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1	75	Technical and Functional Requirements for EDR: 14 (C)	c) Embedded: Windows Embedded / POS	Not feasible.Can we get deviation on this point.	No Change in RFP Clause
2	76	Technical and Functional Requirements for EDR: 31	Sensors support 32-bit and 64-bit workstation, server, AND embedded system operating systems.	Please provide Embedded system operating systems details	Please refer corrigendum for change in clause uploaded on Bank Website
3	79	Annexure 1: Technical and Functional Requirements for EDR / a) Technical and Functional Requirements for EDR:	Solution must provide the following live response capabilities (when endpoint is isolated or not): -Capture and review actual "hands on the keyboard" activity by intruders.	The language seems to a specific particular OEM, please clarify the use cases.	Solution must provide the live response capabilities for Living of the land/ Fileless attacks.
4	106	Technical and Functional Requirements for Deception Solution Point 71	System should be able to detect and track stolen credentials by integrating with SIEM on API's	We request this point should be removed as detecting and tracking stolen credentials can be also be done through integrating with the AD.	Please refer corrigendum for change in clause uploaded on Bank Website
5	74	Technical and Functional Requirements for EDR point no 4	The proposed solution must analyse Windows internal structures for alteration and consistency.	Kindly remove "consistency" as it is related to integrity monitoring feature and not a standard feature set of EDR solution	Please refer corrigendum for change in clause uploaded on Bank Website
6	74	2	The proposed solution must gather security information from the host including its network shares, patch level, and running Windows tasks.	Kindly remove "patch level" as it is related to compliance software solution and not a standard feature set of EDR solution, request you to remove the this point.	Please refer corrigendum for change in clause uploaded on Bank Website
7	74	1	The proposed solution must, at minimum perform Continuous Centralized Recording & the following checks on client in real time: a) Hooking - kernel and user mode hooks in SSDT, IDT, IAT/EAT, and IRP_MJ b) System entry (SYSENTER and int2E) hooks c) Local and global Windows hooks (Set WindowsHookEx)	Kindly clarify the use cases for the mentioned specification as it is not a standard feature in EDR solution and seems to be OEM specific, request you to remove the this point.	Please refer corrigendum for change in clause uploaded on Bank Website

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8	75	16	The proposed solution should provide centralized storage of all endpoint event data whereby queries and analysis are performed on the server as opposed to the endpoints themselves. It should show which process, including version information and digital signature status, made a network connection.	Banks ask is perfect but its is limiting scope of an EDR investment. * bank to ensure bandwidth between 15000 endpoints now, and 20000 endpoints in future, is not restricted due to busniess application prioritization during offical hours. * as bandwidth requirement from an endpoint will be based on malicious activities at endpoint hence forecasting bandwith is not possible. * incase network connection is disrupted between endpoint and central console, how does bank wants EDR to perform its duty. * it is a must to probe the endpoint if more data is needed apart from what has been highlighted in the clause. * this clause is restrictive if an endpoint or group of endpoints needs to be queries for reason/s, not envisaged now Hence request bank to amend the clause as "The proposed solution should provide centralized storage of all endpoint event data whereby queries and analysis are performed on the server **and endpoint to be queried if network connection is disrupted due to technical or business reasons, more information is required and reasons deemed fit**. It should show which process, including version information and digital signature status, made a network connection.	Please refer corrigendum for change in clause uploaded on Bank Website
9	77	45	The solution must be able to throttle the triage collection if a widespread compromise or false positive is generating inordinate number of triage requests.	A security administrator can control the number of triage requests, kindly confirm if it is feasible for the stated requirement.	Please refer corrigendum for change in clause uploaded on Bank Website
10		4.2.2.3	The solution must generate inventory report of managed and un-managed assets on a network.	Whats is the inventory expectation? Part of SAM	Please refer corrigendum for change in clause uploaded on Bank Website
11	81	Annexure 1: Technical and Functional Requirements for EDR: 82 a)	The solution must support automated distribution on endpoints/servers that were joined to the environment following the initial installation.	Deployment of agents can be done via Third-Party or Active Directory Software deployment tool. Please confirm if bank has such tool in-house.	Clause is self explantory .Bank has 3rd party software deployement tool in environement.

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12	74	53	The solution must support containment of suspected hosts while maintaining access to the Endpoint Forensics solution for investigation as well as other whitelisted resources used for investigation or remediation. **The investigation should be possible even if the computer is now offline or even reformatted.**	Should we assume Offline as not connected to Banks network except connection to Management Console on-premise? Please validate ============================== Also as best practice we do not recommend formatting, rebooting the system before collecting the evidence as it may result in loss of crucial forensic evidence. Please remove last line **"The investigation should be possible even if the computer is now offline or even reformatted."** for bank to be clear and ensure no loss of crutial information. * bank may want to keep all data for any future query/s from govt or regulator.	Please refer corrigendum for change in clause uploaded on Bank Website
13		Annexure 1: Technical and Functional Requirements for EDR / a) Technical and Functional Requirements for EDR:	The solution must support the ability to exclude applications or files from exploit detection.	Kindly clarify the use cases for the mentioned specification as it is not a standard feature of a standalone EDR solution, and requires prevention features (EPP) that are a part of the (EPP).	Please refer corrigendum for change in clause uploaded on Bank Website
14	77	49 / a) Technical and Functional Requirements for EDR:	End-user shall be notified of automatically containment/ killed applications and payloads ensuring seamless user experience.	Bank of Maharashtra is already using an AV solution for Prevention capabilities. Having two Prevention engines on the same system will introduce conflicts, increase performance impact for endusers. Hence we suggest that Bank of Maharashtra use Hash banning capabilities during incident response in EDR for termination of activity and then leverage existing av for long term prevention.	Please refer corrigendum for change in clause uploaded on Bank Website
15	74	55	The solution should be integrated with Active Directory or LDAP to help manage and enforce user policies.	Our potential solution provider who meets all EDR technical compliance, doesn't need LDAP/AD integration. Hence request to keep it optional. EDR is focused more on forensics artifacts and the policies are applied on the HOST. Request to omit.	No Change in RFP Clause.

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16	21	4.2.2.3	The solution should gain complete visibility into all endpoints regardless of whether they are on or off the network .	On or Off Network?	The solution should gain complete visibility into all endpoints regardless of whether they are online or offline of the network .
17	76	27	The solution should support agent capping for CPU and memory utilization. CPU consumption on endpoint should be less than 1%; memory (RAM) consumption should be less than 20 MB	These numbers seem to OEM specific, as the functionality of capping can adversely affect the overall monitoring features, suggested to remove this feature from the specifications.	Please refer corrigendum for change in clause uploaded on Bank Website
18	75	14	a) Client Windows OS : Windows XP - SP3, Windows Vista, Windows 7, Windows 8/8.1, Windows 10,	XP, Win Vista and Win 7 - EOSL	No Change in RFP Clause
19	75	14	b) Server OS: Windows Server 2003, Windows Server 2008/R2, Windows Server 2012/R2, Windows Server 2016, Windows Server 2019	Windows 2003, 2008 -EOSL	No Change in RFP Clause
20	80	Annexure 1: Technical and Functional Requirements for EDR / a) Technical and Functional Requirements for EDR:	Bandwidth throttling option should be available to only send data during off-hours, for low-bandwidth sites	The administrator can set endpoint agent communication schedule, kindly confirm if it is feasible for the stated requirement.	Clause is self-Explantory. Comment Accepted
21	22	4.2.2.3	EDR – INFRASTRUCTURE: The solution must co-exist with all commodity and proprietary software on the endpoints\servers.	Kindly clarify the scope of co-exist as EDR agent are for detection of advance threats with prevention feature not activated within.	Clause is self-Explantory. No Change in RFP Clause
22	22	4.2.2.3	EDR – INFRASTRUCTURE: The solution must have flexible deployment options to match various types of environments for all the hosts & servers both physical & virtual host across BANK OF MAHARASHTRA locations.	EDR is a resource intensive when it comes to server platforms, instead there are purpose built solutions for servers which would be more effective and context aware, we suggest bank to consider it accordingly.	No Change in RFP Clause

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23	22	4.2.2.3	EDR – OPERATION: The solution must have the ability to export the current configuration of the program in order to later be imported to the same or another computer.	Not a standard feature of EDR solution, suggested to remove the same.	Please refer corrigendum for change in clause uploaded on Bank Website
24	21	4.2.2.3	EDR - PREVENTION & DETECTION: The solution should detect & block advanced tradecraft and activity across the kill-chain including: Exploitation, Execution, Privilege Escalation, Social Engineering, Credential Theft, Persistence, Exfiltration, Actions on Objectives, etc.	The mentioned clauses are part of prevention and detection capabilities both hence we propose the bank to consider holistic endpoint platform including EDR.	Please refer corrigendum for change in clause uploaded on Bank Website
25	21	4.2.2 Endpoint Detection and Response (EDR) Solution Scope 4.2.2.3 / Section 4	EDR - PREVENTION & DETECTION: The solution should provide USB device control features leveraging same lightweight agent and offers complete visibility and control over USB storage devices including whitelisting / blacklisting and granularity like assigning read, write or execute access for them and visibility into files copied into USB storage devices.	The mentioned clauses are part of prevention and detection capabilities both hence we propose the bank to consider holistic endpoint platform including EDR.	Please refer corrigendum for change in clause uploaded on Bank Website
26	77	47 / a) Technical and Functional Requirements for EDR:	Solution should be able to terminate malicious payload at run time for exploited applications as well as it should provide capability to terminate exploited application based on behavioural analysis. Security vendor must have their own integrated exploit detection and prevention engine without relying on 3rd party tools	Bank of Maharashtra is already using an AV solution for Prevention capabilities. Having two Prevention engines on the same system will introduce conflicts, increase performance impact for endusers. Hence we suggest that Bank of Maharashtra use Hash banning capabilities during incident response in EDR for termination of activity and then leverage existing av for long term prevention.	Please refer corrigendum for change in clause uploaded on Bank Website
27	21	4.2.2.3	EDR - PREVENTION & DETECTION: The EDR solution having NGAV & Integrated Sandboxing capabilities would be an added advantage.	The mentioned clauses are part of prevention and detection capabilities both hence we propose the bank to consider holistic endpoint platform including EDR.	Please refer corrigendum for change in clause uploaded on Bank Website
28	21	4.2.2.3	EDR - PREVENTION & DETECTION: The solution must have an internal protection mechanism against access and manipulation of unauthorized users.	The mentioned clauses are part of prevention and detection capabilities both hence we propose the bank to consider holistic endpoint platform including EDR.	Please refer corrigendum for change in clause uploaded on Bank Website

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29	21	4.2.2.3	EDR - PREVENTION & DETECTION: The solution must identify malicious files and prevent them from execution, including viruses, Trojans, ransomware, spyware, cryptominers and any other malware type.	The mentioned clauses are part of prevention and detection capabilities both hence we propose the bank to consider holistic endpoint platform including EDR.	Please refer corrigendum for change in clause uploaded on Bank Website
30	77-78	50 / a) Technical and Functional Requirements for EDR:	Solution should provide granular policy rules for Prevention actions, rather than simple On/Off switch, such as processes allowed to invoke legitimate command interpreters like Powershell, Python, WMIC etc.	Bank of Maharashtra is already using an AV solution for Prevention capabilities. Having two Prevention engines on the same system will introduce conflicts, increase performance impact for endusers. Hence we suggest that Bank of Maharashtra use Hash banning capabilities during incident response in EDR for termination of activity and then leverage existing av for long term prevention.	Please refer corrigendum for change in clause uploaded on Bank Website
31	19	4.2.11	EDR Implementation & Management Infra Experience	We need deviations Please change it to bidders/OEM	No Change in RFP Clause
32	26	4.2.5.11	High Availability (HA) mode at DC and standalone mode at DR	RTO & RPO requirements?	ReferRTO/RPO cluase under RFP section 7.1 Service Criteria
33	79	64	Hunting and Search features across endpoints should be available around key metrics interesting for Security Analysts related to Browser Name, Browser Version, Cookie Flags, Cookie Name ,Cookie Value ,DNS Hostname ,Driver Device Name ,Driver Module Name ,Executable Exported Dll Name,Executable Exported Function Name,Executable Imported Function Name ,Executable Imported Module Name ,Executable Injected,Executable PE Type,Executable Resource Name ,File Attributes ,File Certificate Issuer,File ,Certificate Subject,File Download Mime Type,File Download Referrer,File Download Type,File Full Path,File MD5 Hash,File Name,File SHA1 Hash,File SHA256 Hash,File Signature Exists,File Signature Verified,File Stream Name,File Text Written,HTTP Header,Host Set,IP Address,Local IP Address,Local Port,Parent Process Name,Parent Process Path,Port ,Port Protocol,Port State,Process Arguments,Process Hidden,Process Name,Registry Key Full Path,Registry Key Value Name,Registry Key Value Text,Remote IP Address,Remote Port,Service DLL ,Service Mode,Service Name,Service Status,Service Type,Size in bytes,Task Flag,Task Name,Task Status,Timestamp - Accessed,Timestamp - Changed,Timestamp - Created,Timestamp - Event,Timestamp - Last Login,Timestamp - Last Run,Timestamp - Modified,Timestamp - Started,URL,Username,Web Page Title,Windows Event ID,Windows Event Log Type,Windows Event Message	Seem to be OEM specific, suggested to consolidate the key metrics for hunting and search to paramters which can be Host (name / IP address), Registry key, User account, Registry data, File name, Registry name, File path, Command line, Hash values, URL which is a used as per standard practices	No Change in RFP Clause

