S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Queries Reply
			Reply to pre-bid queries of RFP 202020 - Supply, Installation, Implementation and Maintenance of Deception Solution		
1	12	2.3 Project Scope in brief	B. The contract tenure will be for FIVE Years from the Date of Acceptance of the Solution by the Bank.	Request Bank to consider the contract tenure as 5 years from the date of implementation of the solution.	No Changes in RFP
2	12	2.3.1 Project Schedule, 4	Delivery of related Hardware/ Software and license and deployment of resources at bank premises ---**Within 6 weeks from the issue of Purchase Order to SI**	Request bank to change the Time Period for completion to " **8 weeks from issue of Purchase Order "**	No Changes in RFP
3	12	2.3.1 Project Schedule, 5	Installation and Configuration of security Hardware/ Applications in DC & DR ---**Within 2 weeks from the from the delivery of hardware**	Request bank to change the Time Period for completion to " **Within 4 weeks from the from the delivery of hardwarer "**	No Changes in RFP
4	12	2.3.1 Project Schedule, 6	Integration of Deception solution with other applicable deployed solution in Bank Environment --**Within 3 weeks from the delivery of hardware**	Request bank to change the Time Period for completion to " -Within 6 weeks from the delivery of hardware	No Changes in RFP
5	12	2.3.1 Project Schedule, 7	UAT (functional testing) of Deployed Deception Solution --**Within 4 weeks from the delivery of hardware**	Request bank to change the Time Period for completion to " --Within 8 weeks from the delivery of hardware	No Changes in RFP
6	12	2.3.1 Project Schedule, 7	Implementation of complete solution as per RFP scope --**Within 6 weeks from the delivery of hardware**	Request bank to change the Time Period for completion to " --Within 10 weeks from the delivery of hardware	No Changes in RFP

S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Queries Reply
			Reply to pre-bid queries of RFP 202020 - Supply, Installation, Implementation and Maintenance of Deception Solution		
7	13	2.3.2 Training	Selected bidder shall provide the training to the bank's personnel as described below: i. The training should include the architecture, hardware, software, integration, and customization, policy installation, troubleshooting, reporting and other aspects of the solution. ii. This faculty should be solution certified up to advance level and should provide courseware with adequate lab facility as well. The training should be provided by the OEM employee (Certified) and should be of minimum 2 days, 8 hours a day. Training should be provided to number of personnel identified by Bank (minimum 5 Persons) on functional, operational and reporting aspects of the Deception solution. Training should be provided at Pune location other than Bank Premises. 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. iii. 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 iii. Bidder should submit detailed course content and provisional agenda along with the Bid.	Our understanding is that the training has to be provided at Banks premise in pune location, bank will provide the necessary LAB facility.	Bidder has to provide training at pune location other than bank premises.
8	18	4.2.12	The Solution should be sized for approx. 200 VLANs (100 VLANs at DC & 100 VLANs at DR), total 350 servers at DC & DR & 20000 endpoints approx. The solution (with each of its components) should be configured at DC. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale both horizontally and vertically.	Request the bank to please confirm if the DMZ is also in scope? If yes, would the bank be able to trunk all DMZ VLANs to the DC appliance?	DMZ is also in scope. All DMZ Vlans will be trunked to DC appliance.
9	18	4.2.11	The Bidder is required to Supply all the required Hardware and Software (OS, Database & Application) with required licenses (perpetual) and also Provide, cables, connectors etc. required to commission the Deception Solution infrastructure. Bank will only provide the required Physical Infrastructure (power, cooling, rack space etc.). Cost of all the peripherals hardware/accessories, which are to be provided by the bidder, should be included in cost of hardware in the indicative commercial bid.	Request the bank to confirm if can OEM propose virtual appliances for any of the locations?	RPF clause is self explanatory

