1. **Page No. 36: 6.1 Bid Submission**

| Page No | RFPTerm/Clause No. | Clause as per RFP | Clause Revised as |
|---|---|---|---|
| 36 | 6.1 Bid Submission | Paper copies of RFP response should be submitted along with Demand draft / Banker's Cheque / Pay order for application money (which shall be non- refundable and bid security deposit and electronic copy (Microsoft word and Excel on CD ROM) of technical bid submissions must be submitted to Bank | Bid submission shall take place online. |

2. **Page No. 18 & 19: 4.3 (Project Scope) Clause No-2 & 10**

| Page No | RFPTerm/Clause No. | Clause as per RFP | Clause Revised as |
|---|---|---|---|
| 18 | 2 | Set up and maintenance of Help Desk FM service for 2 number of L2 resources in shifts (8:00 AM to 8:00 PM) at Head Office, Pune. | Set up and maintenance of Help Desk FM service for 2 number of L2 resources in shifts (8:00AM to 8:00PM) and 2 number of L1 resources in shifts (8:00AM to 10:00PM) at Head Office, Pune.<br><br>L2 resources proposed should have minimum 2 years of experience on similar Public Cloud projects with excellent exposure to E-Mail Security Mechanisms.<br><br>L1 resources proposed should have minimum 1 years of experience on similar Public Cloud projects.<br><br>Resources shall be on boarded only after final confirmation from the Bank.<br><br>Bidder must consider above requirements and incorporate wherever applicable in the format specified in Annexure 15: Resource Deployment Plan. |

| Page No | RFPTerm/Clause No. | Clause as per RFP | Clause Revised as |
|---|---|---|---|
| 19 | 10 | In case, proposed solution is compatible with Bank's widely used email client (Microsoft Outlook 2013 & 2016) bidder has to quote the upgraded version of existing client software / new client software licenses in at least 10,000 desktop/laptops, to make access of the proposed e-mail solution | Bidder can propose any email client solution, which is fully compatible with the proposed cloud based mail messaging solution and its associated components. It should fulfill the technical requirements as specified in the 11.1 Annexure 1: Technical Requirements. Bidder should mandatorily quote for the latest version of 10,000 email client licenses for TCO purpose. Bank shall inform the final license requirement with Successful Bidder. |

### 3. Page No. 22-23: Timelines

| RFP Term/Clause no. |
|---|
| **4.7 Project Timelines** |
| **Bidder to comply with timelines mentioned after selection as System Integrator.** |

- **As per RFP**

| Sr. No | Activity | Time Period for completion of the project |
|---|---|---|
| 1 | a. Project kick-off<br>b. Detailed Project Plan<br>c. On boarding of resources<br>d. Submission of High-level design document, Low-level design document and pre-requisites | Completion of the activities within 2 weeks of issuance of Purchase Order |
| 2 | Supply and delivery of software licenses of all components required for data migration and client level configuration. | Procure and Deliver within 2 weeks from the date of issuance of Purchase Order<br>However, license delivery at Bank's location would be solely at Bank's discretion and bidder should deliver licenses only post confirmation from Bank |
| 3 | Public Cloud Setup with all Technical Requirements as mentioned in Annexure 01: Technical Requirements | Within 4 weeks from the date of submission of detailed Project Plan. |
| 4 | Migration of 8,000 E-Mail IDs & Creation of 8,000 E-Mail IDs in the Bank on Public Cloud and to configure email IDs at end user systems. Configuration is not limited to end | Within 17 weeks from date of Public Cloud Setup.<br>Bidder has to provide end user & administrator guide/document to |

| Sr. No | Activity | Time Period for completion of the project |
|---|---|---|
| | user desktop PCs, Mobile Apps or any other user interfaces. | the Bank before proceeding for migration. |
| 5 | On premise setup & Migration of Mail Journaling Files of about 50 TB approximately. | Within 4 weeks after migrating the live user's mail box to Public Cloud. |
| 6 | Trainings | Within 1 week from the date of completion of migration, configuration and commissioning. |