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34	58	Scoring for Past Experience (PE)	Implementation of EDR Technology	Request to dilute the clause / requirment as: Implementation of EDR/ End Point Security Technology	No Change in RFP Clause
35	74	78	It should be possible to integrate publicly available IP and Hash blacklists as well as other external Threat Intelligence Feeds that provide indicators of comprise like blacklists of IP addresses, domains and MD5 sums out of the box without any additional licenses	Can we read this requirment as Third-party ingesition of IOC's Please validate	Please refer corrigendum for change in clause uploaded on Bank Website
36	74	36	It should be possible to remotely control, an endpoint from the endpoint response tool, even if that endpoint has been disconnected from all other network connections..	We are reading "Endpoint Response Tool" means "Management Console within bank's premise" and "other network connections" means other nework within the bank except connection to Management Console. Please validate	Please refer corrigendum for change in clause uploaded on Bank Website
37	80	a) Technical and Functional Requirements for EDR:	Solution must be a part of MITRE ATT&CK Framework evaluations for EDR.	Requesting bank to change it as " OEMs should be in top 5 rankings of Detection of MITRE ATT&CK framework as per the latest report published in 2020"	No Change in RFP Clause.
38	78	Annexure 1: Technical and Functional Requirements for EDR / a) Technical and Functional Requirements for EDR:	Solution must be able to mitigate the impact of a compromised system with network isolation using workflow driven containment in order to prevent lateral spread. The solution must have a two-stage process for containment requests, with the ability to separate the requestor and approver roles.	As per standard practices this capability is achieved through a SIEM/SOAR solution, suggested to remove them from the specifications.	Please refer corrigendum for change in clause uploaded on Bank Website
39	75	19 / a) Technical and Functional Requirements for EDR:	The proposed solution must be able to set scan priority on the host to prevent performance degradation on the client (low priority scan Option).	As part of our architecture, we perform continuous recording of events via the sensor and do not require a scan to be performed on the endpoint for data collection. Data collection can be tweaked as required by policy for performance optimization.	Please refer corrigendum for change in clause uploaded on Bank Website
40	81	Annexure 1: Technical and Functional Requirements for EDR / a) Technical and Functional Requirements for EDR:	Solution should be recognized by reputed 3rd party research organizations such as Gartner, Forrester etc.	Bank should look at best of breed solutions available in the market, Request bank to consider OEMs in the leaders quadrant of EPP / EDR report of 2020 / 2019 by anaysist of Gartner / Forester	No Change in RFP Clause. Threre is no published leader quadrent report for EDR solution by Gartner.

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41	74	72	Solution should have the capability to query endpoints for zero-day vulnerabilities	EDR solution can detect/block exploits targeted towards zero-day vulnerabilities and not a tool to identify and assessment of zero-day vulnerabilities at endpoints.\nHence requedst to amend as " Solution should have the capability to detect & block Zero-Day exploits."	Please refer corrigendum for change in clause uploaded on Bank Website
42	74	58	Solution should include prebuilt search queries in natural language to aid learning of EDR tool. Ability to add custom queries to help L1 analysts run EDR queries	Vendor Biased Point, every vendor has various methods to & pre-builtin queries for collecting the artifacts, which an L1 analyst can use.\n\nHence we request bank to kindly accept any search queries instead of mandating Natural Language only.	Please refer corrigendum for change in clause uploaded on Bank Website
43	76	26 / a) Technical and Functional Requirements for EDR:	The scan report must provide a preliminary assessment of the state of the client at the end of the scan, accompanied with supporting detail to support the result.	As part of our architecture, we perform continuous recording of events via the sensor and do not require a scan to be performed on the endpoint for data collection. Any ongoing malicious activity will automatically be captured and alerted on.	Please refer corrigendum for change in clause uploaded on Bank Website
44	80	73	Solution should support running queries via API to orchestrate multiple queries at a time. The solution should provide a flexible and robust query language which extends search capabilities to include multiple terms, logical operators (and/or), term groupings, and negations.	The said functionality can be achieved by providing integration with existing solutions (SIEM/SOAR) in the bank environment.	No Change in RFP Clause.
45	77	48 / a) Technical and Functional Requirements for EDR:	The solution must be able to automatically kill exploited applications or automatically prevent any payload from exploited application to run. Provide a fully recorded "kill chain" of malware.	Bank of Maharashtra is already using an AV solution for Prevention capabilities. Having two Prevention engines on the same system will introduce conflicts, increase performance impact for endusers. Hence we suggest that Bank of Maharashtra use Hash banning capabilities during incident response in EDR for termination of activity and then leverage existing av for long term prevention.	Please refer corrigendum for change in clause uploaded on Bank Website

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46	22	4.2.2.3	The solution must co-exist with all commodity and proprietary software on the endpoints\servers.	Please provide details of proprietary software	Details will be shared with successful bidders.
47	21	4.2.2.1	The Bidder is required to design & size the solution at DC and DRC. Currently Bank has about 15000 endpoints including desktops, servers (VM & hardware), Laptops, IPad & other mobile devices. The Bank envisages the increase in the number of end points to 18000 during the tenure of 5 years. The bidders proposed solution shall be sized to meet the 5 year requirement. However, the solution shall be scalable to cover 20000 endpoints.	EDR solution does not support Ipads & Other Mobile Devices.	EDR solution having support on IPAD & mobile devices would be an added advantage.
48	21	4.2.2 Endpoint Detection and Response (EDR) Solution Scope 4.2.2.3 / Section 4	The EDR solution having the IDRBT patents on detection of zero day privilege escalation malware and detection and prevention of data breach and ransomware attacks is an added advantage.	Please provide more details	Please refer corrigendum for change in clause uploaded on Bank Website
49	75	Annexure 1: Technical and Functional Requirements for EDR / a) Technical and Functional Requirements for EDR:	The proposed solution must be able to identify & hunt TTPs, IOCs on the following OS. a) Client Windows OS : Windows XP - SP3, Windows Vista, Windows 7, Windows 8/8.1, Windows 10, b) Server OS: Windows Server 2003, Windows Server 2008/R2, Windows Server 2012/R2, Windows Server 2016, Windows Server 2019 d) Red hat (Version 6.8, 6.9, 6.10, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6) e) Cent OS (Version 6.9, 6.10, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6)	Suggested to remove these OS: Windows XP/Vista/7/8/2003/2008 (EoL declared), Red Hat/CentOS (to be considered for server scope)	No Change in RFP Clause.
50	74	Annexure 1: Technical and Functional Requirements for EDR: 7 a)	The proposed solution must be able to provide a complete environmental correlation that shows the clients and the number of systems where the identified malicious file was found. **Ability to have local access to all data for correlation with on premise devices such as next generation firewalls (Checkpoint, Palo Alto , Cisco) and SIEMs**	As best practice EDR must integrated with SIEM for correlation, visibility, remidiation and/or hunting. OEM has never seen or asked by other customers any further integration with other technologies as there no use-cases. Hence we request bank to kindly consider EDR integration with SIEM only.	Please refer corrigendum for change in clause uploaded on Bank Website

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51	76	23	The proposed solution must be able to provide a detailed report of individual client and must consist of the following information, at minimum: · Any pending scan request	Scan Operation logs show the status of Completed, Interrupted or Stopped unexpectedly which takes care about the scanning requirement, we suggest to remove this point.	No Change in RFP Clause.
52	76	22	The proposed solution must be able to report on the client status: · Idle	As real-time scan provides endpoint monitoring we can report the status of the agent as online / offline, Kindly confirm if it is suitable for your requirement. As it doesn't server any real use case, we suggest to remove this point.	Please refer corrigendum for change in clause uploaded on Bank Website
53	22	4	The solution must assign a risk score to all objects within the protected environment.	We propose solution that does not depend upon the risk scoring to protect the banks environment.	Please refer corrigendum for change in clause uploaded on Bank Website
54	22	EDR – INFRASTRUCTURE 2	The solution must have a single management dashboard for servers, endpoints and mobile devices.	EDR solution does not support Ipads & Other Mobile Devices.	Please refer corrigendum for change in clause uploaded on Bank Website
55	22	EDR – INFRASTRUCTURE 1	The solution must have flexible deployment options to match various types of environments for all the hosts & servers both physical & virtual host across BANK OF MAHARASHTRA locations.	Please Elaborate.	Statement is self explanatory
56	81	Annexure 1: Technical and Functional Requirements for EDR / a) Technical and Functional Requirements for EDR:	The solution must include IDRBT patents for detecting zero day privilege escalation malware.	Request clarity on the IDRBT patent mentioned here. EDR solutions are designed to manage all advance threats including zero day and ransomware.	Please refer corrigendum for change in clause uploaded on Bank Website
57	19	4.2.1.10	The solution must integrate with various systems / applications in the Bank environment for monitoring and security control.	We would like to know Those systems & Applicaations before Bidding	Tentative list of soluton support required for integration are mentioned under RFP technical scope .Bank existing solution specific details will be shared with succssful bidders.
58	22	4.2.2.3	The solution must support integration with common SIEM solution Q-Radar, Splunk , ARC Sight, Manage Engine etc.	What is Manage Engine?	ManageEngine Log 360 is SIEM solution of M/s Manage Engine.

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59	81	80 / a) Technical and Functional Requirements for EDR:	The solution should have built-in vulnerability assessment & dynamic application/process whitelisting & blacklisting functionality in order to provide closed loop remediation.	Bank of Maharashtra is already using an AV solution for Prevention capabilities. Having two Prevention engines on the same system will introduce conflicts, increase performance impact for endusers. Hence we suggest that Bank of Maharashtra use Hash banning capabilities during incident response in EDR for termination of activity and then leverage existing av for long term prevention.	Please refer corrigendum for change in clause uploaded on Bank Website
60	21	5	The solution must support the discovery of unattended attack surfaces.	Please Elaborate.	Clause is self explantory
61	116	Annexure 7	The successful bidder must provide FM services and shall only be allowed to connect to Bank's network from Bank locations only. The bidder shall not be allowed to establish a remote connection from any third party delivery centres in order to provide such services.

The bidder is required to propose on-site delivery model. The following table provides indicative activities under Application Management Services. The scope of work shall be inclusive of, but not limited to, the activities mentioned under the service category.

However, bidder must deploy   at least oneProject Manager Resources and atleast one Enterprise Architecture, full-time, during the entire contract duration in order to ensure complete delivery of scope of work pertaining to application management services and to meet the SLA requirement. The bidder is expected to deploy online tool to track service incident and problem resolution and reporting of SLA. The service window for FM services shall be 24x7x365 . | Resource requirement sizing for 24x7x365 days to be provided for all products. Is our understanding correct? | Yes , Combined service window for FM services shall be 24x7x365. |
| 62 | 27 | 4.2.5.16 | The Vendor should maintain Uptime of 99.95% of the Solution, quarterly both at DC & DRS during contract period. The Dashboard of the solution should show daily Uptime of the solution . | Check the uptime requirement per site. Standalone instance at DR 99.95% not feasible Would like to have a discussion on this. | No Change in RFP Clause. |

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63	19	4.2.1.10	The solution must integrate with various systems / applications in the Bank environment for monitoring and security control.	Pls sahre details of such systems / applications in bank's enviornment.	Solution specific integration checklist availble under Technical Scope document.
64	19	4.2.1.12	All the licenses shall be perpetual. There should not be any limitation on the number of applications and users using the solution.	Some of the solutions asked in the RFP are licenses on subscription basis. Kindly remove this clause	All the licenses shall be perpetual. Please refer solution specific technical document for specific licensing pattern.
65	91	2.11	Appliance should support a LCD panel/LED to display alerts and fault information for an administrator to monitor the system	Request you to kindly remove this clause	Please refer corrigendum for change in clause uploaded on Bank Website
66	98	5.6	Because the protected Web applications will access and transfer sensitive data to internal databases, the vendor should integrate with Bank's Mcafee DAM solution for end-to-end security.	Request you to remove form WAF clause as it is a third party vendor solution	Please refer corrigendum for change in clause uploaded on Bank Website
67	23	4.2.3 Firewall Rule Analyser Scope	Bidder shall complete the implementation of the solution and Integration with Bank of Maharashtra Firewalls, Security Routers, Web Proxy & other Network devices covered under scope. Total Count of Generic network devices for completing the network topology - 50 (Includes ACI switches).	Please provide the exact break-up of L3 Devices and ACI Leaf Switches	Please refer corrigendum for change in clause uploaded on Bank Website
68	27	4.2.5.13	Bidder should conduct System/Solution health check-up twice a year and provide report to the Bank.	Is it supported by OEM.its our percepetion?	Please refer corrigendum for change in clause uploaded on Bank Website