S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Queries Reply
**Reply to pre-bid queries of RFP 202020 - Supply, Installation, Implementation and Maintenance of Deception Solution**
10	18	4.2.12	The Solution should be sized for approx. 200 VLANs (100 VLANs at DC & 100 VLANs at DR), total 350 servers at DC & DR & 20000 endpoints approx. The solution (with each of its components) should be configured at DC. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale both horizontally and vertically.	Request the bank to confirm if all 100 VLANs in DC can be trunked to a single appliance? Same question for DR as well.	Please refer corrigendum for change in clause uploaded on Bank Website
11	19	4.2.18	4.2.18 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.	Request bank to elaborate on such customized reqruiements.	In case of any changes to the bank IT infrastructure and architecture in future, the solution should be customized as per the changes in the bank's IT infrastructure.
12	19	4.2.19	4.2.19 During the tenure of the contract, all upgrades or requirements in hardware, software, licensing, implementation of upgrades/patches/version changes etc., due to whatsoever reason including but not limited to EOL or EOS, would be done by the bidder without any additional cost to the bank.	This is OEM dependant & should be owned by the Vendor.	No Changes in RFP clause.
13	19	4.2.21	4.2.21 If during the contract period, the solution is not performing as per specifications in this RFP, bidder shall upgrade/enhance the devices or place additional devices and reconfigure the system without any extra cost to the bank till the required performance is achieved.	This will be done in consultation with the OEM & would be an additional cost.	No changes to RFP clause.
14	19	4.2.17	The Vendor should maintain Uptime of 99.95% of the Solution at DC during contract period. The Dashboard of the solution should show daily Uptime of the solution.	Request the bank to change the statement to: The Vendor should maintain Uptime of 99.90% of the Software Solution at DC during contract period.Hardware to be covered under RMA.	No change in RFP clause
15	20	4.2.29	Bidder to specify the need of VM or other hardware for storage or hosting of application in their technical bid.	Request bank to share the data retention period.	The data should be retained online for 6 months.
16	20	4.2.31	4.2.31 The bidder may propose any architecture at the time of technical bid submission, which is cost effective, takes care of high availability and also redundancy, in case DC fails and during DR drill as well	Would the bank be comfortable with a hybrid SaaS platform (Cloud based in India)? This type of deployment will be extremly cost effective and will also automatically take care of high availability. It will also reduce the resources / prerequisites / efforts required to deploy the solution.	The requirements are already specified in RFP. The bidder may propose any architecture at the time of technical bid submission, which is cost effective.

S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Queries Reply
			Reply to pre-bid queries of RFP 202020 - Supply, Installation, Implementation and Maintenance of Deception Solution		
17	20	4.2.32	4.2.31 The bidder may propose any architecture at the time of technical bid submission, which is cost effective, takes care of high availability and also redundancy, in case DC fails and during DR drill as well	Request the bank to remove any requirements for high availability as this is not a business critical application and nor it is inline to the network. Even if it goes down, there is no impact to business.	Please refer corrigendum for change in clause uploaded on Bank Website
18	20	4.2 Scope of Work	4.2.28 All the licenses shall be perpetual. There should not be any limitation on the number of applications and users using the solution. Other specific condition may be refer from technical document attached as Annexure-1	Request Bank to remove " There should not be any limitation on the number of applications and users using the solution" as this is generic clause. Specific solutions will have their own Licensing and Usage Policies.	No change in RFP clause
19	21	4.3 Warranty/AMC/ATS Support service	The Bidder shall provide the maintenance (Warranty/AMC/ATS) for a period of Five years beginning from the date of acceptance of the solution by the Bank.	Reqeust Bank to consider the warranty start date from the date of implementation of the solution.	No change in RFP clause
20	23	4.4.1	4.4.1 The Bidder is required to deploy onsite people resource to provide L2 level support to the proposed solution for the tenure of the contract. Bank expects that bidders deploy their resource at the DC locations and provide the remote support for any issues reported /logged b Bank s branches or locations other than DC. If he bidder s reso rces 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.	Will partner provide these services? OEM will not provide onsite resources.	The RFP clause is self explanatory
21	24	4.9.1	4.9.1 OEM Scope of Work for Data Protection/Security Initiatives: I is Bidder s responsibili o bring OEM s Assessmen 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: One Time Security Assessment Yearly Security Assessment	These are non deception services, request the bank to remove this point.	No change is RFP clause

S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Queries Reply
			Reply to pre-bid queries of RFP 202020 - Supply, Installation, Implementation and Maintenance of Deception Solution		
22	24	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.	Reqeust Bank to remove this clause as OEM will not share source code to any one.	No change in RFP clause
23	26	5.1.2 Price bid	5.1.2.3 The prices quoted by the bidder shall include all applicable costs and taxes like GST,customs duty, excise duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc. at the respective delivery location of the bank but exclusive of only applicable Service Tax and Octroi /Entry Tax / equivalent local authority cess, which shall be paid/reimbursed on actual basis on production of bills.	Request Bank to Confirm the GST is quoted as Inclusive of Exclusive.	Please refer corrigendum for change in clause uploaded on Bank Website
24	30	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.	Request bank to limit the variation in quantity as maximum 10% of the declared quantity.	No changes in RFP clause
25	39	5.2.14 Penalty	5.2.14.3 The proposed rate of penalty would be 1 % of the of value of affected service or product per week of non-compliance to, the service levels for every percentage below the expected levels of service, for that particular service. Overall cap for penalties will be 10% of the contract value.	Reqeust Bank to reduce the penalty as 0.5% of the of value of affected service or product per week. Maximum of 5% of the contact value.	No change in RFP clause

