApp as optional in future you can integrate
	77	Table Row No - 42	Ability to allow for scheduling of recurring events, such as certain types of maintenance.	This is part of ITSM for future scheduling of Changes.
4	78	Table Row No - 75	Ability to reference change policy and bylaws which reflect management's expectations and intentions	Ability to optimise , enhance and change request policies
5	79	Table Row No - 90	The Solution mast have provision for Categorization and Classification: Provides option of built-in tree structure of providing the clarity in the identification of the problem through two fields Classification and Category.	The Solution must have provision for Categorization and Classification providing the clarity in the identification of the problem
6	79	Table Row No - 97	Ability to automatically update status or close all related incidents to a problem upon updating of status or closure of the problem	Ability to update status or close all related incidents to a problem upon updating of status or closure of the problem"
7	79	Table Row No - 100	Ability to view impacted CIs from within a problem record, and to view upstream and downstream affected CIs and IT services through a visual depiction.	Ability to view impacted CIs and to view upstream and downstream affected CIs and IT services through a visual depiction.
8	81	Table Row No - 133	The ability to automatically create knowledge management entries from incident, problem and change modules	The ability to automatically create knowledge management entries from incident/problem / change modules
9	82	Table Row No - 146	Solution should have a consolidated, automated graphical report for SLA compliance with ability to drill down to reason for non-compliance.	Solution should have a consolidated, automated graphical report/dashboard/UI for SLA compliance with ability to drill down to reason for non-compliance.
10	82	Table Row No - 148	Real-time visualization of service level targets, agreement compliance data, penalties, and rewards	Real-time visualization of service level targets, agreement compliance data/penalties/rewards. Penalties based on SLA should generate monthly / Quarterly.

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11	82	Table Row No - 159	Ability to publish different support levels for the same service	Ability to publish different support levels for the same service module
12	82	Table Row No - 160	Ability to incorporate a search engine to facilitate locating service information Ability to provide severity definitions for SLA's.	Ability to incorporate a filter to facilitate locating service information Ability to provide severity definitions for SLA's
13	82	Table Row No - 161	Ability to automate service availability and performance thresholds monitoring against defined SLA's	Ability to configure service availability and performance thresholds monitoring against defined SLA's
14	84	Table Row No - 207	The bidder should ensure compliance with various standards such as ISO 27001:2022, ISO 22301, COBIT5 or higher standards etc.	The bidder should ensure compliance with various standards such as ISO 27001:2022 /ISO 22301/COBIT5 or higher standards etc.
15	84	Table Row No - 208	The bidder shall follow all respective technical/statutory guidelines, validations, SCD should be implemented, checked & verified, and related reports including SOP, SCD, Software Integrity Certificate and VAPT Clearance must be submitted, duly certified by OEM to the BYPL for sign off the successful installation.	Bidder shall provide a successful Vulnerability Assessment & Penetration Test (VAPT) clearance, duly certified by OEM
16	86	Table Row No - 228	Solutions should be capable of adding exceptions.	Solutions should be capable of adding RBAC controls.
17	86	Table Row No - 235	The bidder shall provide perpetual licenses and the BYPL is free to procure ATS for all or part of the licenses provided in this contract.	The bidder shall provide **perpetual/Subscription** licenses and the BYPL is free to procure ATS for all or part of the licenses provided in this contract.
18	95	Table Row No - 361	Support and services will start from the date of successfully Go Live 45 Days	Support and services will start from the date of successfully Go Live
19	92	Table Row No - 322	The solution should provide Device hardware and software inventory of Mobile Devices also with support for iOS & Android platforms	The solution should be able to integrate with existing BYPL solution to store and track mobile device hardware inventory for both iOS & Android platforms.
20	92	Table Row No - 323	The Solution Should Provide history capability till each asset level for hardware/software changes for troubleshooting/ auditing purposes	The Solution Should Provide history capability till each asset level for hardware changes for auditing purposes. Software is optional.
21	93	Table Row No - 331	The System should be able to do Inventory governance, including software (authorized and unauthorized) and hardware components	The System should be able to do Inventory governance, (authorized and unauthorized) and hardware components