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colspan="6"	**Reply to Pre-bid queries of RFP 102020 - Supply , Installation and Maintenance of Information Security Solutions EDR, FRA, WAF & Deception Solutions**				
69	24	4.2.3	Bidder to specify the need of VM or other hardware for storage or hosting of application. Also, to mention rack, cable, space, power and storage required to host in-scope solutions. The required hardware will be provisioned by Bank.	Please confirm on Logs/Reports Retention period for storage capacity computation	Logs/Reports Retention period will be 3 month online on device & offline as per bank ISSP policy.
70	24	4.2.3 Firewall Rule Analyser Scope	Bidder to specify the need of VM or other hardware for storage or hosting of application. Also, to mention rack, cable, space, power and storage required to host in-scope solutions. The required hardware will be provisioned by Bank.	Please confirm if Bank of Maharashtra will go with Appliance based install or will use their existing VM Infra (VMware ESXi)for Firewall Rule Analyzer solution	Bank will prefer solution on exiting VM infra for firewall rule analyzer solution.
71	24	4.2.3	Bidder to specify the need of VM or other hardware for storage or hosting of application.Also, to mention rack, cable, space, power and storage required to host in-scope solutions. The required hardware will be provisioned by Bank.	The point contradicts point above (The bidder is responsible to provide all hardware, software, tools and resources for Firewall Analyser solution with all required component to fulfil the functionalities mentioned under the scope and as per the specification mentioned.)	Bank will prefer solution on exiting VM infra for firewall rule analyzer solution.
72	23	4.2.3 Firewall Rule Analyser Scope	Design, supply, install, customize/ develop/test and maintain an FRA solution including software (all relevant application(s)/ software license(s)). From day1 solution should be licensed for management/Integration of 14 Firewalls (7 Pair HA), 5 pair Network & Web security devices.	1.Please confirm on the brands, model & make of Firewalls & Network security devices to be covered in the scope of FRA. 2.Please also confirm if there are any Virtual Firewalls and if yes, confirm their brand & make.	Details already provided under technical scope of solution & supported devices list.No virtual firewall in bank environment.Exact device specific details will be shared with successful bidder.
73	23	4.2.3	Design, supply, install, customize/ develop/test and maintain an FRA solution including software (all relevant application(s)/ software license(s)). From day1 solution should be licensed for management/Integration of 14 Firewalls (7 Pair HA), 5 pair Network & Web security devices.	a) Understand that these are part of projected device requirement under FRA which required to be monitor and managed. Please confirm b) Is there an existing monitoring tool available for these devices which can be used by bidders or the service providers need to provision the monitoring tool for these devices?	Clause is self explanatory.All mentioned devices are to managed/Integrate with FRA solution.

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74	19	4.2.3	Firewall Analyzer Infra Management Experience	We need deviations Please change it to bidders/OEM	No Change in RFP Clause
75	59	Scoring point C	Implementation of Firewall Analyzer Technology	Request the Bank to assign full marks for At least 1 implementation and 1 Under implementation / implemented projects. Also, request the Bank to accept references from Private and corporate clients outside of PSU / BFSI / Financial Institutions as well.	No Change in RFP Clause
76	83	13(b) 3	Licenses if any to be perpetual & included as per the following requirement:- Firewalls in Active/Passive mode – 07 Clusters Internet Proxy - 1 Cluster Security Routers- 04 HSRP pairs Total Count of Generic network devices for completing the network topology - 50 (Includes ACI switches). The proposed tool hardware must be easily scalable to support up to 100 devices integration.	a) Understand that these are part of projected device requirement under FRA which required to be monitor and managed. Please confirm b) Is there an existing monitoring tool available for these devices which can be used by bidders or the service providers need to provision the monitoring tool for these devices?	Clause is self explanatory.All mentioned devices are to managed/Integrate with FRA solution.
77	97	5.1/ Integration	Proposed solution should be able to integrate with external SSL visibility solution. Also Proposed WAF Solution should have capability to integrate with Anti- Fraud vendors to provide web fraud protection.	Requesting Bank to change the clause as "**Proposed WAF solution should be able to integrate with external SSL visibility solution**" since the Anti-Fraud technology doesn't come under the purview of WAF solution.	Please refer corrigendum for change in clause uploaded on Bank Website
78	92	2.1	Proposed WAF appliance should be configurable in such a way that multiple network zones can be configured without sharing the data between them and without any compromise of security	Request you to remove the point from WAF requirement ,it can be achieved via VLAN via switch or any microsgementation solution to reduce the workload of the WAF	No Change in RFP Clause
79	25	4.2.4 WAF Scope	Solution should be able to protect against UDP, TCP, SIP, DNS, HTTP, SSL and other network attack targets while delivering uninterrupted service for legitimate connections	Request Bank to change clause to "**Solution should be able to protect against TCP, DNS, HTTP, SSL and other network attack targets while delivering uninterrupted service for legitimate connections**" since UDP & SIP protocols attacks are usually taken care at perimeter level with perimeter security devices since most appliations are http/https stateful apps & use TCP as the main protocol.	Please refer corrigendum for change in clause uploaded on Bank Website

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80	1.1/91	1 > 1.1 > c) Technical and Functional Requirements for WAF:	The OEM should be in the Gartner leaders magic Quadrant for "Web Application Firewall" in any report published in last 3 years.	1.This point is biased to one specific OEM. As per the clause it is asked for any report in last three years which is completely biased, this OEM was not present in Gartners Leaders Quadrant for two years i.e. 2018 & 2019

2.Gartner report always focuses on vendor marketing and technical roadmap of the product whereas Forrester report focus on sales revenue and technical roadmap but also on vendor Technology, Strength and provides ratings after deep dive testing in their own labs.(need to attach Forrrester report Link)

3. Also, in the same RFP for other security components Bank has mentioned clause (Solution should be recognized by reputed 3rd party research organizations such as Gartner, Forrester etc.). The same should be applicable for WAF also.

4.BFSI Governing bodies i.e. RBI & SEBI, PSU Banks like Dena Bank,Union Bank of India, Bank of Baroda, Punjab National Bank and all other leading organizations in India are using Radware technology successfully for last many years. | No Change in RFP Clause |
| 81 | 30 | 4.4.6 | The Bank will perform the technical competency of the resources provided by the bidder either on its own or through third party resources. However background verification and police verification of the resources shall be the responsibility of the bidder | Does it mean that bank or its appointed partner will interview and finalised all resources (L1/L2/L3) who will be deployed at the DC & DR? | Clause is self explanatory. Yes |
| 82 | 24 | 4.2.3 Firewall Rule Analyser Scope | The bidder should consider high availability (active-active) architecture at primary Data Centre and Disaster Recovery Centre. | Based on a previous point in the RFP (page 23), Bank of Maharashtra wants One instance in DC and one instance in DR enabled with automatic sync of configuration/database, please confirm. | Clause is self explanatory.One instance in DC & One in DR with automatic sync of configuration/database, |

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83	18	4.2.1.1	The bidders are expected to consider the current deployment & propose the solutions which Integrate with the existing solutions and ensure that all the proposed new solutions would Complement the bank revamps its current architecture or completely migrates to another network technology/New location due to any reason, the bidder shall make necessary changes in its solution to adapt to new deployment without any additional cost to the Bank.	Requet Bank to consider migration charges at actuals. Kindly remove this clause	No Change in RFP Clause.
84	18	4.2.1.1	The bidders are expected to consider the current deployment & propose the solutions which Integrate with the existing solutions and ensure that all the proposed new solutions would Complement the bank revamps its current architecture or completely migrates to another network technology/New location due to any reason, the bidder shall make necessary changes in its solution to adapt to new deployment without any additional cost to the Bank.	We would like to know Existing network & Security Landscape, without that we are unable to comment on this.	High level details of existing solutions already provided under RfP.More specfic details will be shared with successful bidders.
85	113	2. Criteria to be met by the OEM	The OEM shall be listed in the Gartner list of 2018,2019 or 2020	Gartner till date has not published any list or report for NSPM or FRA (Network Security Policy Management /Firewall Rule Analyzer). So, Please confirm if this can be exempted.	RFP clause not applicable for FRA solution.
86	91	1/ 1.4	The OEM should not be currently blacklisted by any Central/State Govt. dept. /Public Sector/NPCI/IBA/RBI/SEBI or any other regulatory bodies Unit. (Certificate from the Chief Executive / Authorized Officer of Company). OEM should also provide minimum 3 references of Public sector FSI where technology is deployed in production.	Change it to: "The OEM should not be currently blacklisted by any Central/State Govt. dept. /Public Sector/NPCI/IBA/RBI/SEBI or any other regulatory bodies Unit. (Certificate from the Chief Executive / Authorized Officer of Company). OEM should also provide minimum 3 references of Public/Private sector FSI where technology is deployed in production."	No Change in RFP Clause
87	97	4.11	The proposed solution should support min 4000 contexts or partitions or multiple profiling separately for each application without any additional license. Segmentation controls application flow to respective gateway per server and should help multiple segment controls for various applications	Request you to remove the point from WAF requirement ,it can be achieved via microsgementation of application solution to reduce the workload of the WAF	No Change in RFP Clause

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88	92	2.14	The proposed solution should Support minimum 6,00,000 TCP concurrent connections and minimum 2k TCP L4 new CPS	Requesting to change the clause "The solution should support minimum throughput of 500 Mbps to Maximum of 10 Gbps"	No Change in RFP Clause
89	92	2.12	The Proposed WAF Appliance must support minimum of SSL TPS of 9,500 (RSA 2k keys) upgradable to 19,000 with additional Software license in future.	Requesting to change the clause In case of hardware appliance for upgrading the SSL TPS ,the hardware has to be appliance . In case of software based license the same can be achieved	No Change in RFP Clause
90	94	3.24	The Proposed WAF Solution Should support ICAP integration with other security devices for file scanning industry leading security solutions (i.e Symantec,MacAfee, Trend Micro and others.)	Request you to Change the clasue to Solution should block malicious file upload	No Change in RFP Clause
91	23	4.2.3 Firewall Rule Analyser Scope	The solution (with each of its components) should be configured primarily in DC and standalone device/software at DR.	Need More calrification for this point in terms of solution in HA or standalone.	Clause is self explanatory.One instance in DC & One in DR with automatic sync of configuration/database,
92	96	4.2	The solution appliance must have dual hot-swap hard drives and dual hot-swap power supplies for high availability from the same. Inheritance should support restricting modifications to the base policy settings	1.This point is specific to one OEM 2. In case of hard drive failure, the traffic would be shifted to the failover appliance in HA	Please refer corrigendum for change in clause uploaded on Bank Website
93	98	6.6	The solution must be able to operate in FIPS (Federal Information Processing Standard) 140-2 compliance mode.	1.FIPS is a US based standard and not applicable in India. BFSI Governing institution (i.e. RBI & SEBI), PSU Banks like Dena Bank,Union Bank of India,Bank of Baroda,Punjab National Bank and all other leading organizations in India are not using this compliance	Please refer corrigendum for change in clause uploaded on Bank Website

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94	93	3.8/Security Requirements	The solution must identify and mitigate the OWASP Top Ten 2020 web application security vulnerabilities.	Request Bank to change the clause to **"WAF solution should protect against common threats such as those identified in the OWASP Top 10 & should provide inbuilt OWASP dashboard on GUI with remediation"** since the published OWASP Top Ten Web Application security vulnerabilities.are from 2017 & the 2020 OWASP Top Ten Web Application security vulnerabilities are still not officially available on OWASP site	Please refer corrigendum for change in clause uploaded on Bank Website
95	99	7.5/Reporting	The solution must support the creation of custom log messages and provide system variable placeholders mechanism to make this use case possible. For example, the Username placeholder looks like (${Alert.username})	Request Bank to change clause to **"The Proposed WAF Solution Should support integration with external siem/syslog messages"** since the given use case placeholder (${Alert.username}) is Vendor specific & is not applicable in general use with other vendors & the objective is to ensure Proper Logging & correct corelation of Log messages.	Please refer corrigendum for change in clause uploaded on Bank Website
96	98	5.7	The system must integrate with Email, SMS Solutions for sharing information and alerts.	Request change to SNMP ,SMTP intergration	No Change in RFP Clause
97	14	2.3.2 Training	The training should be provided by the OEM employee and should be of minimum 3 days, 8 hours a day for each solution under this RFP	Request Bank to Consioder the Traing from OEM Certified persons.	No Change in RFP Clause
98	97	5.5/ Integration	WAF should integrate with Bank's Network Trend Micro Network Anti-APT solution	Request you to Change the clasue to Solution should block malicious file upload where as decrypted traffic can be flown on the WAF solution.	Please refer corrigendum for change in clause uploaded on Bank Website
99	97	5.5/ Integration	WAF should integrate with Bank's Network Trend Micro Network Anti-APT solution	Request Bank to change clause to **"The Proposed WAF Solution should support ICAP integration with other security devices (industry leading security solutions i.e McAfee,Trend Micro DDAN)"** since ICAP is the standard protocol used for communication & integration between disparate third party devices also ICAP helps free up resources and standardize how features are implemented.	Please refer corrigendum for change in clause uploaded on Bank Website

