S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
1	24	4.1.4	The Bidder must ensure that quoted Software should not be end of sale within 12 months of supply to the Bank. Bidder shall also ensure that no component is declared either End of Support, End of Life during tenure of the contract. In case the bidder/ OEM fails to give the above data for any specific component, and later on, any specific component is found to have date of end of sale/ support/ life which falls before the end date of the contract the bidder will have to replace / upgrade the component free of cost with the latest workable component. Bidder is required to submit the declaration from the OEM to that effect.

In case, the bidder fails to replace/ upgrade the component within 3 months from the date of declaration by OEM (even when the Bank notices it later) then that will be considered as breach of contract and the bidder will be liable to legal prosecution including termination of the contract. Additionally, till the time the component is replaced, the bidder shall be liable for penalty as per SLA clause from the date of declaration by OEM. | Request bank to consider the clause for End of Support/ End of Life as " Bidder shall also ensure that no component is declared should reach either End of Support, End of Life during tenure of the contract". Since OEM's will announce/declare the End-of-Life/support notification date well in advance. | RFP clause modified.

Please refer corrigendum. |
| 2 | 24 | 4.1.7 | Solution should be consisting of hardware, software, operating system, database, online / offline storage, analytical applications and tools, etc. as per the technical and operational specifications of the Bank. Refer Technical Specification of Solutions. | Request bank to provide more clarity on the Database Licenses (Oracle) , VM , hypervisor , OS (Microsoft windows) , Backup solution/Storage etc since bank may have licensing agreement with these OEM's. If the Bidder has to provide, please specify. | VM, Hypervisor and OS will be provided as mentioned in clause 4.1.32. Wherever Bidder proposed solution require any database other than Oracle and any other applications, then Bidder has to provide the same |
| 3 | 25 | 4.1.14 | Bidder should specify storage solution I technical bid such that the storage never crosses threshold of 80% of total capacity. Central device should store minimum 6-month access/application logs on internal storage. | Hope the storage hardware will be provided by bank. Bidder to provide the sizing of required hardware to bank as part of the proposal. Request Bank confirmation on this. | Storage will be provided by the Bank for the hardware proposed in VM as per sizing given by the bidder. But Bidder has to ensure it should not cross the threshold level given in clause during the tenure of contract. |

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
4	26	4.1.27 Repeat Order –	Prices should be valid for a 2 year from the date of installation acceptance of solution at DC and DRC. In the case of additional requirements desired by the Bank during this period over and above the quantity for which Bank may place repeat order with a particular vendor with same rate quoted in the Bill of material and the maximum order which the Bank can place would be an addition of 25% of the total contract value. The bank reserves the right to re-negotiate the price with the bidder in case of downward revision of the prices	Request Bank to consider the price validity period for repeat order as maximum 180 days from the price discovery date considering the variations in doller and INR conversion.	No Change in RFP Clause
5	43	4.10.3 OEM Services	a) 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: · One Time Security Assessment · Yearly Security Assessment	Reuest bank to exclude the " Yearly security Assessment from OEM" as pert of this RFP scope.	No Change in RFP Clause
6	45	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 applicable Octroi /Entry Tax / equivalent local authority cess, which shall be paid/ reimbursed on actual basis on production of bills.	Request Bank to confirm the Quoted price is Inclusive of GST or Exclusive ? . There is no provision to mention the GST amount in the commercial format. Also as per "Annexure 29: Commercial Bill of Material" GST mentioned as exclusive. Please clarify.	RFP clause modified .Please refer corrigendum
7	45	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.	Request Bank to consider this clause as mutually agreed basis only since the commercials for the back to back support from OEM will change at that point of time.	RFP Clause is self-explanatory

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
8	49	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.	Request Bank to limit the variation in quantity as + or - 10% of the declared quantity.	No Change in RFP Clause
9	56	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. Thereafter, the contract may be cancelled and amount paid if any, will be recovered with 1.25% interest per month.	Request bank to consider the penalty as 0.5% of the of value of affected service or product per week only.	No Change in RFP Clause
10	59	Source Code	a) The application software should mitigate Application Security Risks, at a minimum, those discussed in OWASP top 10 (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. The Bank shall also have the right to conduct source code audit by third party auditor.	Request bank to remove this clause.	In this case Bidder has to submit the audit report of source code done by OEM or Bidder.

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			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.	Source codes owned by the OEM and it amounts to confidential information as well. Hence OEM's will not able to provide the same to any third Party.	
11	69	6.2 Technical Evaluation criterion	6. Bidders experience in implementing Proposed technology for last 3 years in large organizations (For each product separately to be specified) a) in Public & Govt. Organizations--20 Marks b) in private companies / foreign banks -10 Marks	Hope, Each reference will carry 10 Marks in Public & Govt. Organizations and 5 Marks in private companies / foreign banks. Please confirm	Bidder understanding is correct
12	79	7.3 Penalties for delayed implementation	3) One percent of the total product fees would be levied as a penalty for every one week delay as per delivery timelines per product / service	Request bank to consider the penalty as 0.5% of the of value of product per week only.	No Change in RFP Clause
13	81	8. Payment Terms	Facilities Management ATS/AMC and other OEM Services Costs: · OEM Services Costs – Recurring; The OEM services recurring cost would be paid quarterly in arrears.	Request Bank to confirm the payment terms of Hardware and Software AMC/ATS cost. We request bank to release hardware AMC as Quarterly arear and Software ATS as Yearly advance.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
14	152	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Request Bank to consider this clause as " The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector. In which one should be with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution."	RFP clause modified .Please refer corrigendum.
15	154	Annexure 5: Eligibility Criteria Compliance	OEM Eligibility Criteria- The OEM should have been in existence for a minimum period of 3 years in India as on 31-July-2021 Supporting Documents Required--Certificate of incorporation	Request Bank to accept the supporting documents as "Certificate of Incorporation / valid document proff ". Or Request bank to consider this clause as " The OEM should have been in existence for a minimum period of 2 years in India as on 31-July-2021 "	No Change in RFP Clause
16	170	Annexure 14: Resource Deployment Plan	L1=(security solution (DLP, DICT, DAM, EE, PMS, EDR, FRA & SSLO) = 24x7x365	One resource will not be able to manage 24x7x365 support. Request Bank to specifiy the Business Hours for shift and Required number of resource.	One resource cost is asked by the Bank for TCO calculation. Further the decision for the count of resources would be finalized by the Bank
17	183	Annexure 21 Resource Plan Matrix	L1 Resource -Qualification & Experience B.E./B.Tech./M.E./M.Tech /BCA/B.Sc./ MCA/M.Sc. with a minimum relevant experience of two years in respective solution of RFP.	Request bank to consider the clause as " L1 Resource - Qualification & Experience B.E./B.Tech./M.E./M.Tech /BCA/B.Sc./ MCA/M.Sc/Graduate. with a minimum relevant experience of two years in respective solution of RFP."	No Change in RFP Clause
18	183	Annexure 21 Resourc	L2 Resource -Qualification & Experience	Request bank to consider the clause as " L2 Resource - Qualification & Experience	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
		e Plan Matrix	B.E./B.Tech./M.E./M.Tech /BCA/B.Sc./ MCA/M.Sc. with minimum Five years' experience and expert knowledge on respective solution of RFP. For DAM solution resource should be Oracle certified OCA/OCP.	B.E./B.Tech./M.E./M.Tech /BCA/B.Sc./ MCA/M.Sc/Graduate. with minimum Five years' experience and expert knowledge on respective solution of RFP. ~~For DAM solution resource should be Oracle certified OCA/OCP."~~	
19	16	2.3 Project Scope in brief,	E. Bidder shall provide all necessary Software, database and related components for UAT/Production environment required for the proposed solution. Bank shall provide required hardware/servers in virtual environment for security solution except SSLO. Bidder shall take care of the installation, configuration, support and its further maintenance in the Bank. If bidder is proposing the appliance based device or any customized device or OS which cannot be installed in Virtual environment given by the Bank, then bidder has to provide the required device / OS and include in bill of material.	Does bank need a separate UAT set up Or the same can be moved to Production? Pls clarify & also share the type of virtual enviornment used by bank (E.g Vmware ,HyperV etc)	Bank need separate UAT setup. Details of the Virtual environment would be shared with successful bidder.
20	17	2.3 Project Scope in brief	II. Migrate Rules/Policies from existing DLP, DAM, EE & PMS Solutions to the Solution proposed by the Bidder	Request bank to share the No of policies in existing DLP, DAM, EE & PMS this will help us to guage the efforts required for migration.	Required Details will be shared with successful bidder
21	17	2.3.1 Project Schedule	Bidder is expected to complete the project in all respected including installation, configuration, and Integration, UAT & production movement of solution within 22 week after issuing the purchase order by Bank.	As there are multiple suecrity solutions to be deployed Request bank to change this to "Bidder is expected to complete the project in all respected including installation, configuration, and Integration, UAT & production movement of solution within **32 weeks** after issuing the purchase order by Bank."	No Change in RFP Clause
22	17	2.3.2 Training	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/Employee of OEM Authorized Partner and should be of minimum 3 days, 8 hours a day for each solution under this RFP. Training should be provided to 5 number of personnel for each solution identified by Bank on functional, operational and reporting aspects of the entire security solution. 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.	Our Uderstanding is that the Pre-implementation training & the Post-implementation training needs to be covered within 3 days, 8 hours a day for each solution. Pls Clarify	RFP Clause is self-explanatory