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22	93	Table Row No - 340	The System should be able to recognize software that is in the following: • Hidden files • Hidden directories	This is Optional feature bidder will confirm in Compliance sheet.
23	94	Table Row No - 349	The System should be able to capture the history of the client's • Hardware changes • Software changes	This is optional feature bidder will confirm in Compliance sheet.
24	94	Table Row No - 353	The solution should support PCI compliance scan for integrated endpoints	This is optional feature bidder will confirm in Compliance sheet.
25	95	Table Row No - 358	The solution must support application/process blacklisting or whitelisting on end user computing devices	This is optional feature bidder will confirm in Compliance sheet.
26	77	Blank *(No row number mentioned in table - Item listed after row 33 as per table sequence)*	The ITSA Resolver group should have the capability to remotely access the end user's system for troubleshooting purposes	As per RFP
27	85	Table Row No - 212	The proposed solutions should comply with Cert-In cyber security	As per RFP
28	85	Table Row No - 226	Remote access capabilities on its management interface should be supported by the software via HTTPS or SSH access.	Remote access capabilities on its management interface should be supported by the software via HTTPS or SSH access or encrypted and Secure
29	95	Table Row No - 368	The Bidder shall also provide onsite support and coordinate / cooperate with the vendor and Teams, complete automation of IT client management processes including discovery and inventory, analytics, patch management	The Bidder shall also provide onsite support and coordinate / cooperate with the vendor and Teams, complete automation of IT client management processes including discovery and inventory/ analytics/patch management

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30	95	Table Row No - 369	The Bidder shall optimize existing processes and recommend changes for optimal functioning of Solution, in-tune with best practices, audit compliance, SLA for ISP Link and AMC of all DC and DR Equipment	The Bidder shall optimize existing processes and recommend changes for optimal functioning of solution, in-tune with best practices, compliance, SLA and AMC expiry notification of all equipment's. SLA for ISP is optional features.
31	95	Table Row No - 370	Coordination for delivery/ deployment/discovery of agents/endpoints and installation of new hardware, software and necessary licenses in stipulated period	Coordinate with BYPL for deployment/installation of agents on endpoints and ensure discovery of hardware/software in stipulated period
32	96	Table Row No - 382	The proposed ITSM and ITAM solution should be on prime application and shall be hosted on BYPL's on premise with Operating systems such as Red Hat Linux 8 or higher / Windows Server 2022 or higher. However, solution should have capability to migrate to any other platform including public cloud as per the BYPL's / Regulatory requirement. BYPL shall provide Hardware, Operating System, and database license will be in scope of Bidder. Bidder will disclose the Infrastructure architecture and requirement in tender However, the selected bidder has to provide hardware sizing as per Annexure H/w Sizing so that CPU utilization of any server/ appliance should not go beyond 70%. Bidder should also provide the details of Software/tool and any other required deliverables as per Annexure H/w Sizing. Database licenses will be provided by the Bidder. If proposed solution requires any other database other than Oracle, bidder has to provide database licenses and absorb the cost within the TCO. **License will be perpetual paper license.** The successful bidder must design the solution with high availability & secure infrastructure in Data Centre as per Industry accepted security standards and best practices	Proposed solution "License will be perpetual or subscription

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33	97	Table II– Reference of present user / application	1 Number of Users who will be accessing 2500 2 Number of Service Desk Resolver 100 3 IT Asset Manager 05	Any higher license of number of license from the BOQ is fine with us.
33	Volume III Page no-3	24	The proposed solution should be able to integrate with existing IVR facility for auto ticketing based on the workflow. However, auto ticketing should also integrate with SMS servers and Email gateway provided by BSES.	BYPL will provide the IVR Solution, which bidder will integrate through Rest API or or standard method.
33	Volume III Page no-7	121	Ability to integrate with event and alert monitoring tools, and allow for automatic creation,updation and closure of tickets from these tools through API	BYPL will provide the name of standard application, which bidder will integrate through Rest API or standard method.
33	Volume III Page no-12	211	The proposed solution should be able to integrate with SIEM, Active Directory/ LDAP/ PIM for user authentication or with any other solution/ tool as stated by the BYPL in order to have control and visibility.	BYPL will provide the name of standard application, which bidder will integrate through Rest API or standard method
33	Volume III Page no-20	333	The solution should support software metering to track software usage. This will enable BYPL to redistribute unused software from underutilized devices to devices with higher demand using existing software distribution tool.	BYPL having Manage Engine end point enterprise Mgmt., which bidder can use for software Metering/usages or standard method