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100	19	4.2.4	WAF Management Experience	We need deviations Please change it to bidders/OEM	No Change in RFP Clause
101	101	Functional Requirements / Point 10	Both physical and virtual instances that can each support minimum 250 VLANs and minimum 50 network decoys per appliance.	We request bank to kindly consider "**Both physical and virtual instances that can each support minimum 50 VLANs and minimum 250 network decoys per appliance.**"	No Change in RFP Clause
102	105	Functional Requirements / Point 49	Solution should provide granular control over decoys in each network segment. In addition, should provide capability to turn off all decoys in a particular group/ network segment	We request bank to kindly consider the following. "Solution should provide granular control over decoys in each network segment. In addition, should provide capability to turn off all decoys **or whitelist services** in a particular group/ network segment"	Please refer corrigendum for change in clause uploaded on Bank Website
103	105	Functional Requirements / Point 50	Solution should provide maintenance mode wherein decoys of a particular VLAN can be switched off during maintenance of the VLAN	We request bank to kindly consider the following."Solution should provide Whitelist options wherein decoys of a particular VLAN can be whitelisted during maintenance of the VLAN" as this would help detect any attack during the maintenance window.	Please refer corrigendum for change in clause uploaded on Bank Website
104	105	Functional Requirements / Point 51	The solution should integrate with existing patch management solution of the bank to keep the decoys in sync with the patch level of devices in production environment	It is recommended to not auto update the decoys together with production environment. This will alienate an attacker sooner than understanding their intentions. We request bank to kindly consider the following."The solution should provide a mechanism to patch decoys so as to keep the decoys in sync with the patch level of devices in production environment".	Please refer corrigendum for change in clause uploaded on Bank Website

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105	106	Functional Requirements / Point 77	The endpoint deception agent should be able to select users/computers on the basis of the following selection criteria: - Process list - Browser history - Installed programs - Interesting files - Recent commands - Active TCP connections - OU		Please refer corrigendum for change in clause uploaded on Bank Website
106	107	Functional Requirements / Point 78	The solution should be capable of creating decoy processes on the endpoint with custom name and path.	Creating processes on the endpoint could lead to security solutions raising false alerts. We do not recommend doing this in a bank's production environment which is governed by tight compliance and regulatory guidelines. We request bank to consider relaxing this clause.	No Change in RFP Clause
107	26	Deception solution scope / Point 4.2.5.11	The Solution should be sized for approx. 250 VLANs at DC & DRS, total 1000 servers & 20000 endpoints approx. The solution (with each of its components) should be configured in High Availability (HA) mode at DC and standalone mode at DR. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale both horizontally and vertically.	Contradictory to the sizing mentioned in Annex 24. Please clarify if the number of endpoints is 18000 or 20000?	The requirements are clearly mentioned in the RFP. Exact no of endpoints will be shared with successful bidder.
108	26	Deception solution scope / Point 4.2.5.11	The Solution should be sized for approx. 250 VLANs at DC & DRS, total 1000 servers & 20000 endpoints approx. The solution (with each of its components) should be configured in High Availability (HA) mode at DC and standalone mode at DR. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale both horizontally and vertically.	We request bank to specify the **exact number of vlans** in DC & DR. This would help to size the appropriate solution.	The requirements are clearly mentioned in the RFP. Exact no of VLANs will be shared with successful bidder.

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109	27	Deception solution scope / Point 4.2.5.17	If Bank requires any customization in the solution, during the entire period of contract, the bidder will have to implement the same without any extra cost to the bank.	We request bank to ammend the ask with "If Bank requires any customization natively supported by the proposed solution, during the entire period of contract, the bidder will have to implement the same without any extra cost to the bank."	No Change in RFP Clause
110	104	42	Solution should automatically detect scanning and L2 attacks such as ARP flood and IP scan etc.	We request bank to remove "ARP flood" from this point as it does not provide meaningful attack data. IP scans detections are more meaningful.	Please refer corrigendum for change in clause uploaded on Bank Website
111	105	54	The solution should support creation of unlimited number of decoys and the number of decoys per VLAN should be controllable from the management console	This point is redundant as point number 10 in techical complaince already states that the solution should "support minimum 250 VLANs and minimum 50 network decoys per appliance" Moreover, we request bank to remove this point as creating these decoys make them finderprintable as all of them are the same. Also this feature requires the appliance to advertise IP addresses on the network which are not approved or tracked by the network team in any way and can cause network outages. We request bank to modify point as Solution should support to provide maximum coverage and catch attacker from every entrypoint into the network. Each decoy to have its own networking stack, OS and File system.	Please refer corrigendum for change in clause uploaded on Bank Website
112	105	59	Solution should provide ability to forward emails to sandboxing functionality for email/malware analysis	This is not a deception feature and we request this point to be removed from requirements.	Please refer corrigendum for change in clause uploaded on Bank Website
113	105	62 / d) Technical and Functional Requirements for Deception Solution:	Web application decoys should be able to provide full licensed application deceptions of solutions currently deployed in bank	Request the bank to change this point to "Web application decoys should be customisable at the network and content layers to include decoy versions of applications deployed in the bank."	Please refer corrigendum for change in clause uploaded on Bank Website

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114	106	66 / d) Technical and Functional Requirements for Deception Solution:	The solution must support path discovery and provide topographical network map for lateral movements to critical assets.	This is not a deception feature and we request this point to be removed from requirements.	Please refer corrigendum for change in clause uploaded on Bank Website
115	106	69 / d) Technical and Functional Requirements for Deception Solution:	The solution should support sending Darknet IP traffic to the platform. Should be able to create unused IP"s in production subnets and dark networks on routers and forward traffic to these IP"s to deceptive VM"s for engagement.	We request this point to be removed as taking arbitary IPs in your network may create critical production issues (IP conflicts, filled ARP tables on switches and routers, etc). Internet facing decoys will will be created to detect attackers trying to peform reconnaissance of the bank's internet facing infrastructure from any public IP (darknet or otherwise).	Please refer corrigendum for change in clause uploaded on Bank Website
116	106	70 / d) Technical and Functional Requirements for Deception Solution:	Solution should be able to spin up or create an automatic decoy as per the request seen from the attacker.	We request this point should be removed as taking arbitary IPs in your network may create critical production issues (IP conflicts, filled ARP tables on switches and routers, etc). The decoys will be created based on the bank's infra/applications already running.	Please refer corrigendum for change in clause uploaded on Bank Website
117	106	71/ d) Technical and Functional Requirements for Deception Solution:	System should be able to detect and track stolen credentials by integrating with SIEM on API's	We request this point should be removed as detecting and tracking stolen credentials can be also be done through integrating with the AD.	Please refer corrigendum for change in clause uploaded on Bank Website
118	14	2.3.2	The training should be provided by the OEM employee and should be of minimum 3 days, 8 hours a day for each solution under this RFP. Pre implementation training must be provided before project implementation and post implementation training must be provided after successful implementation. At the end of training participants shall be given certificate of successful completion by the OEM. Bidder should arrange refresher training on deployed solution in subsequent year of project tenure. Refresher training should cover the Feature/Functional advancement in deployed solution.	Does this mean the OEM has to provide training - Pre & Post implementation and for the subsequent 4yrs. Please Elaborate on the term for the subsequent years.	Bidder should arrange refresher training on deployed solution in subsequent years of project tenure. Refresher training should cover the Feature/Functional advancement in deployed solution

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119	57	6.2	100% Compliance to Technical Requirements Proposed solution by the bidder should ensure 100% compliance for Security solution scoped under this RFP for technical scoring based on the defined technical requirements. Any breach of the minimum compliance requirement will lead to disqualification of the bid.	Request bank to reduce minimum techincal compliance to 70%, as several points are very vendor specific and does not apply to all vendors.	No Change in RFP Clause
120	52	5.2.27	**Exit Option and Contract Re-Negotiation**	Please confirm that termination for default shall not affect the payment rights in respect of work done successfully till the date of termination.	No change in RFP clause
121		5.1.4.1/34	If the contract is awarded, the Bidder shall furnish a Performance Guarantee to the extent of 15% of the value of the contract within 10 days of signing of the contract.	Can we get a deviation from 10 days to 30 days.	Please refer corrigendum for change in clause uploaded on Bank Website
122	44	5.2.9.3	In case of order cancellation, the Bidder agrees that they will bear the complete cost of any reprocurement that would be needed by the Bank to fulfill the obligations of the RFP.	We request deleting the clause 5.2.9.3 as the same is arbitrary and unreasonable. Bidder can be liable for agreed LD/penalty in case of any default.	No change in RFP clause
123	18	4.2.11	In case the bank revamps its current architecture or completely migrates to another network technology/New location due to any reason, the bidder shall make necessary changes in its solution to adapt to new deployment without any additional cost to the Bank.	Facility management services to be delivered at onsite using local resources. Any change in location may impact the availability of existing resources at new location. Change over of resources will require lots of administrative exercise while ensuring uninterrupted service delivery. Request bank to amend the clause suitably to taking the above points in consideration.	No change in RFP clause

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124	30	4.5 OEM Services	OEM Scope of Work for Data Protection/Security Initiatives:	requesting to add below mentioned points 1)The proposed OEM vendor should provide highest level of support and should assign a designated Technical Account Manager (TAM) on OEM payroll for addressing all critical issues whenever a support ticket is raised 2) BOM should have 24*7 access to TAM and online submission portal for product and malware related issues with priority case handling. 3) The OEM TAM should conduct half yearly health check for the deployed solution. The health check should cover detailed configuration audit, findings and recommendations of the deployed solution. 4) The OEM TAM should conduct onsite meetings with the concerned BOM officials to present the findings of the health check and suggest required corrective actions. 5) The OEM TAM should provide monthly status reports for the support cased raised for that month with concerned BOM officials. 6) The OEM TAM should proactively provide security advisories, product version release etc. with the concerned BOM officials and should also extend all required support to the partner in implementing new product releases.	Please refer corrigendum for change in clause uploaded on Bank Website
125	50	pt.5.2.22 Bidder's Liability	"In no event shall either party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this agreement or the Proposed solution components, hardware or the software delivered hereunder, howsoever such liability may arise, provided that the claims against customers, users and Bidders of the Bank would be considered as a direct claim."	we propose following chnage "In no event shall either party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this agreement or the Proposed solution components, hardware or the software delivered hereunder, ~~howsoever such liability may arise, provided that~~. The claims against customers, users and Bidders of the Bank would be considered as a direct claim." – this clause included consequential liability.	No change in RFP clause
126	129	Annexure 13: Manufacturer's Authorization Form	• Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the products, if requested.	Requesting you to change it as "• Following such termination, furnishing at no cost to the Bank, the operations manuals, and specifications of the products, if requested."	No change in RFP clause

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127	62	7.1 (i)	1. >= 99.99% - No Penalty 2. 99.9% - 1% of cost of Quarterly maintenance charges 3. < =99.9% - Additional 2% of cost of Quarterly maintenance charges for every 0.5 performance degrade.	In the above line item the monthly uptime requirement given is 99.90%, however, 1% of cost of quarterly maintenance charges as penalty has been mentioned against it. Penalties may be imposed only if the required uptime is not maintained hence the uptime applicable for penalty should be less than 99.90%	No change in RFP clause
128	129	Annexure 13: Manufacturer's Authorization Form	1. Such products as the Bank may opt to purchase from the Bidder, provided, that this option shall not relieve the Bidder of any warranty obligations under the contract; and	Requesting you to change it as "1. Such products as the Bank may opt to purchase from the Bidder, provided, that this option shall not relieve the Bidder of any warranty obligations under the contract insofar as they are in accordance with our standard policies; and"	No change in RFP clause
129	34	**5.1.3.8**	5. Comprehensive Insurance to cover equipment during transit period and until installation and acceptance of equipment by the Bank; the equipment shall be fully insured in Indian Rupees(INR) naming the Bank as the beneficiary and additional insured. In case any loss or damage occurs, the Bidder shall be responsible for initiating and pursuing claims and settlement and also make arrangements for repair and/or replacements of any damaged item/s;	The bidder does not have any control on equipments supplied under this RFP once they are delivered to bank's designated premise. Hence kindly request the bank to limit the Insurance clause only upto delivery to bank's premise.	No change in RFP clause
130	35	5.1.4.8	5.1.4.8 The Bidder represents that the supplied equipment and documentation and/or use of the same by the Bank shall not violate or infringe the rights of any third party or the laws or regulations under any governmental or judicial authority. The Bidder further represents that the documentation to be provided to the Bank shall contain a complete and accurate description of the Equipment and other materials and services (as applicable), and shall be prepared and maintained in accordance with the highest industry standards. The Bidder represents and undertakes to obtain and maintain validity throughout the project, of all appropriate registrations permissions and approvals, which are statutorily required to be obtained by the Bidder for performance of the obligations of the Bidder. The Bidder further undertakes to inform and assist the Bank for procuring any registrations, permissions or approvals, which may at any time during the Contract Period be statutorily required to be obtained by the Bank for availing services from the Bidder.	We request changes in respect of this clause. Bidder is not a manufacturer/developer and only a reseller of products/licenses. Bidder agrees to give representation that products/software licenses supplied will be genuine and new. Any other representations in respect of the products/software licenses will be as per OEM/Software Licensor warranty terms and conditions and the same shall be passed on "as-is" to the Bank.	No changes in RFP clause