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
23	18	2.3.2 Training	iii. 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.	Can bidder's onsite team provide refresher training? Pls clarify.	No. The training should be provided by OEM Employee/Employee of OEM Authorized Partner
24	23	3.8 Annexure Seeking Response for Evaluation	**Annexure 23** List of Supported devices by OEM	Request bank to elaborate on this requirement	The clause and Annexure is self-explanatory
25	24	4.1.3	Bank shall provide required hardware/servers in virtual environment, network components & connectivity.	Will bank also provide SLB, switch connectivity, cable, SAN Storage & Backup solution along with the hardware/servers in virtual environment? Pls Clarify	Bank will provide the hardware and server storage as per clause 4.1.32 along with network connectivity
26	24	4.1.3	Bidder has to provide detailed requirement of Hardware considering the existing deployment, technical requirement given in the RFP and **future expansion for 5 years**. The bidder has to specify hardware requirement in their technical bid.	Future expansion is something that is under banks purview hence request bank to provide scalability for each security solution accordingly.	RFP Clause is self-explanatory
27	25	4.1.10	The solution must integrate with various systems / applications including but not limited to SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM etc in the Bank environment for logging & monitoring purpose.	Request bank to share the details of banks existing SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM tool.	Required Details will be shared with successful bidder
28	32	4.4 Database Activity Monitoring Solution (DAM)	25) Solution can be either software based or appliance based. In case of software based solution, the bidder shall size, **supply** and maintain the required hardware	Our understanding is Bank will provide the required hardware in case of software based solution except SSLO. Pls Clarify.	RFP clause modified .Please refer corrigendum .
29	33	4.5 Endpoint Encryption (EE)	4.5.2 Bidder has to migrate/decrypt the endpoints encrypted with existing solution and arrange for encryption with the bidder proposed solution.	Our understanding is endpoints data backup & restore is banks responsibility? Pls Clarify.	No, The overall activity should be carried out by bidder including the data backup and restore.

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
30	157	Application Management Services	11 Configuring and managing HTTP	Request bank to elaborate on this requirement	If the bidder proposed application is configured in HTTP service then bidder has to manage the service
31	23	4. Detailed Scope of work	4. Detailed Scope of work as per RFP	Do we need to do the Hardware Sizing of all the in-scope security solutions based on their Scalability? i.e DLP to be sized for 30000 endpoints, DICT to be sized for 15000 users & 100TB Data at rest, DAM for 150 Users, Endpoint Encryption for 3000 endpoints, Patch Management Solution (PMS) for 30000 endpoints, Endpoint Detection and Response (EDR) For 20000 endpoints. Request bank to clarify on this requirement.	Hardware sizing need to be design as per requirement mentioned in annexure 28, however hardware should be scalable as per clause mentioned in respective technical specification.
32	190	Annexure 28 Technical Bill of Material	Solution Details | Database Activity Monitoring (DAM) , Devices/Endpoints | 150	Request bank to provide the split of Active & passive database servers in DC & DR Sites.	Required Details will be shared with successful bidder
33	38	4.8 Firewall Rule Analyzer 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 Nos (Approx. 25 Nos ACI Leaf Switches & 25 Nos -L3 Network Devices).	25 Cisco ACI Leaf switches licenses + 25 L3 Devices license needs be to covered in the Technical Bill of Material, please confirm.	Bidder understanding is correct
34	38	4.8 Firewall Rule Analyzer Scope	The solution (with each of its components) should be configured primarily in DC and standalone device/software at DR.	Firewall Rules Analyzer implementation needs to be in DC-DR architecture where primary node will be installed in DC and secondary node will be installed in DR, please confirm.	Bidder understanding is correct
35	39	4.8 Firewall Rule Analyzer Scope	Bidder to specify the need of VM or other hardware for storage or hosting of application.	Firewall Rule Analyzer Implementation will be a VM based both at DC & DR, please confirm.	Bidder understanding is correct