- **Revised as**

| Sr. No | Activity | Time Period for Completion | Number of Weeks | Project Duration in Weeks |
|---|---|---|---|---|
| 1 | a. Project kick-off<br>b. Detailed Project Plan<br>c. On boarding of resources<br>d. Submission of High-level design document, Low-level design document and pre-requisites | Completion of the activities within 2 weeks of issuance of Purchase Order | 2 | 2 |
| 2 | Supply and delivery of software licenses of all components required for data migration and client level configuration. | Procure and Deliver within 4 weeks from the date of issuance of Purchase Order However, license delivery at Bank's location would be solely at Bank's discretion and bidder should deliver licenses only post confirmation from Bank | 4 | 4 |
| 3 | Public Cloud Setup with all Technical Requirements as mentioned in Annexure 01: Technical Requirements | Within 4 weeks from the date of delivery of software licenses of all components required for data migration and client level configuration | 4 | 8 |
| 4 | Migration of 8,000 E-Mail IDs & Creation of 8,000 E-Mail IDs in the Bank on Public Cloud and to configure email IDs at end user systems. Configuration is not limited to end user desktop PCs, Mobile Apps or any other user interfaces. | Within 32 weeks from date of Public Cloud Setup.<br>Bidder has to provide end user & administrator guide/document to the Bank before proceeding for migration. Bidder has to migrate 50 mailboxes per day and configure at user endpoints considering 5 days a week. The Bidder at mutually | 32 | 40 |

| Sr. No | Activity | Time Period for Completion | Number of Weeks | Project Duration in Weeks |
|--------|----------|----------------------------|-----------------|---------------------------|
| | | agreed cost can arrange additional people resources required to complete this task. | | |
| 5 | On premise setup & Migration of Mail Journaling Files of about 50 TB approximately. | Within 4 weeks after migrating the live user's mail box to Public Cloud. | 4 | 44 |
| 6 | Trainings | Within 1 week from the date of completion of migration, configuration and commissioning. | 1 | 45 |

Note:- Above timeline should be taken as reference for the "Project Timeline" wherever specified in the RFP.

### 4. Page No. 24: 4.8 Implementation

| Page No | RFPTerm/Clause No. | Clause as per RFP | Clause Revised as |
|---------|--------------------|--------------------|-------------------|
| 24 | 4.8 | Security testing (VAPT) of the proposed Cloud Based Application will be carried out by the Bidder and the report shall be submitted to the Bank prior migration. Bidder has to repeat VAPT every year and submit report to Bank with compliance. | VAPT will be done by the Bank/Bank defined entity. Bidder has to support in carrying out the VAPT and ensure closure of observations within the specified timeline. |

### 5. Page No. 77-78, 83-84, 84, 88, 90 : 11.1 Annexure 1: Technical Requirements > 11.1.1 Technical Requirement for proposed Email Solution on Public Cloud: Point No. 6,55,57 & 125

| Page No | RFPTerm/Clause No. | Clause as per RFP | Clause Revised as |
|---------|--------------------|--------------------|-------------------|
| 77-78 | 6 | Records pertaining to 8 Years of mail and data including header & attachments must be available in the proposed solution with the facility of archival / retrieval at any time as requested by the Bank, during the contract period. The bidder should have capability of storing data for a period of 8 Years which will be required if contract is renewed after completion of initial contract period. However, in case of | Records pertaining to minimum 8 Years of mail and data including header & attachments must be available in the proposed solution with the facility of archival / retrieval at any time as requested by the Bank, during the contract period. These records must be non-tamperable/undeletable) even by the administrator for the specified period. The bidder should have capability of storing data for a period of minimum 8 |