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131	38	5.1.5.15	5.1.5.15 The Bank shall inform the Bidder all breaches and claims of indemnification and shall grant the Bidder sole authority to defend, manage, negotiate or settle such claims; and make available all reasonable assistance in defending the claims (at the expense of the Bidder). The written demand by the Bank as to the loss / damages mentioned above shall be final, conclusive and binding on the Bidder and Bidder shall be liable to pay on demand the actual amount of such loss / damages caused to the Bank.	We request that notwithstanding anything contained in the RFP, the following shall be the only Indemnity of the Bidder under the RFP:	No change in RFP clause
132	44	5.2.10.1	5.2.10.1 SI shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from: i. an act or omission of the SI, its employees, its agents, or employees of the consortium in the performance of the services provided by this Agreement, ii. breach of any of the terms of this Agreement and amendments thereof or breach of any representation or warranty by the SI, iii. use of the provided Solution and/ or facility provided by the SI, iv. infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components used to facilitate and to fulfill the scope of the Solution requirement.	We request that notwithstanding anything contained in the RFP, the following shall be the only Indemnity of the Bidder under the RFP: a. We will indemnify the Bank in case of any third party IPR infringement claim against Bank in respect of the services provided by us. b. We will indemnify Bank in case of third party claims of breach of confidential information c. We will indemnify Bank in case of claims from govt. authorities for violation of applicable tax laws and anti-corruption laws Since we are not the OEM and only a reseller of Products/Software licenses, in such case, all IPR Indemnities in respect of the Products/equipment, shall be governed by the OEM terms and conditions or the End User License Terms and Conditions from the Software Licensor and Bidder will pass on the same "as-is" to Bank. Further, we request changes that Bidder shall not be liable for any indirect, consequential and exemplary losses and damages, including loss of profit, damages for loss of data, business and anticipated revenue. Any claims against customers, users and SIs of the Bank will be considered as "indirect claim".	No change in RFP clause

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133	45	5.2.10.2	5.2.10.2 The SI shall further indemnify the Bank against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third party claims on the Bank for malfunctioning of the equipment/s providing facility to Bank's equipment at all points of time, provided however, i. the Bank notifies the SI in writing immediately on aware of such claim, ii. the SI has sole control of defense and all related settlement negotiations, iii. the Bank provides the SI with the assistance, information and authority reasonably necessary to perform the above, and iv. the Bank does not make any statement or comments or representations about the claim without prior written consent of the SI, except under due process of law or order of the court. It is clarified that the SI shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank's (and/or its customers, users and SIs) rights, interest and reputation.	We request that notwithstanding anything contained in the RFP, the following shall be the only Indemnity of the Bidder under the RFP: a. We will indemnify the Bank in case of any third party IPR infringement claim against Bank in respect of the services provided by us. b. We will indemnify Bank in case of third party claims of breach of confidential information c. We will indemnify Bank in case of claims from govt. authorities for violation of applicable tax laws and anti-corruption laws Since we are not the OEM and only a reseller of Products/Software licenses, in such case, all IPR Indemnities in respect of the Products/equipment, shall be governed by the OEM terms and conditions or the End User License Terms and Conditions from the Software Licensor and Bidder will pass on the same "as-is" to Bank. Further, we request changes that Bidder shall not be liable for any indirect, consequential and exemplary losses and damages, including loss of profit, damages for loss of data, business and anticipated revenue. Any claims against customers, users and SIs of the Bank will be considered as "indirect claim".	No change in RFP clause
134	45	5.2.10.3	5.2.10.3 The SI shall indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: i. Non-compliance of the SI with Laws / Governmental Requirements ii. IP infringement iii. Negligence and misconduct of the SI, its employees, and agents iv. Breach of any terms of this Agreement or the Agreement and amendments thereof or Representation made by the SI v. Act or omission in performance of service. vi. Loss of data due to SI provided facility provided the loss can directly and solely be attributable due to services provided by SI	We request that notwithstanding anything contained in the RFP, the following shall be the only Indemnity of the Bidder under the RFP: a. We will indemnify the Bank in case of any third party IPR infringement claim against Bank in respect of the services provided by us. b. We will indemnify Bank in case of third party claims of breach of confidential information c. We will indemnify Bank in case of claims from govt. authorities for violation of applicable tax laws and anti-corruption laws Since we are not the OEM and only a reseller of Products/Software licenses, in such case, all IPR Indemnities in respect of the Products/equipment, shall be governed by the OEM terms and conditions or the End User License Terms and Conditions from the Software Licensor and Bidder will pass on the same "as-is" to Bank. Further, we request changes that Bidder shall not be liable for any indirect, consequential and exemplary losses and damages, including loss of profit, damages for loss of data, business and anticipated revenue. Any claims against customers, users and SIs of the Bank will be considered as "indirect claim".	No change in RFP clause

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135	45	5.2.10.4	5.2.10.4 Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.	We request that notwithstanding anything contained in the RFP, the following shall be the only Indemnity of the Bidder under the RFP: a. We will indemnify the Bank in case of any third party IPR infringement claim against Bank in respect of the services provided by us. b. We will indemnify Bank in case of third party claims of breach of confidential information c. We will indemnify Bank in case of claims from govt. authorities for violation of applicable tax laws and anti-corruption laws Since we are not the OEM and only a reseller of Products/Software licenses, in such case, all IPR Indemnities in respect of the Products/equipment, shall be governed by the OEM terms and conditions or the End User License Terms and Conditions from the Software Licensor and Bidder will pass on the same "as-is" to Bank. Further, we request changes that Bidder shall not be liable for any indirect, consequential and exemplary losses and damages, including loss of profit, damages for loss of data, business and anticipated revenue. Any claims against customers, users and SIs of the Bank will be considered as "indirect claim".	No change in RFP clause
136	45	5.2.10.5	5.2.10.5 The SI shall not indemnify the Bank for: i. Any loss of profits, revenue, contracts, or anticipated savings or ii. Any consequential or indirect loss or damage however caused, provided that the claims against customers, users and SIs of the Bank would be considered as a "direct" claim.	We request that notwithstanding anything contained in the RFP, the following shall be the only Indemnity of the Bidder under the RFP: a. We will indemnify the Bank in case of any third party IPR infringement claim against Bank in respect of the services provided by us. b. We will indemnify Bank in case of third party claims of breach of confidential information c. We will indemnify Bank in case of claims from govt. authorities for violation of applicable tax laws and anti-corruption laws Since we are not the OEM and only a reseller of Products/Software licenses, in such case, all IPR Indemnities in respect of the Products/equipment, shall be governed by the OEM terms and conditions or the End User License Terms and Conditions from the Software Licensor and Bidder will pass on the same "as-is" to Bank. Further, we request changes that Bidder shall not be liable for any indirect, consequential and exemplary losses and damages, including loss of profit, damages for loss of data, business and anticipated revenue. Any claims against customers, users and SIs of the Bank will be considered as "indirect claim".	No change in RFP clause

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137	54	5.2.33.1	5.2.33.1 The Bank shall be entitled to terminate the agreement with the Bidder at any time by giving ninety (90) days prior written notice to the Bidder.	In case of termination for convenience, apart from paying Bidder for the work done till termination, Bank shall also pay Bidder for all such unbilled amounts or such costs which the Bidder incurred under the scope of work, eg. where orders have been placed upon OEMs and where such orders cannot be cancelled or where cancellation costs are levied by such OEMs.	No changes in RFP clause
138	55	5.2.36	**5.2.36 Liquidated Damages**	Please confirm that where liquidated damages are agreed to and levied thereby, the same shall be Bank's sole and exclusive remedy against such default.	No change in RFP clause
139	127	7.1.	7.1. The Bidder undertakes that it has not supplied / is not supplying similar products/systems or subsystems/ services at a price lower than that offered in the presentbid in respect ofanyother Ministry/department of theGovernmentof India or PSU and if it is found at anystage that similar products/systems or sub systems was supplied by the Bidder to any other Ministry/Department of Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	We are okay to sign Integrity Pact, without Fall Clause. Please note that prices quoted are based on several factors, including quantity, location of delivery, dollar rates, discounts received from OEMs and other contractual risks. For all practical purposes, we request deletion of the Fall Clause from the Integrity Pact.	No change in RFP clause
140	127	7.1.	7.1. The Bidder undertakes that it has not supplied / is not supplying similar products/systems or subsystems/ services at a price lower than that offered in the presentbid in respect ofanyother Ministry/department of theGovernmentof India or PSU and if it is found at anystage that similar products/systems or sub systems was supplied by the Bidder to any other Ministry/Department of Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	For your information, please note that CVC issued a Circular, formulating standard operating procedure for adoption of Integrity Pact and the same does not include Fall Clause as an essential ingredient of the Pact. Please refer to the enclosed CVC circular in this regard.	No change in RFP clause

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141	31	4.6 Source Code	a) The application software should mitigate Application Security Risks, at a minimum, those discussed in OWASP top vulnerabilities (Open Web Application Security Project).The Bank shall have right to audit of the complete solution proposed by the bidder, and also inspection by the regulators of the country. b) The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard. c) In case the Bidder is coming with software which is not its proprietary software, then the Bidder must submit evidence in the form of agreement it has entered into with the software vendor which includes support from the software vendor for the proposed software for the full period required by the Bank.	Request bank to delete this clause	No Change in RFP Clause
142	62	Uptime:	a) The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% & 1% of cost of Quarterly maintenance charges	Request uptime to be calculated Quarterly as payment terms and penalties are to be paid Quarterly	No change in RFP clause
143	40	**5.1.10**	Aadhar Act	The bidder here is a service provider for System Integration of IT Solutions. Hence request the bank to remove this clause as it is not applicable for IT solutions.	No change in RFP clause

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144	50	5.2.23	All Intellectual Property Rights in the deliverables (excluding Pre-existing Material or third party software, which shall be dealt with in accordance with the terms of any license agreement relating to that software) shall be owned by Bank. In the event that any of the deliverables or work product do not qualify as works made for hire, the bidder hereby assigns to Bank, all rights, title and interest in and to the deliverables or work product and all Intellectual Property Rights therein. Notwithstanding the above, any intellectual property developed by a Party that is a derivative work of any pre-existing materials will be treated the same as pre-existing material and the developer of the derivative work will assign all right and title in and to the derivative work to the owner of the pre-existing material. Residuals. The term "Residuals" shall mean information and knowledge in intangible form, which is retained in the memory of personnel who have had access to such information or knowledge while providing Services, including concepts, know-how, and techniques. There is no restriction on the use of the residual knowledge by personnel upon completion of their assignment with the Bank.	We request modification that in respect of IPR in the Services provided by us, we will provide Bank, the worldwide, perpetual, non-exclusive, non-transferable and royalty free license, without any further cost implication, to use the IPR, for its internal purposes. However, IPR rights in respect of third party products/software supplied by us, will be governed by the OEM terms and conditions which we will pass on to Bank "as-is".	No change in RFP clause
145	18	4. Project Details, 4.1 Overview	Bank also have Cyber Security Operations Centre (CSOC) in place and is working 24 X 7. All the critical devices deployed at DC, DR, HO, PMO are integrated with CSOC for log collection, analysis and alerting/ reporting purpose.	Kindly provied log collection,analysis and alerting/ reporting solution details	The detailes would be provided to successful bidder

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146	43	5.2.7	Bank may assign the proposed solution equipment and related software provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. The Bank shall have the right to assign such portion of the AMC services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) Termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which the Bank may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to the Bank at no less favourable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.	Need more clarification to conclude mutually	RFP clause is self explanatory
147	59	Scoring for Site Visit	Bank would carry out reference site visits and/ or telephonic feedback with the existing customers of the bidder/OEM.	We understand that the criteria could be fulfilled by OEM clients also.	The bidder understanding is correct
148	9	1. Invitation to the Tender	Bid Security Deposit (EMD) – See Section 7.3 Rs. 60,00,000/- (Rupees Sixty Lakhs Only)	Request to Reduce the EMD amount to 10 Lakhs Only.	No change in RFP clause
149	9	Tender Reference	Bid Security Deposit (EMD) Rs. 60,00,000/- (Rupees Sixty Lakhs Only)	We would like to inform you that we are MSME registered vendor and as per MSME guidelines the tender documents fee and earnest money deposit is exempted to MSE vendor, would request you to accept the MSME registration Certificate against tender copy fee and EMD Bid Security.	Bidder should submit valid MSME certificate along with supporting documents.