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
36	25	4.1 Overview and General Scope - Common Scope of Work for Proposed Solutions	4.1.10 The solution must integrate with various systems / applications including but not limited to SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM etc. in the Bank environment for logging & monitoring purpose.	Integration with the existing ITSM Solution will be done as per the attached design. We understand that Bank will provide all the assistance for the required changes at their ITSM end for successful integration. Also, the integration with ITSM will be undertaken as an OEM project after the Solution deployment, Please confirm.	Integration with the existing ITSM Solution will be done as per the agreed design between bank & Technically qualified bidder. Bank will provide assistance for the required feasible changes at their ITSM end for successful integration .Integration with ITSM will be bidder responsibility
37	25	4.1 Overview and General Scope - Common Scope of Work for Proposed Solutions	4.1.10 The solution must integrate with various systems / applications including but not limited to SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM etc. in the Bank environment for logging & monitoring purpose.	The Privileges for different users will be managed locally within Firewall Rule Analyzer solution & not via PIM, the authentication will be managed via Active Directory. Please confirm.	No Change in RFP Clause. 2FA is already implemented via PIM and all applications/server are accessed in the bank via PIM, so application need to be integrated with PIM
38	136	Solution Requirement, Point 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.	The bank will accept Subscription Licenses for the entire duration of the project as defined in the said RFP, as it provides cost benefits. Most OEM's have discarded Perpetual Licenses. There shall be no impact on the support, services and capabilities in case Bank opts for Subscription Licenses .Please confirm	RFP clause modified .Please refer corrigendum.
39	154	OEM Eligibility Criteria	The proposed OEM solution should have been implemented in a minimum of two BFSI organizations globally in on premise mode. In case there are multiple OEMs or multiple solution from a single OEM, the above clause would be separately applicable for each of the solution.	SSL Interceptor is a comparatively new solution in the market. Banks have started deploying SSL Interceptor solution very recently and not many Banks have deployed the solution at present. We hereby request you to consider Government / PSU reference of OEM and change the clause as " **The proposed OEM solution should have been implemented in a minimum of two BFSI / Government / PSU organizations globally in on premise mode** "	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
40	119	7/General Requirements	PKI security mechanisms must be built into the solution, not requiring the purchase of third-party digital certificates.	PKI is the different technologies for Key purpose and there is no any correlation with patching solution. The purpose of the solution is for patch management hence request yor to remove this point	RFP clause modified .Please refer corrigendum.
41	119	1 /Architecture Requirements	The solution must support a distributed environment, including central and numerous remote sites connected by various network speeds that may reach/exceed 50000 agents with a single central server and database.	To distribute the load for all functionality and better performance need two servers to handle 30K to 50k devices. Hence request you to add multiple servers manage	The bidder may propose the detailed requirement to support distributed environment
42	120	10 /Architecture Requirements	The solution must support the following OS, However for OS like Unix /Solaris/HPUX/IBM AIX/VMware ESXI OS which are OEM dependent Patching, The solution should support custom patch deployment using agentless or Script Based patching and must provide centralized reporting with compliance.	Request you to remove UNIX/Solaris/HP-UX/IBM AIX/Fedora / VMWare i. ESXI Server. as platforms are OEM dependant Patching using script or auto update function through their own tools , So kindly remove these points.	Bidder has to provide reporting and script based patching functionality as mentioned in the clause for OS which support only OEM dependent Patching
43	120	10 a /Architecture Requirements	Microsoft Windows i) Windows 7 / Windows 8 / Windows 8.1 / Windows 10 (All versions and x86 -x64 bit architecture) and latest Endpoint OS released by Microsoft time to time ii) Windows 2008 / 2012/ 2016 / 2019 (All Versions and x86 -x64 bit architecture) and latest server OS released by Microsoft time to time	Windows 7 & 2008 OS is EOL from Microsoft hence patches will not available to download .Request you to remove EOL operating systems	No Change in RFP Clause
44	120	10 b /Architecture Requirements	IBM AIX	Request you to remove AIX as platforms are OEM dependant Patching using script or auto update function through their own tools , So kindly remove these points.	Bidder has to provide reporting and script based patching functionality as mentioned in the clause for OS which support only OEM dependent Patching
45	120	10 c /Architecture Requirements	III) Fedora	Request you to remove Fedora as platforms are OEM dependant Patching using script or auto update function through their own tools , So kindly remove these points.	Bidder has to provide reporting and script based patching functionality as mentioned in the clause for OS which support only OEM dependent Patching
46	120	10 d /Architecture Requirements	Virtualization i) VMware and ESXI Server ii) Hyper-V	Request you to remove Virtualization as platforms are OEM dependant Patching using script or auto update function through their own tools , So kindly remove these points.	Bidder has to provide reporting and script based patching functionality as mentioned in the clause for OS which support only OEM dependent Patching

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
47	122	4/Management of Agents	Allow console users to initiate ad-hoc (on-the-fly) custom inventory collections for the agents.	Request you to change the on-the-fly to on demand move the Distribution point	RFP clause modified .Please refer corrigendum.
48	124	6/General Reporting Requirements	Allows console users to create and save graphical reports (e.g. pie, bar, line charts)	The proposed solution can create report in CSV,XLS,TXT,HTML,PDF format	Report in CSV, XLS, TXT, HTML and PDF format will suffice the purpose.
49	86	4	Proposed solution should be able to monitor and protect data classifiers created in via the Fingerprinting of the structured and unstructured, it need to be synched to all the Network DLP channels and to Endpoint Channel.	Please provide more information on Fingerprint data on network DLP and help us to understand use case.	Fingerprinting data referring to OCR (Optical character Recognition) data. No change in the clause. This is expected DLP functionality
50	86	5	Proposed solution should be capable of Agent-based discovery of confidential data on Windows and Mac endpoints (desktops/laptops), including reporting on Access Control Lists (ACLs) for files that violates policy of the Bank.	Please give us more information on Access control List along with use case.	Required Details will be shared with successful bidder
51	87	12	Proposed solution should detect * Patterns in binary file types and color maps for images. * fingerprints contents in an automated way where the user does not have to touch the files or import hashes * Fingerprinting task and pass on the same to all appliances (data in motion and rest) at once without the manual process from the user.	Need information of colour maps along with use case. Please help us to understand use case and more details on Fingerprints point.	RFP Clause is self-explanatory
52	87	13	Proposed solution should classify files as Encrypted based on statistical analysis of files.	We need more information on this point. Request you to kindly explain.	Required Details will be shared with successful bidder
53	87	14	The solution should Support PrtSc blocking on endpoint when configurable list of specific application are running, no matter it is in the foreground or background. The actual PrtSc capture will also be submitted to the DLP system as forensic evidence.	This clause is specific to a vendor kindly change this to - The solution should Support PrtSc blocking on endpoint for fingerprinted data.	This clause is referring to required functionality for Print Screen. If bidder require any other solution for this functionality then Bidder may propose the solution with no additional cost to the bank