| Page No | RFPTerm/Clause No. | Clause as per RFP | Clause Revised as |
|---|---|---|---|
| | | non-extension of contract period, the bidder should be able to hand-over the archived data to Bank. This requirement of storing 8 years of data may be increased/decreased as per RBI guidelines and Bidder must adopt to the same. | Years which will be required if contract is renewed after completion of initial contract period. However, in case of non-extension of contract period, the bidder should be able to hand-over the archived data to Bank. This requirement of storing 8 years of data may change if any change in Bank's Policy/Regulatory requirement and Bidder must adopt the same. |
| 83-84 | 55 | Solution should have the mailbox audit feature for all users should be enabled immediate upon creation on cloud. Audit Logs should be preserved for at least 90 days in online & 8 years for offline or as per Bank's data retention | Solution should have the mailbox audit feature for all users should be enabled immediate upon creation on cloud. Audit Logs should be preserved for at least 180 days in online & 8 years for offline or as per Bank's data retention policy. Backup infrastructure will be provided by the Bank and Bidder must involve their resources in ensuring backup, monitoring & restoration by coordinating with different teams involved in the Backup process. |
| 84 | 57 | If required, Bidder should provide digital signatures for email security. | Bidder must support in incorporating Digital Signatures for email security if required by the Bank. |
| 90 | 125 | Access to emails must be allowed only in the Bank Network along with VPN Users i.e. The mails should be accessible only through mail clients in Bank environment, barring selected users through VPN. | Access to emails must be allowed only in the Bank Network along with VPN Users & Users enrolled in EMM Solution i.e. The mails should be accessible only through mail clients in Bank environment, barring selected users through VPN & EMM. |

**6. Page No. 93,94 : 11.1 Annexure 1: Technical Requirements > 11.1.2 Technical Requirements on E-Mail Security: Point No. 12,15, & 20**

| Page No | RFPTerm/Clause No. | Clause as per RFP | Clause Revised as |
|---|---|---|---|
| 93 | 12 | The solution should support industry standard encryptions such as AES-256, TLS 1.1, TLS 1.2 (without CBC Mode Encryption) or above and relevant secure versions as and when released during the entire Contract Period between Server to Server & Server to Mail Clients. | The solution should support industry standard encryptions such as AES-256, TLS 1.1, TLS 1.2 (without CBC Mode Encryption) or above and relevant secure versions as and when released during the entire Contract Period between Server to Server & Server to Mail Clients. Encryption keys shall be managed and owned by the Bank's official in an automated fashion via Bring Your Own Key (BYOK) functionality. |
| 93 | 15 | The solution should support Digital Signature of Email messages and encryption at Rest & Transit. | The solution should support Digital Signature of Email messages and encryption at Rest & Transit. The service provider support separate key management from CSP provider-controlled encryption, this key management component should be fully managed and owned by the bank. |
| 94 | 20 | Encrypt data at rest and Encrypt data in transit. | Encrypt data at rest and Encrypt data in transit. The solution shall support key life cycle management including automated scheduled key rotation, expiration etc. via a simple easy to use GUI or REST API. In addition, encryption keys shall be generated from an external FIPS 140-2 level 3 certified solutions. |

**Note:** Bidder has to mandatorily quote to avail above-mentioned functionalities.
Separate line item is added in the "Revised Commercial Bill of Material format" for that purpose.

**7. Annexure-10: Commercial Bill of Material**

**Below are the modifications done in Bill of Material format. Bidder must submit commercial Bid in this revised format only.**

i.  Separate Line Item added for Archival Requirement

ii.     Separate Line Item added for Training Cost

iii.    Separate Line Item added to avail Bring Your Own Key (BYOK) functionality through Trusted Key Management Provider

iv.    Separate Line Item added for availing E-Mail Security Features as specified in Annexure "11.1.2 Technical Requirements on E-Mail Security"

v.    Line Item added for L1 resource requirement & Seeking unit price for bulk mailing requirements

**Note: Reply to the Pre-bid queries are uploaded separately in the website.**

**(Devdatta V. Rokade)**
**Deputy General Manager**
**Information Technology**