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150	33	**5.1.3.2**	Bidder is expected to maintain the proposed solutions supplied and commences the Warranty from the date of acceptance by the Bank. The Bidder shall be in a position to continue to provide AMC services as proposed to the Bank for the sixth and seven year on the sole discretion of the Approval granted by the Bank. The Bank in this regard shall take a decision based on the Bidder's performance.	The bidder presumes that any additional services beyond 5th year, the charges for providing support will discussed on mutual basis. This will be necessary as the bidder will need to undertake back-lining of support from OEM for 6th & 7th year.	No Change in RFP Clause
151	60	Combined Techno Commercial Evaluation	Bids will be evaluated as per Combined Quality Cum Cost Based System.	Request to cancel QCBS and consider Commercial L1 as successful Bidder after qualifying Technical Evaluation.	No change in RFP clause
152	65	FMS	Call has to be locked with in 20 mins of occurance	Need to be discussed as OEM support systems varries as per their corporate & Support policies.	No change in RFP clause
153	41	5.1.5.15	Compliance in obtaining approvals/permissions/licenses: The bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the bidder.	We agree to comply with all applicable laws. However, we will indemnify Bank in case of claims from govt. authorities for violation of applicable tax laws and anti-corruption laws.	No change in RFP clause
154	13	Delivert Pert Chart:	Delivery of related Hardware/ Software and license and deployment of resources at bank premises	Request to extend the Delivery to 8 weeks minimum instead of 5 weeks, subsequently kindly extend the timelines for Implementation/ installations accordingly.	Please refer corrigendum for change in clause uploaded on Bank Website

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155	12	4 / 2.3.1 Project Schedule	Delivery of related Hardware/ Software and license and deployment of resources at bank premises, **Time Period for completion : 5 Weeks of issuing the Purchase order**	**Time Period for completion, Request bank to change this to : 8 Weeks of issuing the Purchase order**	Refer corrigendum for modified project timelines
156	12	Project Schedule	Deployment of Resources at Bank's premises for Solution Proposed -4 Weeks of issuing the Purchase order to SI	4 weeks time for resource deplyment is very shot. Kindly consider it 12 weeks	Refer corrigendum for modified project timelines
157	12	2/ 2.3.1 Project Schedule	Deployment of Resources at Bank's premises for Solution Proposed, Time Period for completion : **4 Weeks of issuing the Purchase order to SI**	**Time Period for completion, Request bank to change this to" 8 Weeks of issuing the Purchase order to SI"**	Refer corrigendum for modified project timelines
158	65	7.3	EMD	**As per the Govt of India, Dept of MSME notification,**Relaxation under MSME norms, MSMED Act 2006,NIC, DPIIT & GOI policies MSME/Startups/ MSE bidder is exempted **from EMD**	Bidder to submit Valid MSME certificate along with supporting douments
159	153	Facility Management (24 x 7 x 365)	Facility Management (24 x 7 x 365)	Request Bank to confirm on No. of resourses required.	Tentative no of resources required for the security solutions project. L1 Engineer - 5 nos , L2 Engineer - 2 nos, L3 Engineer-1 nos. The shift details would be shared with successful bidder.
160	30	4.4.9	For Reporting and Timings the followings should be ensured. i. The onsite team would report to Bank personnel / Bank authorized representative. ii. The Team should operate from the Bank's premises in Pune during the hours assigned to engineers as per the shifts iii. In case of exigencies even during off business hours / Bank holidays, the resources may be required to be present onsite iv. A replacement shall be given in case the resource proceeds for leave.	Bidder will ensure the service SLA and ensure minimum resource requirement at site to deliver the service and would be responsible to manage the leave & exigencies of its resources as require without affecting the service delivery and SLA compliances. Request deviation for point iv.	No Change in RFP Clause

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161	30	4.4.9	For Reporting and Timings the followings should be ensured. i. The onsite team would report to Bank personnel / Bank authorized representative. ii. The Team should operate from the Bank's premises in Pune during the hours assigned to engineers as per the shifts iii. In case of exigencies even during off business hours / Bank holidays, the resources may be required to be present onsite iv. A replacement shall be given in case the resource proceeds for leave.	Please share working calender year along with working & holidays for bank.	RFP clause is self explanatory
162	38	5.1.5.15	Further the Bidder also agrees that such use will not infringe or violate any license or other requirements.	Since Bidder is only reseller of products/license, all usage rights and restrictions in respect of third party products/software supplied by us, will be governed by the OEM/Software Licensor terms and conditions which we will pass on to Bank "as-is". Bank shall be required to comply with the same.	No change in RFP clause
163	34	5.1.4.1	If the contract is awarded, the Bidder shall furnish a Performance Guarantee to the extent of 15% of the value of the contract within 10 days of signing of the contract.	Request bank to consider performance Guarantee as 10% of the contarct value	Please refer corrigendum for change in clause uploaded on Bank Website
164	12	2.3.1 Project Schedule,Point No. 8	Implementation of complete solution as per RFP scope in all location = 15 weeks from deployment of resources	Request you to please change the clause to (15) weeks for solution.	Refer corrigendum for modified project timelines
165	12	8 / 2.3.1 Project Schedule	Implementation of complete solution as per RFP scope in all location, **Time Period for completion: 15 weeks from deployment of resources**	**Time Period for completion, Request bank to change this to :: 28 weeks from deployment of resources**	Refer corrigendum for modified project timelines
166	58	Past Exp	Implemented in at-least 1 and under implementation/Implemented in 2 or more Govt. Sector/Scheduled Commercial Bank/PSU's/BFSI Sector in India	Request you to kindly change the point	No change in RFP

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167	38	5.1.5.15	In respect of demands levied by the Bank on the Bidder towards breaches, claims, etc. the Bank shall provide the Bidder with details of such demand levied by the Bank. However, there are other indemnities such as indemnity for IPR violation, confidentiality breach, etc., that the Bidder is expected to provide as per the RFP.	a. We will indemnify the Bank in case of any third party IPR infringement claim against Bank in respect of the Services provided by us.	No change in RFP clause
168	38	5.1.5.15	Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.	b. We will indemnify Bank in case of third party claims of breach of confidential information	No change in RFP clause
169	38	5.1.5.15	Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.	c. We will indemnify Bank in case of claims from govt. authorities for violation of applicable tax laws and anti-corruption laws	No change in RFP clause
170	38	5.1.5.15	Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.	Since we are not the OEM and only a reseller of Products/Software licenses, in such case, all IPR Indemnities in respect of the Products/equipment, shall be governed by the OEM terms and conditions or the End User License Terms and Conditions from the Software Licensor and Bidder will pass on the same "as-is" to Bank.	No change in RFP clause
171	38	5.1.5.15	Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.	Further, we request changes that Bidder shall not be liable for any indirect, consequential and exemplary losses and damages, including loss of profit, damages for loss of data, business and anticipated revenue. Any claims against customers, users and SIs of the Bank will be considered as "indirect claim".	No change in RFP clause

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172	12	5 / 2.3.1 Project Schedule	Installation and Configuration of security Hardware/ Applications in DC & DR, **Time Period for completion : 7 Weeks of issuing the Purchase order**	**Time Period for completion, Request bank to change this to :: 12 Weeks of issuing the Purchase order**	Refer corrigendum for modified project timelines
173	12	Project Schedule	Installation and Configuration of security Hardware/Applications in DC & DR- 7 weeks from issue of Purchase Order	Kindly consider delivery timeline at least 9 weeks	Refer corrigendum for modified project timelines
174	55	5.2.36	Installation will be treated as incomplete in one/all of the following situations: ☐ Non-delivery of any component or other services mentioned in the order ☐ Non-delivery of supporting documentation Delivery/Availability, but no installation of the components and/or software ☐ No Integration ☐ System operational, but unsatisfactory to the Bank If the bidder fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the complete contract amount until actual delivery or performance, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 10% of the contract price. Once the maximum is reached, the Bank may consider termination of the contract.	OEM will have to manage this activity equally.Can we get deviations as a bidder on this point.	No change in RFP clause
175	12	Project Schedule	Integration of Installed security solution with other applicable deployed solution in Bank Environment - 10 weeks from issue of Purchase Order	Kindly consider delivery timeline at least 12 weeks	Refer corrigendum for modified project timelines
176	12	6 / 2.3.1 Project Schedule	Integration of Installed security solution with other applicable deployed solution in Bank Environment, **Time Period for completion : 10Weeks of issuing the Purchase order**	**Time Period for completion, Request bank to change this to :: 16 Weeks of issuing the Purchase order**	Refer corrigendum for modified project timelines

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177	30	4.5 OEM Services ,4.9.1	OEM Scope of Work for Data Protection/Security Initiatives: It is Bidder's responsibility to bring OEM's Assessment Services as part of issued RFP by the Bank for this tender. The OEM or the 3rd party is required to provide the following services mentioned below as a part of the Architecture Assessment and provide the analysis report to the bank:	Kindly elaborate this point.(Network and security arch assessment)	RFP clause in self explanatory
178	19	4.2.1.13	OEM/SI (System Integrator) has to arrange for the prompt, conclusive, secure and permanent closure of any vulnerability pointed out in any of the security Review or Audits carried by the bank or bank appointed third party.	Kindly elaborate this point.	The RFP clause is self explanatory.
179	51	5.2.23	Other than as agreed hereinabove, nothing herein shall cause or imply any sale, license (except as expressly provided herein), or transfer of proprietary rights of or in any software or products (including third party) from one party to the other party with respect to work product, Deliverables or Services agreed under this Agreement.	We request modification that in respect of IPR in the Services provided by us, we will provide Bank, the worldwide, perpetual, non-exclusive, non-transferable and royalty free license, without any further cost implication, to use the IPR, for its internal purposes. However, IPR rights in respect of third party products/software supplied by us, will be governed by the OEM terms and conditions which we will pass on to Bank "as-is".	No change in RFP clause
180	29	4.3 (P)	P. Provide all future software upgrades and patches for all components of the solution and assist the Bank or its System Integrator to install the same, if Bank desires during period of warranty, free of cost.	We request changes in respect of this clause. Bidder is not a manufacturer/developer and only a reseller of products/licenses. Bidder agrees to give warranty that products/software licenses supplied will be genuine and new. Any other warranty in respect of the products/software licenses will be as per OEM/Software Licensor warranty terms and conditions and the same shall be passed on "as-is" to the Bank.	No change in RFP clause

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181	68	8	Payment Terms: Application - 80% on Inspection and 20% after Sign-Off Hardware - 80% on Inspection and 20% after Sign-Off Installation - 100% after Sign-Off Training - 100% after completion & feedback of employees FMS / AMC / ATS - Quarterly in arrears	Kindly request the bank to amend the payment term as below as per industry standard Application - 80% on Delivery and 20% after Sign-Off Hardware - 80% on Delivery and 20% after Sign-Off Installation - 100% after Sign-Off Training - 100% after completion FMS - Quarterly in arrears AMC / ATS - Annually in advance	Please refer corrigendum for change in clause uploaded on Bank Website
182	62	7.1 (i)	Penalties for SLA uptime shall be as under: S. No. Uptime Range Penalty 1 >= 99.99% No Penalty 2 99.9% 1% of cost of Quarterly maintenance charges 3 < =99.9% Additional 2% of cost of Quarterly maintenance charges for every 0.5 performance degrade.	We will need deviations on this.Request you to Please change to 99%	No change in RFP clause
183	65	Manpower Service/65	Penalty for resource absence shall be as follows :- L3 Absence - Rs3000/- per day L2 Absence-Rs2000/- per day and L1 absence Rs1000/- per day. Any resource to be relieved from project should give a three month prior notice to the bank. If resource leaves before prior notice of three months , resource will be marked absent and a penalty per day for remaining period will be levied.	Can we get deviation on penalty amount reduction per day.	No change in RFP clause
184	131	Annexure 14: Resource Deployment Plan	Proposed Project Director is required to have implementation experience for EFRMS solution in at least 2 Public Sector Bank / Scheduled Commercial Bank. Bidder is required to share CV of the proposed resources.	We think by mistakenly you have mentioned EFRMS, request you to correct it.	Please refer corrigendum for change in clause uploaded on Bank Website

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185	29	4.3 (Q)	Q. The Bidder warrants that the Goods supplied under the Contract are new & unused, of the most recent or current models and incorporate all recent improvements in design and materials unless provided otherwise in the RFP.	We request changes in respect of this clause. Bidder is not a manufacturer/developer and only a reseller of products/licenses. Bidder agrees to give warranty that products/software licenses supplied will be genuine and new. Any other warranty in respect of the products/software licenses will be as per OEM/Software Licensor warranty terms and conditions and the same shall be passed on "as-is" to the Bank.	No change in RFP clause
186	34	5.1.3.8/34	Quarterly preventive maintenance of all the equipment to be supplied, which shall interlay, includes cleaning of inside and outside of all equipment during warranty period.	OEM will be managing this activity.Its our Perception	RFP clause is self explanatory
187	29	4.3 (R)	R. The Bidder further warrants that all the Goods supplied under as part of this RFP shall have no defect arising from design, materials or workmanship (except when the design and/or material is required by the Bank's Specifications) or from any act or omission of the Bidder, that may develop under normal use of the supplied Goods in the conditions prevailing at the final destination.	We request changes in respect of this clause. Bidder is not a manufacturer/developer and only a reseller of products/licenses. Bidder agrees to give warranty that products/software licenses supplied will be genuine and new. Any other warranty in respect of the products/software licenses will be as per OEM/Software Licensor warranty terms and conditions and the same shall be passed on "as-is" to the Bank.	No change in RFP clause
188		Clarification	Requet Bank to Confirm if Bank will provide Virtual Machine along with OS, DataBase & Storage for deployemnt of software based solution	Requet Bank to Confirm if Bank will provide Virtual Machine along with OS, DataBase & Storage for deployemnt of software based solution	Bank will provide Virtual Machine along with OS, DataBase & Storage for deployemnt of Firewall Rule Analyzer Solution
189		Clarification	Requet bank to share details of Hypervisor, OS & Data Base provided	Requet bank to share details of Hypervisor, OS & Data Base provided	Details will be shared with successful bidder
190	37	**5.1.5.10**	Right to Alter Quantities - The Bank reserves the right to alter the requirements specified in the tender. The Bank also reserves the right to delete or increase one or more items from the list of items specified in the tender. The bank will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by Bank for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the Bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by the Bank in the event the market prices / rate offered by the Bidder are lower than what has been quoted by the Bidder as the part of commercial offer. Any price benefit in the proposed solution equipment, licenses, services & equipment shall be passed on to the Bank within the contract period.	The price of product is dependent on OEM discounting based on quantities mentioned in the requirement. Hence kindly request the bank to limit quantity variation only upto 10% of the RFP requirement else the price quoted will need to reviewed on mutual agreeable basis.	No change in RFP clause