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
54	87	15	Proposed Solution should support the monitoring and blocking the printing activities to the Network or the Local Printer irrespective of Drivers used. Solution should support RAW printing mode as well.	Need more information on RAW printing point. Kindly explain.	RAW printing is sending the string of commands to printer directly in its native language, RAW printing bypasses the printers drivers, making it very fast and reliable
55	88	17	The solution should have multiple pre-defined applications and multiple application groups and allow each application/application group to monitor operations like Cut/Copy, Paste, File Access and Screen Capture or Download. Also solution should have the capability to define the third party application.	DLP can't block download. We will integrate DLP solution with Proxy through API and achieve this.	If bidder require any additional application to achieve the requirement, then bidder may propose the solution along with DLP solution with no additional cost to the Bank
56	88	18	The solution should be able to define the policies for the inside and out of office endpoint machines.	Change to The solution should be able to define the **Separate** policies for the inside and out of office endpoint machines.	RFP clause modified .Please refer corrigendum.
57	88	22	4 Monitor/block HTTPS transmissions via Microsoft Edge, Internet Explorer, Mozilla Firefox, Safari or Google Chrome	We support Chrome and Mozila - block only file upload. Support for Safari in our road map. How many users are using Safari browser in your organization ?	Required Details will be shared with successful bidder
58	89	27	Proposed solution should be able to identify and block malicious activity like data thefts through files encrypted using non-standard algorithms.	This requirement is more around user activity monitoring and not regular DLP requirement. Also, it is specific to a vendor. Kindly remove this clause to ensure more participation.	Bank has given the requirement pertaining to data thefts through file encryption algorithms. If bidder require any other solution for this functionality then Bidder may propose the solution with no additional cost to the bank
59	90	30	Proposed solution should Index and retain all unfiltered files that are analyzed while scanning file servers, Desktops/laptops, Web and FTP/SFTP servers	We need more information on this point. Request you to kindly explain.	RFP Clause is self-explanatory. While discovery, The solution can do discovery based on filters or just point it to the file share path & all the files should be scanned. This is expected DLP discovery functionality.
60	90	32	Proposed Solution should be able to detect malicious dissemination, Password Protected and encrypted	This is specific to a particular vendor. Kindly remove this clause.	RFP clause modified .Please refer corrigendum.

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			Files. Also detect the web uploads over the Dark Web sites.		
61	90	34	Proposed solution should support web-based file crawling HTTP, FTP, SFTP & HTTPS without having to install any software on servers to be scanned.	DLP support only CIFS and SMB protocol. HTTP, FTP, SFTP & HTTPS can be achieve through integration with your Proxy.	RFP clause modified .Please refer corrigendum.
62	91	47	The endpoint solution should Blocking of non-Windows CD/DVD burners, it should also Inspect and optionally block Explorer writes to WPD class devices. The endpoint solution should encrypt information copied to removable media. It Should support both Native and Portable Encryption and manage the Encryption and DLP policies from the same management Console.	Need more information on this point. Please update us non windows means which all are OS you are having ? Refer McAFee DLP supported OS for Windows: https://kc.mcafee.com/corporate/index?page=content&id=KB68147	Please refer the OS support clause where Bank given the OS support requirement in the RFP. The clause is referring the all OS support asked by the Bank including non-Windows OS
63	92	49	Proposed solution should able to detect and Block the sensitive information uploads to Group of P2P software :- Bit torrent, μtorrent etc.,	This feature is typically available on perimeter edge devices like NGFW & NIPS. This is not a DLP feature. Request you to remove this clause.	No Change in RFP Clause. This is a DLP functionality. DLP has application based policies which can be used to put this restrictions. Bank is looking for a solution for the requirement, it need not be a single s/w product, can be multiple to meet the set of security requirements. If bidder require any additional application to achieve the requirement, then bidder may propose the solution along with DLP solution with no additional cost to the Bank
64	92	51	Emails violating DLP policies should be quarantined with an automated email based workflow to remediates to take a single click actions like release or block with/without having to log into the DLP console. Bidder needs to provide a solution which allows policy owners or their reporting manager to release/block the violated emails at DLP (Host or Network or any other means) level only.	This can only be achieved If the secure email gateway and proposed DLP are from the same OEM. This is specific to a vendor and prohibits our participation.	No Change in RFP Clause. If bidder require any additional application to achieve the requirement, then bidder may propose the solution along with DLP solution with no additional cost to the Bank

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
65	92	52	The DLP Solution must provide visibility into Broken Business process. For ex:-if unsecured sensitive content is sent daily from several users to a business partner, the users are probably not aware that they are doing something wrong	This feature is typically available on perimeter edge devices like NGFW & NIPS. This is not a DLP feature. Request you to remove this clause.	No Change in RFP Clause. If bidder require any additional application to achieve the requirement, then bidder may propose the solution along with DLP solution with no additional cost to the Bank
66	93	59	Proposed solution should enforce fingerprinting policy on both network and endpoint channel, even when the endpoint is off network by custom data classifier where customer can use in compound with any existing data classifier to identify sensitive data which is unique to the Bank	We need more information on this point. Request you to kindly explain.	Bank referring the controls overs the fingerprinting data (OCR data) . RFP Clause is self-explanatory.
67	93	65	Proposed Solution should provide application of different agent configurations (covering different user actions, for example) to individual agents or groups of agents	We need more information on this point. Request you to kindly explain.	The requirement is given for different agent / policy configuration based on different user actions for individual agent/endpoint or group of agents/endpoints
68	95	82	Agent should Integrate with Windows OS drivers and various applications to ensure stability, interoperability, and security.	Based on Windows OS supported platform.	RFP Clause is self-explanatory
69	95	84	Agent should not appear in —System Tray, and obfuscated in Services and Task Manager. Agent or its service/associated service components cannot be removed by anyone from the endpoint except DLP administrator. Solution must offer clean removal of agent mechanism in case if agent components are corrupted and not removable by DLP administrator.	We can configure the agent in such way that it cannot be remove any user expect administrator. However, our agent would appear in system tray. Request you to modify this clause to - Agent or its service/associated service components cannot be removed by anyone from the endpoint except DLP administrator. Solution must offer clean removal of agent mechanism in case if agent components are corrupted and not removable by DLP administrator.	RFP clause modified .Please refer corrigendum.
70	95	87	Proposed Solution should have Load-balancer and firewall friendly architecture to support Agents-Server communicating over public networks	Need to understand load balancer use cases	RFP clause modified. Please refer corrigendum
71	96	94	Solution should have the capability to reduce overall system resource consumption by agent based on the sync time and the policies logic	We need more information on this point. Request you to kindly explain.	RFP Clause is self-explanatory

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
72	97	116	Proposed Solution should provide for scan to run only when machine is idle, thus eliminating any adverse machine impact.	We need more information on this point. Request you to kindly explain.	RFP Clause is self-explanatory
73	99	129	Proposed Solution should be able to identify data leaked in the form unknown and known encrypted format like password protected word document.	We need more information on this point. Request you to kindly explain.	RFP Clause is self-explanatory
74	99	130	Proposed Solution should be able to identify sensitive data pattern generated by malware infected PC in order to prevent future data leakage.	This requirement is more around user activity monitoring and not regular DLP requirement. Also, it is specific to a vendor. Kindly remove this clause to ensure more participation.	No Change in RFP Clause
75	99	131	Proposed Solution should be able to monitor FTP traffic including fully correlating transferred control information and should be able to monitor IM traffic even if it's tunnelled over HTTP protocol.	Integration with Proxy server is required. We will monitor as long as Proxy forwards traffic to NDLP or traffic comes to monitor device	No Change in RFP Clause. If bidder require any additional application to achieve the requirement, then bidder may propose the solution along with DLP solution with no additional cost to the Bank
76	99	132	Proposed Solution should Index and retain all documents and unfiltered network traffic that the network sensor analyzes.	We need more information on this point. Request you to kindly explain.	RFP Clause is self-explanatory
77	99	134	The solution should support the templates for detecting the Deep Web Urls- .i2P and .Onion , Encrypted attachments to competitors , Password Dissemination , User Traffic over time , Unknown Encrypted File Formats Detection.	This is specific to a particular vendor and prohibits our participation. Kindly remove this clause to ensure more participation.	No Change in RFP Clause. This is a DLP functionality. Bank is looking for a solution for the requirement, it need not be a single s/w product, can be multiple to meet the set of security requirements. If bidder require any other solution to achieve the requirement, then Bidder may propose the solution along with DLP solution with no additional cost to the Bank