S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Queries Reply
**Reply to pre-bid queries of RFP 202020 - Supply, Installation, Implementation and Maintenance of Deception Solution**
26	42	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."	No change in RFP clause
27	47	5.2.33 Termination	5.2.33.2 The Bank shall be entitled to terminate the agreement at any time by giving notice if: (a) The Bidder breaches its obligations under the RFP or the subsequent agreement and if the breach is not cured within 15 days from the date of notice.	We propose to increase the notice period to 30 days	No change in RFP clause
28	49	6.2	Bidder should ensure 100% compliance for all the requirements mentioned in the Annexure 01 ⬜ Technical and Functional Requirements of Deception Solution. Bidder should ensure that any non-compliance against Annexure 01 ⬜ Technical and Functional Requirements of Deception Solution may lead to disqualification. Any breach of the compliance requirement will lead to disqualification of the bid.	Request the bank to reduce technical compliance requirements to 80%, as some of the technical requirements are very vendor specific and may not apply to all vendors.	No changes to RFP clause.
29	58	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 technical and commercial proposals. Bidder need to ensure that the minimum required details are submitted. Bank has the right to conduct the bid submission either online/offline mode. The details would be communicated in advance before the bid submission date.	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.	No changes in RFP. Bank propose to conduct bid submission offline.
30	64	Annexure - 1, point no.1.3	1.3 Bidder to provide documents pertaining to the audit process being followed by them.	Request bank to elaborate on this reqruiement.	RFP clause is self explanatory

S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Queries Reply
			Reply to pre-bid queries of RFP 202020 - Supply, Installation, Implementation and Maintenance of Deception Solution		
31	64	Annexure - 1, point no. 2.1	2.1 Access to the system by bank as well as proposed vendors should be by way of User - Id & password and should support the banks current policy & systems for Access control and should be able to integrate seamless with any IDAM (Identity and Access Management) solution procured in future.	Request bank to share the details of IDAM solution used? Bidder will assist but the ownesrship lies on the IDAM vendor for integration.	The details would be shared with successful bidder
32	64	Annexure 1,point no. 1.3	Bidder to provide documents pertaining to the audit process being followed by them.	Request the bank to clarify what audit process is being refered to?	RFP clause is self explanatory
33	64	Annexure 1, point no. 1.4	The selected bidder shall guarantee a monthly uptime of minimum 99.90% for the backend infrastructure (hardware/software from the date of commencement of the proposed solution. (Any planned shutdown will not be considered for calculating SLA).	Request the bank to change the statement to: The selected bidder shall guarantee a monthly uptime of minimum 99.90% for the software from the date of commencement of the proposed solution.	No change in RFP clause
34	65	Annexure 1, point no. 12	The solution should have capabilities to scan the surrounding environment, and automatically deploy authentic deception that mimic not only the hostnames of the surrounding systems but MAC addresses and services as well. The solution must be able to choose the ratio between blend-in and stand-out decoys.	Request the bank to remove the word "automatic", as based on our experience running automated scans on the network may cause network issues,	RFP clause is removed
35	65	Annexure 1,point no. 13	Deception platform must be capable of creating file decoys that are deployed on real systems and agentlessly trigger alerts not only when opened but also when copied, modified and deleted	Request the bank to consider both agent and agentless way of deploying the endpoint deception.	Please refer corrigendum for change in clause uploaded on Bank Website
36	67	Annexure 1,point no. 29	The solution should have a built in incident response capability that allows interactive forensics of the attacking source system, not just a Snapshot memory dump.	Request the bank to consider incident response capability using integrations with an EDR.	Please refer corrigendum for change in clause uploaded on Bank Website
37	68	Annexure 1,point no. 47	Solution must support automatic and adaptive decoy deployment and VLAN discovery without using any template for deployment.	Request the bank to remove this point, as automatic deployment of decoys may cause conflicts on the network.	Please refer corrigendum for change in clause uploaded on Bank Website
38	78	Annexure 7: Application Management Services	5 Performing 24*7 performance monitoring and management of application	Request bank to elaborate on this reqruiement. Our understanding is the Facility management resource is required only during business hours.	Bidder understanding is correct.

S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Queries Reply
			Reply to pre-bid queries of RFP 202020 - Supply, Installation, Implementation and Maintenance of Deception Solution		
39	85	Annexure 12: Pre Contract Integrity Pact, point no. 5.1.2	5.1.2.A Confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demure whatsoever and without seeking any reason whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.	Hope , the EMD as "Confirmed guarantee by an Indian Nationalized Bank" not applicable. Please modify.	Please refer corrigendum for change in clause uploaded on Bank Website
40	68	Functional Requirements / Point 43	Solution should automatically detect scanning and L2 attacks such as IP scanning etc	We request the bank to include ARP flood in the ambit as this could be a potential attack vector which evades most security technologies as it operates on Layer 2. "Solution should automatically detect scanning and L2 attacks such as ARP Flood and IP scanning etc"	No changes to RFP clause.
41	66	Functional Requirements / Point 19	Solution should include high-interaction Windows decoys that are accessible over any channels such as: WMI, RDP	We request the bank to include Linux OS as well in the high-interaction decoys as this would increase the deception coverage to more server segments as most of servers runs linux.	Please refer corrigendum for change in clause uploaded on Bank Website
42	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