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191	59	6.2	Scoring for Past Experience (PE) - Implemented in at-least 1 and under implementation//Implemented in 2 or more Govt. Sector/Scheduled Commercial Bank/PSU's/BFSI Sector in India	Request the bank to revise the scoring for PE - Implemented atleast 5 or more Govt. Sector/Scheduled Commercial Bank/PSU's/BFSI Sector in India	No change in RFP clause
192	63	2(b)	Service level object Measurement range/criteria RPO during disaster for shifting to DR Sit RPO shall be zero. All data of the application should be available including logs, config file etc.	a) Is there any DR automation tool available with the bank for disaster recovery management? b) Under DC & DR will be functioning in Active-passive mode. RPO in zero minutes with regard to all applications is very difficult to achieve. Request you to reconsider the RPO timeline.	No change in RFP clause
193	63	7.2.a)	Service metric for Recovery Time objective (RTO	RTO requirements?	RFP clause is self explanatory
194	63	7.2.b)	SLA for Recovery Point Objective	RPO to zero not fesible.Can we get deviation post mutual consent	No change in RFP clause

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195	34	**5.1.3.4**	The Bank has no obligation to accept the post warranty AMC services and the decision on the same would be taken towards the end of the warranty period.	The bidder will have to undertake back-lining of OEM support for the full 5 year contract perod as defined in RFP. Hence request bank to provide a PO for full 5 years contract period at the TCO agreed in this RFP.	No change in RFP clause
196	37	5.1.5.10 Right to Alter Quantities	The Bank reserves the right to alter the requirements specified in the tender. The Bank also reserves the right to delete or increase one or more items from the list of items specified in the tender. The bank will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by Bank for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract.	Request Bank to limit the variation in quantity as + or - 10% of the declared quantity.	No change in RFP clause
197	38	5.1.5.15	The bank reserves the right to use the excess capacity of the proposed solution equipment, licenses and other infrastructure supplied by the Bidder for any internal use of the Bank or its affiliates, subsidiaries or regional rural bank at no additional cost. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the proposed solutions equipment, licenses and infrastructure by the Bank.	Since Bidder is only reseller of products/license, all usage rights and restrictions in respect of third party products/software supplied by us, will be governed by the OEM/Software Licensor terms and conditions which we will pass on to Bank "as-is". Bank shall be required to comply with the same.	No change in RFP clause
198	53	5.2.31	The Bank reserves the right to visit any of the Bidder's premises without prior notice to ensure that data provided by the Bank is not misused.	Please provide written notice of atleast 14 working days before any visit.	No change in RFP clause
199	55	**5.2.34.3**	The Bank shall make such prorated payment for services rendered by the Bidder and accepted by the Bank at the sole discretion of the Bank in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.	The bidder will have undertaken back-lining of OEM support for the full contract duration. In eventuality of termination of contract, the bidder requests the bank to reimburse the entire payment for OEM support, the bidder will pass on the back-lining of OEM support in bank's name so that there is no discontinutiy in bank's support services.	No change in RFP clause

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200	30	4.4.6	The Bank will perform the technical competency of the resources provided by the bidder either on its own or through third party resources. However background verification and police verification of the resources shall be the responsibility of the bidder.	As all resources will be own by Bidder why third party is required for competency check.?As ownership will remain with bidder only.Would like to understand the purpose of this activity.	RFP caluse is self explanatory
201	54	5.2.34.2/55	The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by the Bank, continue to provide warranty/AMC services to the Bank at no less favorable terms than those contained in this RFP. In case the bank wants to continue with the Bidder's services after the completion of this contract then the Bidder shall offer the same or better terms to the bank. Unless mutually agreed, the rates shall remain firm.	Needs to be discussed which is mututually agreed by both the parties.	No change in RFP clause
202	46	Penalty	the Bidder is not able to supply a Proposed solution equipment or the supplied equipment requires some more parts for its functioning or there is a delay in installation of any equipment then the penalty levied will be 1% of the cost of "That Proposed solution component" per week of delay.	Kindly consider penalty 0.5 %	No change in RFP clause
203	29	4.4.1	The Bidder is required to deploy onsite people resource to provide L1, L2 & L3 level support to the proposed solutions for the tenure of the contract. Bank expects that bidders deploy their resources at the DC locations and provide the remote support for any issues reported /logged by Bank's branches or locations other than DC. If the bidder's resources are unable to resolve the issues remotely then the bidder is expected to send the resource to the respective location to resolve the issue/event at no additional cost to the Bank.	Recurring resource requirement. Please define resource per project	

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colspan="6"	**Reply to Pre-bid queries of RFP 102020 - Supply , Installation and Maintenance of Information Security Solutions EDR, FRA, WAF & Deception Solutions**				
204	112	Annexure 5.10	The Bidder must have implemented (or currently under implementation) atleast one of the proposed security in Atleast one Scheduled Commercial Bank (excluding RRBs and cooperative banks) in India having business mix of Rs. One Lac Crore with at least 1000 branches OR At least one Bank situated abroad with a minimum business turnover/ business mix (advances + deposits) of USD 10 bn. as of last financial year	**As per the Govt of India, Dept of MSME notification,**Relaxation under MSME norms, MSMED Act 2006,NIC, DPIIT & GOI policies MSME/Startups/ MSME bidder is exempted **from prior experience OR** The bidder/OEM must have implement (or currently under implementation) atleast one of the proposed security in atleast one SCB in India having business mix of 1 lac crore with atleast 1000 branches OR atleast one bank situated abroad with min business turnover/business mix of USD 10 bn as of last f.y. OR The bidder must have implemented or under implementation one of the proposed security in atleast one SCB/ Private enterprise customer.	Bidder to submit Valid MSME certificate along with supporting douments
205	112	Annexure 5: Eligibility Criteria Compliance, Point 10	The Bidder must have implemented (or currently under implementation) atleast one of the proposed security in Atleast one Scheduled Commercial Bank (excluding RRBs and cooperative banks) in India having business mix of Rs. One Lac Crore with at least 1000 branches OR At least one Bank situated abroad with a minimum business turnover/ business mix (advances + deposits) of USD 10 bn. as of last financial year	We request bank to consider the following." The Bidder / **OEM** must have implemented (or currently under implementation) atleast one of the proposed security in Atleast one Scheduled Commercial Bank (excluding RRBs and cooperative banks) **or Financial Institution** in India having business mix of Rs. One Lac Crore with at least 1000 branches OR At least one Bank situated abroad with a minimum business turnover/ business mix (advances + deposits) of USD 10 bn. as of last financial year"	No change in RFP clause
206	112	Annexure 5: Eligibility Criteria Compliance	The Bidder must have implemented (or currently under implementation)atleast one of the proposed security in Atleast one Scheduled Commercial Bank (excluding RRBs and cooperative banks) in India having business mix of Rs. One Lac Crore with at least 1000 branches OR At least one Bank situated abroad with a minimum business turnover/ business mix (advances + deposits) of USD 10 bn. as of last financial year	The Bidder must have implemented and managing atleast one Captive Security Operation Center (CSOC) in Atleast one Scheduled Commercial Bank (excluding RRBs and cooperative banks) in India having business mix of Rs. One Lac Crore with at least 1000 branches	No change in RFP clause

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207	111	5.1 Point no 10	The Bidder must have implemented (or currently under implementation) atleast one of the proposed security in Atleast one Scheduled Commercial Bank (excluding RRBs and cooperative banks) in India having business mix of Rs. One Lac Crore with at least 1000 branches OR At least one Bank situated abroad with a minimum business turnover/ business mix (advances + deposits) of USD 10 bn. as of last financial year	We need deviations Please change it to biddeers/OEM	No change in RFP clause
208	35	**5.1.4.6**	The Bidder must strictly adhere to the delivery dates or lead times identified in their proposal. Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the Bidder's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this RFP) due to the Bidder's inability to meet the established delivery dates, that Bidder will be responsible for any re-procurement costs suffered by the Bank. The liability in such an event could be limited to the amount actually spent by the Bank for procuring similar deliverables and services.	Kindly request the bank to allow a cure period of 60 days to make up the delay.	No change in RFP clause
209	Page 111	Annexure 5, Point 6	The Bidder need to have at least one of the following certification: ISO 9001:2015 CMMI level 5 certified and has to have the certifications valid as on date of bid submission	We request the Bank to accept the below modification. The Bidder / any of its group companies need to have at least one of the following certification: ISO 9001:2015 CMMI level 5 certified and has to have the certifications valid as on date of bid submission	No change in RFP clause
210	111	Annexure 5.6	The Bidder need to have at least one of the following certification: ISO 9001:2015 CMMI level 5 certified and has to have the certifications valid as on date of bid submission.	The bidder/OEM need to have atleast one of the following certification:ISO 9001:2015 CMMI level certified and has to have the certifications valid as on date of bid submission. OR Remove this clause	No change in RFP clause

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211	111	Annexure 5: Eligibility Criteria Compliance, point no.05	The Bidder need to have at least one of the following certifications: ISO 9001:2015 CMMI level 5 certified and has to have the certifications valid as on date of bid submission	We would request you to confirm whether Bank have required both certifications or bank can accept any one certification of mentioned clause.	No change in RFP clause
212	39	5.1.8 Bid Security	The Bidder shall furnish, as part of its Technical bid, bid security of an amount of Rs. 60,00,000/= (Rupees Sixty Lakhs Only). The bid security is required to protect the Bank against the risk and shall be in the form of a Demand Draft favouring "bank of maharashtra" by a scheduled Commercial Bank or a Foreign bank located in India in the form provided in Annexure 9 of this RFP Any bid not secured in accordance with the above will be rejected by the Bank as nonresponsive.	Hope the Bid Security will be accepted as bank gurantee from any scheduled commercial bank located in india as per the foramt "Annexure 9-Bid Security form". Request bank confirmation on this.	Please refer corrigendum for change in clause uploaded on Bank Website
213		5.1.5.15	The Bidder shall procure and provide a non-exclusive, non-transferable, perpetual license for all the software to be provided as a part of this project. All the licenses shall be purchased in the name of the Bank. The use of software by Bidders on behalf of the Bank would be considered as use thereof by the Bank and the software shall be assignable / transferable to any successor entity of the Bank.	Since Bidder is only reseller of products/license, all usage rights and restrictions in respect of third party products/software supplied by us, will be governed by the OEM/Software Licensor terms and conditions which we will pass on to Bank "as-is". Bank shall be required to comply with the same.	No change in RFP clause
214		5.1.5.15	The bidder shall undertake to observe, adhere to, abide by, comply with and notify Bank about all laws in force in india or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	We agree to comply with all applicable laws. However, we will indemnify Bank in case of claims from govt. authorities for violation of applicable tax laws and anti-corruption laws.	No change in RFP clause
215	113	Annexure 5: Eligibility Criteria Compliance, Point 11	The bidder should have a minimum of 10 individuals with prior experience in implementation of propose security solution. All resources must be on the payroll of the bidder.	We request bank to consider the following. "The bidder /**OEM** should have a minimum of 10 individuals with prior experience in implementation of propose security solution. All resources must be on the payroll of the bidder."	No change in RFP clause
216		5.11/113	The bidder should have a minimum of 10 individuals with prior experience in implementation of propose security solution. All resources must be on the payroll of the bidder.	We need deviations Please change it to biddeers/OEM. As it will be not feasible to manage 40 readly available resources.	No change in RFP clause

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217	111	Annexure 5.2	The bidder should have been in existence for a minimum period of five years in India as on 31-Mar-2020	As per MSME exemptions and MSMED act, MSME and Startup is relaxed from Business continuity or Longevity of the business OR We request you to change this as bidder should have been in existence for a min of 4 years as on 31st march 2020	Bidder to submit Valid MSME certificate along with supporting douments
218	111	Annexure 5.5	The bidder should have experience of implementing proposed technology (EDR, WAF, Firewall Rule Analyser, Deception) solutions for at least 1 scheduled commercial bank or Financial Institution or government entity in India.	**As per the Govt of India, Dept of MSME notification**,Relaxation under MSME norms, MSMED Act 2006,NIC, DPIIT & GOI policies MSME/Startups/ MSE bidder is exempted **from Prior experience criteria OR** The bidder should have experience of implementing proposed technology solutions for atleast 1 solution out of 4 in comm bank/FI/Gov/Any private enterprise customer. OR The bidder/OEM should have exp of implementing proposed technology solutions for at least 1 scheduled comm bank/FI/Gov/Pvt Enterprise	Bidder to submit Valid MSME certificate along with supporting douments
219	Page 111	Annexure 5, Point 5	The bidder should have experience of implementing proposed technology (EDR, WAF, Firewall Rule Analyser, Deception) solutions for at least 1 scheduled commercial bank or Financial Institution or government entity in India.	Request the Bank to accept Other technologies as well instead of proposed technology only. Further, request the Bank to accept references from Private and corporate clients outside of PSU / BFSI / Financial Institutions as well.	No change in RFP clause
220	111	Annexure 5: Eligibility Criteria Compliance	The bidder should have experience of implementing proposed technology (EDR, WAF, Firewall Rule Analyser, Deception) solutions for at least 1 scheduled commercial bank or Financial Institution or government entity in India.	EDR is comparatively a new technology under security domain and not many installations are in existance. Hence request you to dilute the clause from specific EDR to End Point Security Solution. Also all of these solution are OEM installed and supported with little direct support/service provided by system Integrator. The clause may be modified as below: The bidder should have experience of implementing proposed technology (EDR/End Point security, WAF, Firewall Rule Analyser, Deception) solutions for at least 1 scheduled commercial bank or Financial Institution or government entity in India.	No change in RFP clause