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
78	99	135	Proposed Solution should also able to monitor and block the File Uploads to the destinations that bypass the browser extensions such as Google Drive , Web.Whatsapp.com etc.,	Integration with Proxy is required. Web.whatsapp.com uses end to end encryption. If proxy can decrypt and provide data to NDLP we will inspect.	If bidder require any additional application to achieve the requirement, then bidder may propose the solution along with DLP solution with no additional cost to the Bank
79	100	138	Proposed Solution should be able to detect and protect for the low volume data leaks over the Network.	This is specific to a particular vendor and prohibits our participation. Kindly remove this clause to ensure more participation.	No Change in RFP Clause. This is a DLP functionality. Data upload in bits and pieces need to be identified and controlled. Bank has given the requirement pertaining to data upload on websites and detection of malicious activity. Bank is looking for a solution for the requirement, it need not be a single s/w product, can be multiple to meet the set of security requirements. If bidder require any other solution to achieve the requirement, then Bidder may propose the solution along with DLP solution with no additional cost to the Bank.
80	100	139	Proposed Solution should be able to do full binary fingerprint of files and also should be able to detect even if partial information gets leaks from fingerprinted files or folders	This is specific to a particular vendor and prohibits our participation. Kindly remove this clause to ensure more participation.	No Change in RFP Clause. This is a DLP functionality. The control over fingerprinting data is mentioned in the clause. Bank is looking for a solution for the requirement, it need not be a single s/w product, can be multiple to meet the set of security requirements. If bidder require any other solution to achieve the requirement, then Bidder

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
					may propose the solution along with DLP solution with no additional cost to the Bank.
81	100	142	Proposed solution should enforce policies to detect low and slow volume data leaks over the period for max 7 days.	This is specific to a particular vendor and prohibits our participation. Kindly remove this clause to ensure more participation.	No Change in RFP Clause. This is a DLP functionality. Data upload in bits and pieces need to be identified and controlled. Bank has given the requirement pertaining to data upload on websites and prevent the data leakage. Bank is looking for a solution for the requirement, it need not be a single s/w product, can be multiple to meet the set of security requirements. If bidder require any other solution to achieve the requirement, then Bidder may propose the solution along with DLP solution with no additional cost to the Bank.
82	100	143	The solution should able to detect the data leaks over to competitors and the data sent and uploaded after the office hours predefined patterns.	We need more information on this point. Request you to kindly explain.	RFP Clause is self-explanatory. The solution should able to detect and block the data leakages as per predefined patterns through all the channels even after office hours

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
83	100	144	Proposed Solution should have advanced Machine Learning – Ability to automatically learn sensitive information from copies of information that needs to be protected and automatically learn false positives.	This is specific to a particular vendor and prohibits our participation. Kindly remove this clause to ensure more participation.	No Change in RFP Clause. This is a DLP functionality. Sensitive Data identification and detection controls are mentioned. Bank is looking for a solution for the requirement, it need not be a single s/w product, can be multiple to meet the set of security requirements. If bidder require any other solution to achieve the requirement, then Bidder may propose the solution along with DLP solution with no additional cost to the Bank.
84	100	146	Proposed solution should inspect data leaks over HTTP , HTTPs and SMTP User client like Outlook and Lotus Notes. The solution should be able to inspect HTTP traffic and HTTPs traffic natively. Should provide support both build-in SSL decryption and destination awareness capability with integration with Network and Gateway DLP controls.	Integration with Proxy is required. Decryption of Data will be done by proxy or MTA	If bidder require any additional application to achieve the requirement, then bidder may propose the solution along with DLP solution with no additional cost to the Bank
85	101	150	The solution should support Email DLP deployment in Cloud Based Mail Messaging Platforms. All licenses required for the same should be included and management should be from the same centralized management platform	Need more info on email server hosted on prem or cloud ? Do you have any plan to migrate it to cloud within next 3 to 5 years?	Email solution details will be shared with successful Bidder. Bider has to fulfil the requirement given in the clause
86	101	151	The solution should be able to identify data leaked in the form encrypted format like password protected word document. The solution should support quarantine as an action for email policy violations and should allow the policy owner or its reporting manager to review the mail and to release/block the violated emails at DLP (Host or Network or any other means) level only with/without logging into the DLP console.	The encrypted file would have to be analyzed by the secure email gateway and post that the DLP email prevent can take further actions like Quarantine the email or send notification to DLP incident manager. The current requirement is specific to a vendor that has an integrated SEG and DLP offering. Request to remove this clause.	Bank has given the requirement pertaning to document controls. If bidder require any additional application to achieve the requirement, then bidder may propose the solution along with DLP solution with no additional cost to the Bank