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221	111	Annexure 5: Eligibility Criteria Compliance	The bidder should have experience of implementing proposed technology (EDR, WAF, Firewall Rule Analyser, Deception) solutions for at least 1 scheduled commercial bank or Financial Institution or government entity in India.	Alternatively the clause may be diluted as: The bidder should have experience of implementing atleast any 3 of the proposed technology (EDR, WAF, Firewall Rule Analyser, Deception) solutions for at least 1 scheduled commercial bank or Financial Institution or government entity in India. **Alternatively,** The bidder/OEM should have experience of implementing/ implemented proposed technology (EDR, WAF, Firewall Rule Analyser, Deception) solutions for at least 1 scheduled commercial bank or Financial Institution or government entity in India.	No change in RFP clause
222	111	Annexure 5: Eligibility Criteria Compliance, Point 5	The bidder should have experience of implementing proposed technology (EDR, WAF, Firewall Rule Analyser,Deception) solutions for at least 1 scheduled commercial bank or Financial Institution or government entity in India.	We request bank to consider the following, "The bidder **/ OEM** should have experience of implementing proposed technology (EDR, WAF, Firewall Rule Analyser,Deception) solutions for at least 1 scheduled commercial bank or Financial Institution or government entity in India."	No change in RFP clause
223	111	Annexure 5: Eligibility Criteria Compliance	The bidder should have experience of implementing proposed technology (EDR, WAF, Firewall Rule Analyser,Deception) solutions for at least 1 scheduled commercial bank orFinancial Institution or government entity in India.	The bidder should have experience of implementing proposed technology any three of four (EDR, WAF, Firewall Rule Analyser, Deception) solutions for at least 1 PSU Bank in India	No change in RFP clause
224	113	Annexure 5: Eligibility Criteria Compliance	The bidder should have minimum 2 skilled OEM trained/ certified staff for the Security solution proposed under this RFP	OEMs can be locked in specifically for this deal and hence it is not necessary for the SI/ Bidder to have OEM certified resources on their roll. Kindly dilute the clause as: The bidder should have minimum 2 skilled trained/ certified staff for implementation of the Security solutions. **Alternatively** The bidder should have minimum 2 skilled OEM trained/ certified staff for the Security solution proposed under this RFP during the implementation phase. Bidder to provide Undertaking on their Letter head.	No change in RFP clause
225	113	Annexure 5.13	The bidder should have minimum 2 skilled OEM trained/ certified staff for the Security solution proposed under this RFP.	The bidder/OEM should have 2 skilled OEM trained/certified staff for the security solution proposed under this RFP	No change in RFP clause

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226	113	Annexure 5.13	The bidder should have minimum 2 skilled OEM trained/ certified staff for the Security solution proposed under this RFP.	We need deviations Please change it to bidders/OEM	No change in RFP clause
227	50	5.2.22	The Bidder's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract. The Bidder's liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. The Bank shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied by the Bidder as part of this RFP. In no event shall either party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this agreement or the Proposed solution components, hardware or the software delivered hereunder, howsoever such liability may arise, provided that the claims against customers, users and Bidders of the Bank would be considered as a direct claim.	We request capping liability of the Bidder under the RFP. Notwithstanding anything contained in the RFP, we request that liability of Bidder is capped upto the Annual Value of Contract. We agree to uncap liabilities for i. breach of confidentiality, ii. for claims related to infringement of IPR in respect of the Services provided and iii. for such liabilities which cannot be capped under any applicable laws.	No change in RFP clause
228	50	5.2.22	The Bidder's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract. The Bidder's liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. The Bank shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied by the Bidder as part of this RFP. In no event shall either party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this agreement or the Proposed solution components, hardware or the software delivered hereunder, howsoever such liability may arise, provided that the claims against customers, users and Bidders of the Bank would be considered as a direct claim.	Further, please confirm that neither Party shall be liable for any indirect, consequential and exemplary losses and damages, including loss of profit, damages for loss of data, business and anticipated revenue. Any claims against customers, users and SIs of the Bank will be considered as "indirect claim".	No change in RFP clause

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229	20	4.2.1.21	The infrastructure & applications required for centralized monitoring & management of the proposed solutions (for e.g Servers / appliances as the part of the proposed solution along with respective s/w & database) will have to be deployed in the Bank's DC and DRC.	a) Understand that the bidder will be required to provision the monitoring and ticketing tool for centralised monitoring & management of the solution both at DC & DR. Tool solution to work in HA for DC and will failover to DR as per disaster recovery requirement. b) The tool solution provided by bidder will be limited to managing the solution implemented under the scope. c) No existing tool integration will be required with the new set up for monitoring and managing the existing set up. Please confirm the above points	The bidder understanding is correct
230	34	**5.1.3.7**	The insurance shall be for an amount equal to 110% of the total value of equipment on "all risks" basis, including war risks and theft and robbery and flood clauses, valid till the bank accepts the equipment. This will be applicable for the period of the contract.	The bidder does not have any control on equipments supplied under this RFP once they are delivered to bank's designated premise. Hence kindly request the bank to limit the Insurance clause only upto delivery to bank's premise.	No change in RFP clause
231	111	Annexure 5.3	The minimum annual turnover of Bidder should not be less than INR 200 crores in each of the last three financial years, viz., 2016-17, 2017-18 and 2018-19 from India operations	**As per the Govt of India, Dept of MSME notification**,Relaxation under MSME norms, MSMED Act 2006,NIC, DPIIT & GOI policies MSME/Startups/ MSE bidder is exempted **from Turnover criteria**	Bidder to submit Valid MSME certificate along with supporting douments
232	113	Annexure 5.2	The OEM should be listed in Gartner list for 2018,2019. Or 2020.	Remove this clause OR put MADE IN INDIA clause	Please refer corrigendum for change in clause uploaded on Bank Website
233	113	Annexure 5.2	The OEM should be listed in Gartner list for 2018,2019. Or 2020.	Since the tender is less than 200 CR we request you to include MADE IN INDIA clause as per directives from GOI and as per PPP policy which is mandatory	No change in RFP clause
234	113	Annexure 5.2	The OEM should be listed in Gartner list for 2018,2019. Or 2020.	Consortium of 2 or more companies should be allowed. Consortium with OEM and between SI should be allowed	No change in RFP clause

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235	91	1/ 1.4	The OEM should not be currently blacklisted by any Central/State Govt. dept. /Public Sector/NPCI/IBA/RBI/SEBI or any other regulatory bodies Unit. (Certificate from the Chief Executive / Authorized Officer of Company). OEM should also provide minimum 3 references of Public sector FSI. where technology is deployed in production.	Change it to: "The OEM should not be currently blacklisted by any Central/State Govt. dept. /Public Sector/NPCI/IBA/RBI/SEBI or any other regulatory bodies Unit. (Certificate from the Chief Executive / Authorized Officer of Company). OEM should also provide minimum 3 references of Public/Private sector FSI where technology is deployed in production."	No change in RFP clause
236	33	**5.1.2.5**	The price quoted by the bidder shall be inclusive of carrying out any mutually agreed changes to the deployed solutions- software or equipment that is required to be made in order to comply with any statutory or regulatory requirements or any industry-wide changes arising during the subsistence of this agreement, and the Bank shall not pay any additional cost for the same	The bidder cannot envisage any future requirement of bank or regulatory / statutory requirement outside the scope mentioned in the RFP. Hence kindly request the bank to allow for additional charges arising due to the future requirement on mutually agreeable price.	No Change in RFP Clause
237	33	**5.1.2.2**	The prices quoted for the proposed solutions in the commercial bid shall be valid for the period of contract. In case there is decrease in the prices of the proposed solutions during the tenure of the contract; the cost benefit shall be passed to the bank	The price submitted by bidder are dependent of various factors viz., OEM Discount, USD-INR exchange rate etc. Hence kindly request the bank to allow for price increase or decrease based on the conditions prevailing during the time of PO placement by bank.	No Change in RFP Clause
238	113	Criteria to be met by the OEM	The proposed OEM solutions should have been implemented in a minimum of two BFSI organizations globally.	As local references will always provide the conficence, hence requesting you to change it as " The proposed OEM solutions should have been implemented in a minimum of two BFSI organizations in India"	No change in RFP clause
239	113	Annexure 5: Eligibility Criteria Compliance, Criteria to be met by OEM/ Point 10	The proposed OEM solutions should have been implemented in a minimum of two BFSI organizations globally. OR The proposed OEM solutions should have been implemented in a Scheduled Commercial Bank (excluding RRBs & cooperative Banks) in India having more than 1000 branches. In case there are multiple OEMs or multiple solutionsfrom a single OEM, the above	We request bank to consider the following. "The proposed OEM solutions should have been implemented in a minimum of two BFSI organizations globally. OR The proposed OEM solutions should have been implemented in a Scheduled Commercial Bank (excluding RRBs & cooperative Banks) or **Financial Institution** in India having more than 1000 branches. In case there are multiple OEMs or multiple solutions from a single OEM, the above" **Also in the RFP the entire statement for this point is not visible.**	Please read the clause as " The proposed OEM solutions should have been implemented in a minimum of two BFSI organizations globally. OR The proposed OEM solutions should have been implemented in a Scheduled Commercial Bank (excluding RRBs & cooperative Banks) in India having more than 1000 branches. In case there are multiple OEMs or multiple solutions from a single OEM, the above clause would be separately applicable for each of the solution."

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240	113	Annexure 5.1	The proposed OEM solutions should have been implemented in a minimum of two BFSI organizations globally. OR The proposed OEM solutions should have been implemented in a Scheduled Commercial Bank (excluding RRBs & cooperative Banks) in India having more than 1000 branches. In case there are multiple OEMs or multiple solutions from a single OEM, the above	The proposed OEM solutions should have been implemente in any 2 BFSI/Private enterprise customer in india or globally.	No change in RFP clause
241	81	Point no. 83	The solution must include IDRBT patents for detecting zero day privilege escalation malware	Please provide more details	Please refer corrigendum for change in clause uploaded on Bank Website
242	81	Point no. 84	The solution must include IDRBT patents for detection and prevention of data breach and ransomware attacks	Please provide more details	Please refer corrigendum for change in clause uploaded on Bank Website
243	69	9. Response to RFP	The submission needs to be made at the address given below as per the schedule mentioned in All envelopes shall be securely sealed and stamped. The authorized signatories of the Bidder shall initial on all pages of the technicaland commercial proposals. Bidder need to ensure that the minimum required details are submitted.	Considering the Current COVID Scenario , request Bank to accept the digitally signed documents from the authorized signatory in place of stamped and signed documents submission as part of this RFP response. Document will be signed with Digital Signature Issued by Certifying authority(eg. E-mudhra, Safescrypt, n code, etc). Also request bank to consider online submission for this RFP response.	Please refer corrigendum regarding online submission
244	38	5.1.5.15	This indemnification is only a remedy for Bank. The bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by Bank arising out of claims made by its customers and/or regulatory authorities.	We agree to comply with all applicable laws. However, we will indemnify Bank in case of claims from govt. authorities for violation of applicable tax laws and anti-corruption laws.	No change in RFP clause
245	12	7 / 2.3.1 Project Schedule	UAT (functional testing) of Deployed Security Solution, **Time Period for completion: 12 weeks from deployment of resources**	**Time Period for completion, Request bank to change this to :: 24 weeks from deployment of resources**	Refer corrigendum for modified project timelines

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246	62	Penalties for SLA uptime shall be as under:	uptime range < =99.9% ==>>Additional 2% of cost of Quarterly maintenance charges for every 0.5 performance degrade.	Kindly consider Additional 1% of cost of Quarterly maintenance charges	No change in RFP clause
247	62	7.1 (i)	uptime range < =99.9% ==>>Additional 2% of cost of Quarterly maintenance charges for every 0.5 performance degrade.	What type of operation support would you looking for eg.24*7 or 9*5	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
248	62	7.1 (i)	uptime range < =99.9% ==>>Additional 2% of cost of Quarterly maintenance charges for every 0.5 performance degrade.	Would it be fine if we propose SAS based EDR solution?	No change in RFP clause
249	62	7.1 (i)	uptime range 99.9%==>1% of cost of Quarterly maintenance charges	Kindly conside 0.5% of cost of Quarterly maintenance charges	No change in RFP clause
250	62	7.1(a)	Uptime: The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Scope of Work, during the period of the Contract and also during ATS, if contracted, which shall be calculated on monthly basis.	Will the bank share the response/resolution time for different category of tickets and definition of severity of tickets?	The information wil be shared with successful bidder.
251	129	Annexure 13: Manufacturer's Authorization Form	We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.	Requesting you to change it as "We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract insofar as they are in accordance with our standard policies"	No change in RFP clause
252	129	Annexure 13: Manufacturer's Authorization Form	We hereby extend our full guarantee and warranty for the solution, products and services offered by the above firm against this bid invitation.	Requesting you to change it as " We hereby extend our warranty for the solution, products and services offered by the above firm against this bid invitation."	No change in RFP clause