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
87	102	162	The proposed solution should provide Incident Workflow capabilities where policy owner or its reporting manager can remediate the DLP policy violations to release/block the violated emails at DLP (Host or Network or any other means) level only with/without logging into the DLP console.	As per best practices there should be one designated DLP incident manager who should have the rights to release or block violated emails. Kindly change this clause to - The proposed solution should provide Incident Workflow capabilities where a designated DLP incident manager can remediate the DLP policy violations to release/block the violated emails at DLP (Host or Network or any other means) level only with/without logging into the DLP console.	RFP clause modified .Please refer corrigendum.
88	104	192	The DLP solution should support as an API be able to provide the risk adaptive based protection by dynamically calling the action plan based on the Risk.	We need more information on this point. Request you to kindly explain.	RFP Clause is self-explanatory
89	129	5	The proposed solution must be able to analyse and report all files using MD5, SHA1, and SHA 256 hash methods	The built-in feeds in Carbon Black do not use SHA1. VMware Carbon Black currently supports MD5 and SHA256 hashes. SHA1 of a file can be found on Virus Total if required. If SHA-1 is required by the bank we would like to understand the use case or else we request this requirement be removed.	No Change in RFP Clause
90	130	26	The solution should support agent capping for CPU and memory utilization.	Carbon black sensors can be optimised for performance. We recommend that the RFP define the acceptable performance impact ranges and remove the requirement for capping CPU and memory usage. For example: - CPU – < 5% CPU usage, depending on system activity - Memory – 12-50 MB RAM	No Change in RFP Clause
91	131	45	Solution should be able to detect & respond to malicious payload identified based on behaviour analysis.	EDR solutions have limited response capabilities. CB EDR can respond by generating an alert. Suggest removing the word "Respond" from this requirement.	No Change in RFP Clause
92	131	46	The solution must be able to automatically detect & respond to exploited applications along with payload information .The same should also to be notified to user.	EDR solutions have limited response capabilities. CB EDR can respond by generating an alert. Suggest removing the word "Respond" from this requirement.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
				Suggest chaing "Notified to user" to "Notified to administrator"	
93	131	NA	General Query	The RFP does not specify the required EDR data retention period. We assume a default retention of 30 days, however, we request clearly mentioning the required retention period in the RFP.	Please refer RFP Scope clause
94	131	NA	General Query	The RFP does not specify a breakup of count of devices by OS (e.g. Windows, Mac, Linux), type (Endpoint, Server), and function (e.g Applications servers, DBs, DNS, AD, Teller machines, ATMs, Laptops). This information will help size the solution better.	Required Details will be shared with successful bidder
95	24	4.1.4	The Bidder must ensure that quoted Software should not be end of sale within 12 months of supply to the Bank. Bidder shall also ensure that no component is declared either End of Support, End of Life during tenure of the contract. In case the bidder/ OEM fails to give the above data for any specific component, and later on, any specific component is found to have date of end of sale/ support/ life which falls before the end date of the contract the bidder will have to replace / upgrade the component free of cost with the latest workable component. Bidder is required to submit the declaration from the OEM to that effect. In case, the bidder fails to replace/ upgrade the component within 3 months from the date of declaration by OEM (even when the Bank notices it later) then that will be considered as breach of contract and the bidder will be liable to legal prosecution including termination of the contract. Additionally, till the time the component is replaced, the bidder shall be liable for penalty as per SLA clause from the date of declaration by OEM.	End of sale typically applies to hardware based solutions as software solutions might go through enhancement for which support is covered through upgrades and updates. Hence request NA on End of Sale for software solutions.	No Change in RFP Clause
96	79	7.2	Resolution Time	Resolution time depends on various factors like resource availability, hardware and operational issues hence request removal of resolution time.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
97	105	3	The solution should support functionality to check recipients marked in an email and alert/prevent the user from sending the mail if external recipients are marked. Example: An email containing internally classified document as attachment should be prevented from being sent if external recipients are marked in that mail. The user should also get an alert for the same.	Understand email classification is required for both Microsoft and Lotus Notes email environment at the Bank. Kindly confirm	Bidder understanding is correct
98	105	8	The solution should support the ability to classify on Send, Save/Save As, Print, New Email and other email and document events.	Kindly confirm if the DICT solution should support classification for Lotus Notes email and MS Outlook environment.	Bidder understanding is correct
99	175	Annexure 16: Past Experience	Attach reference Letter	Please confirm we can submit purchase order/reference letter	No Change in RFP Clause
100	33	4.4.7	46) The solution should be retaining all logs in Banks DC and DR site and retention should be 3 Months Online and 24 Months offline.	Hope the log storage has to be provided by the bank only, bidder will share the capacity requirement only for 3 months online and 24 Months offline. After each 24months log needs to be purged and new log must be stored in it. There is no backup solution needs to be considered in the solution for more than 24 Months.	RFP clause modified .Please refer corrigendum.
101	33	4.4.7	48) After the online log retention period Logs must be pushed to SAN storage / Back-up server for archival purpose.	The log will be pushed to SAN storage from the primary storage for 24Months, and it has to be provided by the bank only.	Bidder understanding is correct
102	32	4.4.7	25) Solution can be either software based or appliance based. In case of software based solution, the bidder shall size, supply and maintain the required hardware.	As per our understanding, bidder will be responsible for supply and installation of all required hardware and software.	Please refer the clause 4.1.32 (Page no 26-27)
103	16	2.3 Project Scope in brief	General Query	Does the bidder needs to be considered hardware and software for all applicaton or bank will be providing all required hardware for proposed applications.	Please refere the clause 4.1.32 (Page no 26-27)
104	16	2.3 Project Scope in brief	General Query	There is no backup solution asked, does the bank will provide the backup solution (hardware&Software) to keep all application (VMs) backup. If yes who will be configuring the backup policy for it. Does the backup will be at both site (DC&DR)?	Backup for VM will be taken by Bank Backup application however bidder has to specify the backup data which needs to be considered for backup considering no data loss.
105	55			We propose to modify the clause as:	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
		5.2.10. Indemnity	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:	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 from:	
106	55	5.2.10. Indemnity	5.2.10.4 Indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities and shall exclude indirect, consequential and incidental damages.	We propose to delete the clause as Bidder is providing the services to Bank only	No Change in RFP Clause
107	55	5.2.10. Indemnity	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 propose to modify the clause as: "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 "	No Change in RFP Clause
108	61		5.2.24 Bidder's Liability	We propose to modify the clause as:	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
		5.2.24 Bidder's Liability	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.	5.2.24 Bidder's Liability 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.	

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
109	144	4 SSL Orchestrator Solution (SSLO)	The Appliance should support 6x1GbE copper ports, 2x10GbE SFP+ ports (SX Fibre incl.) populated with required SFP module from day 1.	This seems to be very low port density for 20 Gbps SSL Throughput and 50 K SSL CPS. Considering future scalability & ROI reconsider the ports specification.	RFP clause modified .Please refer corrigendum.
110	144	5 SSL Orchestrator Solution (SSLO)	The solution should support a minimum 50,000 SSL TPS for RSA 2048 bit key and 30,000 SSL TPS for ECC.	50 K SSL CPS on 200 KB transaction will translate to 80 Gbps of SSL throughput which is not in line with throughput asked.	RFP clause modified .Please refer corrigendum.
111	144	9 SSL Orchestrator Solution (SSLO)	The appliance should support minimum 128 GB RAM & 4 TB HDD for online log storage.	RAM and Storage does not decide performance of the device at all. Different architecture have different hardware requirement which cannot be generalised for performance. Request you to reconsider/remove the RAM & Storage numbers.	If Bidder require any other solution/hardware for achieving this requirement then Bidder may propose the solution with no additional cost to the bank.
112	144	19 SSL Orchestrator Solution (SSLO)	System should have capability to bypass traffic in case of hardware failure.	Request you to remove this point, expectation must be to failover in failure scenario and not to bypass the un-encrypted traffic. We have considered redundancy between devices hence failover the traffic will be handled by the redundant device without compromising on SSL traffic.	RFP clause modified .Please refer corrigendum.
113	144	24 SSL Orchestrator Solution (SSLO)	System must support external authentication including LDAP, RADIUS, etc.	External Authentication shall also support TACACS+	No Change in RFP Clause
114	146	44 SSL Orchestrator Solution (SSLO)	The product should support traffic fed from a span port from a switch or a TAP for inbound traffic initiated by internet host to offload clear text traffic.	Consider the point to be removed, This is more of a packet broker functionality and does not serve inline security devices and full blocking actions in TAP mode.	No Change in RFP Clause
115	114	39 - DAM	Shall have ability to protect proposed databases based on older DBMS versions that are no longer supported	If databases are already end of support then providing support for this databases will difficult in case of any technical issue arise so request to remove this clause	No Change in RFP Clause
116			Additional Query	Request to provide split of Database number in DC and DR along with CPU core details for sizing purpose.	Required Details will be shared with successful bidder

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
117	26	4.1.27 Repeat Order	Prices should be valid for a 2 year from the date of installation acceptance of solution at DC and DRC. In the case of additional requirements desired by the Bank during this period over and above the quantity for which Bank may place repeat order with a particular vendor with same rate quoted in the Bill of material and the maximum order which the Bank can place would be an addition of 25% of the total contract value. The bank reserves the right to re-negotiate the price with the bidder in case of downward revision of the prices.	The prices are dependent on Taxes, Duties (including Custom Duty), Levies, USD-INR Exchange Rate, OEM List Price, OEM Discounting etc. These factors are outside bidder's control and gets revised. Hence we request the bank to allow for price revisions in case of any revision in these factors for the order of additional quantity.	No Change in RFP Clause
118	54	5.2.8 Insurance		Once the equipment's are delivered to bank's designated premise, the bidder does not have any control and hence bidder cannot take insurance policy in their name. We request the bank to allow for insurance to be taken in bank's name and the premium amount will be paid by bidder. Please confirm whether this is acceptable to the bank.	RFP Clause is self explanatory
119	56	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. Thereafter, the contract may be cancelled and amount paid if any, will be recovered with 1.25% interest per month. The bank also has the right to invoke the performance guarantee. Refer to Annexure 10 – Commercial Bill of Materials for cost of the product and services; also refer to clause 2.3.1 for project timelines.	The bidder would have supplied equipment's to the bank and the bank would have made payment of the respective equipment value to the bidder. Hence kindly request the bank to remove "Thereafter, the contract may be cancelled and amount paid if any, will be recovered with 1.25% interest per month." clause from the RFP.	No Change in RFP Clause
120	64	5.2.34 Termination	1. Bank shall be entitled to terminate the agreement with the bidder at any time by giving Thirty (30) days prior written notice to the bidder without assigning any reason.	The bidder would have undertaken OEM back-lining for the entire contract duration of 5 years and hence we would request the bank to remove the termination clause related to convenience.	No Change in RFP Clause
121	72	6.3.1 Combined Techno Commercial Evaluation	Bids will be evaluated as per Combined Quality Cum Cost Based System. The Technical Bids will be allotted weightage of 70% while Commercial Bids will be allotted weightage of 30%.	During a reverse auction, the bidders get to understand the price of other competition. Generally for QCBS evaluation the bank asks for final prices to be submitted along with the proposal. Kindly request the bank to remove the reverse auction clause in the RFP and ask for both Technical & Commercial proposals to be submitted at time of submission. The bank can evaluate on basis of QCBS on	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
				the proposals submission. Similar approach is carried by other banks and regulators for QCBS kind of evaluation.	
122	80	8. Payment Terms		There are no payment terms defined for Hardware supply in the RFP. Kindly request the bank to keep the payment term of hardware supply as same as that of Software supply.	RFP clause modified .Please refer corrigendum.
123	53	5.2.7 Assignment	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.	We request revising the clause to remove provision of termination of contract for any reason whatsoever. We agree to termination for default. However, please confirm the notice period that will be provided prior to effecting termination for default. In some places of the RFP, the notice period is shown as 60 days and in some sections, it is shown as 30 days. Please clarify this discrepancy.	There is no discrepancies in RFP clause. Please revisit the clauses
124	54	5.2.9 Order Cancellation	The Bank reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone:	NTT Comment – Please confirm that termination of the Order of this Contract will not affect the payment rights of the Bidder in respect of work successfully rendered.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			5.2.9.1 Inordinate delays & lack of action from the Bidder towards supply and delivery beyond the delivery timelines. 5.2.9.2 Inability of the Bidder to remedy the situation within 60 days from the date of pointing out the defects by the Bank. (60 days will be construed as the notice period) 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 fulfil the obligations of the RFP.		
125	55	5.2.10 Indemnity	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 fulfil the scope of the Solution requirement. 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,	NTT Comment – We request that any Indemnity under this RFP be restricted to the following: a. Third party claim arising due to violation of IPR in the services provided by the Bidder b. Liabilities arising due to violation of applicable laws by the Bidder	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			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.		
			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		
			vii. Death or personal injury caused by the negligence of the indemnifying party, its personnel or its subcontractor.		

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			viii. Except to the extent attributable to a breach of contract by, wilful, negligent or unlawful act or omission of the successful bidder or a third party which is controlled by the Bidder as governed by Indian Information technology Act, 2000. ix. The breach by the Bidder of any of its obligations under Confidentiality." 5.2.10.1 Indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities and shall exclude indirect, consequential and incidental damages.		
126	62	5.2.28 Exit Option and Contract Re-Negotiation	5.2.28.3 The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Bidder at more favourable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality. The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the Bidder's offer does not match such lower price. Notwithstanding the foregoing, the Bidder shall continue to have the same obligations as contained in this RFP in relation to such equipment procured from third-party suppliers. As aforesaid the Bank would procure the equipment from the third party only in the event that the equipment was available at more favorable terms in the industry, and secondly, The Equipment procured here from third parties is functionally similar, so that the Bidder can maintain such equipment. The modalities under this right to re-negotiate /re-procure shall be finalized at the time of contract finalization.	NTT Comment - The above clause is arbitrary. Please confirm that the above clause shall not be applicable once the contract is awarded to a successful bidder. Bank will also appreciate that prices offered are based on various factors, including volume of supply/services, OEM discounts, dollar fluctuations and other contractual risks.	No Change in RFP Clause
127	64	5.2.34 Termination	1. Bank shall be entitled to terminate the agreement with the bidder at any time by giving Thirty (30) days prior written notice to the bidder without assigning any reason.	NTT Comment – Please make changes to confirm that there is no termination for convenience. Termination should be only for default and provided Bidder has been provided written notice. Please also confirm the written notice that will be provided in case of termination for default, since in	There is no discrepancies in RFP clause. Please revisit the clauses

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			2. Bank shall be entitled to terminate the agreement at any time by giving notice if: a. The Bank shall be entitled to terminate the Agreement at any time by giving at least 15 days' notice to the Bidder b. The bidder breaches its obligations under the tender document or the subsequent agreement and if the breach is not cured within 30 days from the date of notice. c. The bidder (i) has a winding up order made against it; or (ii) has a receiver appointed over all or substantial assets; or (iii) is or becomes unable to pay its debts as they become due; or (iv) enters into any arrangement or composition with or for the benefit of its creditors; or (v) passes a resolution for its voluntary winding up or dissolution or if it is dissolved. 3. The bidder shall have right to terminate only in the event of winding up of Bank.	some places, this shows as 30 days and in some places as 60 days.	
128	66	5.2.37 Intellectual Property Rights	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.	NTT Comment – Considering the present scope of work, please confirm that there shall be non IPR transfer from Bidder to NABARD.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			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. 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.		
129	80	7.5 Overall Liability of the Bidder	The bidder's aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals and limited to the TCO. The bidder's liability in case of claims against Bank resulting from wilful misconduct or gross negligence of the bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other intellectual property rights, breach of confidentiality, or violation of any legal, regulatory, statutory obligations shall be unlimited.	*NTT Comment – We request that liability is capped to the annual contract value.* *Please confirm that notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to damages for loss of data, loss of income or profits.*	No Change in RFP Clause
130	167	ANNEXURE 12 – PRE-CONTRACT INTEGRITY PACT	6. Fall Clause: 6.1 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 present bid in respect of any other Ministry/department of the Government of India or PSU and if it is found at any stage 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	NTT Comment – We request deletion of the Fall Clause from the Integrity Pact, since prices offered are based on various factors, including volume, quantity, location of delivery, prices provided by the OEMs and other contractual risks. Also, the CVC guidelines and sample Integrity Pact of CVC makes it clear that Fall Clause is not a requirement under the Integrity Pact.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			BIDDER to the BUYER, if the contract has already been concluded.		
131	74	7 - Service levels	Bank will leverage the effort of the existing System Integrator for the EMS tool configuration for the bidder's proposed solution and its SLA measurement.	Which EMS tool is being used by Bank at present? Any configuration of tool with proposed solutions will be out of scope of new vendor. Please confirm.	Required Details will be shared with successful bidder
132	74	7 - Service levels	Bank will leverage the effort of the existing System Integrator for the EMS tool configuration for the bidder's proposed solution and its SLA measurement.	If in case, there is a delay in tool configuration by Bank's existing vendor, how will it impact the new vendor's SLA measurement, payment and Operations start date. Please clarify.	Bidder has to complete the integration within the Project timeline
133	76	Performance Measurement	End Point Compliance - Banks expects 95% compliance on monthly basis in this regard. Non-compliance of this will attract penalty of 5% of Annual Subscription Cost	Vendor would need the help of End User Support Team to meet the compliance of 95%. Penalty of 5% needs to be relooked at.	No Change in RFP Clause
134	183	Annexure 21	Resource Plan Matrix	We request Bank to add atleast 2 L3 level resources as well to the existing resource count. Onsite L3 level expertise will help in better resolution of issue and escalation management.	Bidder has to provide resources as per the Bank Requirements only.
135	151	Annexure 5 - Eligibility criteria compliance, Point No. 7	Bidder should be a valid ISO 9001 or latest ISO standard certification holder company	Request the Bank to accept ISO certification of Bidder (or) its group company	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
136	152	8	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	The **bidder / OEM** should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	RFP clause modified .Please refer corrigendum.
137	# 144	4	The Appliance should support 6x1GbE copper ports, 2x10GbE SFP+ ports (SX Fiber incl.) populated with required SFP module from day 1.	The Appliance should support 20x1/10GbE copper ports/SFP+ ports (SX Fibre incl.) populated with required SFP module from day 1. **Request you to kindly amend this clause.**	RFP clause modified .Please refer corrigendum .
138	# 144	5	The solution should support a minimum 50,000 SSL TPS for RSA 2048 bit key and 30,000 SSL TPS for ECC.	**Request you to kindly amend this clause** **Justification** **ECC is the new encryption standards which is yet to be adopted at wide scale , since it is introduced which is new standards yet to be proven in industries hence all SSL hardware has lower ECC value as compare to RSA by at-least 50-60 %**	RFP clause modified .Please refer corrigendum .
139	# 144	9	The appliance should support minimum 128 GB RAM & 4 TB HDD for online log storage.	The appliance should support minimum 128 GB RAM & 500 GB internal hard drive and Also solution should support log retention for upto six months and more **Request you to kindly consider this clause** **Justification** **OEM Specific, no other OEM supports 4TB of HDD, and as per best practice it is recommended to have logs stored in external storage like syslog server or SIEM server which has its own redundancy for logs retention and correlation**	If Bidder require any other solution/hardware for achieving this requirement then Bidder may propose the solution with no additional cost to the bank.

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
140	# 144	18	System must support at least 4 Application delivery partition/Virtual Context & All the virtual context must be available from day-1	System must support at least 4 Application delivery instance with physical resources like memory, CPU must not be shared between Application delivery instance, resulting in predictable performance of each virtual load balancer instance and should be OEM owned Hypervisor to support Virtualization and should not depend on open source hypervisor like KVM **Request you to kindly amend this clause** **Justification** **Having Virtual context/Partition do not give any benefits unless there is mechanism to isolate CPU, RAM, HDD so as fault isolation can be achieved between instance, e.g. any issue in one instances should not impact other instance**	No Change in RFP Clause
141	# 145	23	System must support SNMP, Syslog, email alerts, NetFlow v9 and v10 (IPFIX), sFlow	**Request you to kindly remove this clause** **Justification** **This is single OEM specific and it is not relevant as the part of SSLi solution**	RFP clause modified .Please refer corrigendum .
142	152	Eligibility Criteria Compliance - Point No. 8	The bidder should have experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.)	Request Bank to amend the clause as follows "The bidder should have experience of implementing **2 similar technology,** implemented on premises mode under **RFP from BFSI Sector"**	RFP clause modified .Please refer corrigendum .
143	15	2.2 Project Objective	This will be inclusive of hardware and all related software and services required for the proper functioning of the solutions. The bidder shall include all the products & services as per the RFP requirement in Annexure 29 - Commercial Bill of Materials and deliver the same to the Bank	The Statement is conflicting with Page 16, 2.3 Project Scope: Bidder shall provide all necessary Software, database and related components for UAT/Production environment required for the proposed solution. Bank shall provide required hardware/servers in virtual environment for security solution except SSLO. Bidder shall take care of the installation, configuration, support and its further maintenance in the Bank. **Kindly clarify if Bank provide the Hardware required to implement the solution and**	Please refer the clause 4.1.32 (Page no 26-27)

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
				Bidder will provide software, database to the bank and bank will implement the same	
144	12	1. Invitatio n to the Tender	This is to inform that Bank of Maharashtra (BoM) invites sealed tenders for Technical bid and Commercial bid from eligible bidders for supply, installation, commissioning, and maintenance of Data Loss Prevention (DLP), Data Identification & Classification Tool (DICT), Database Activity Monitoring (DAM), Endpoint Encryption (EE), Patch Management Solution (PMS), Endpoint Detection and Response (EDR), Firewall Rule Analyzer & SSL Orchestrator as On-premises security solutions.	As the technical requirements mentioned for the endpoint detection and response requires higher computational and storage resources, we suggest bank to consider SaaS based platform to address the feature requirement completely, effectively with future scalability. Further to the same we provides SaaS based endpoint & server security along with XDR (data lake) to offers the most extensive correlated detection going beyond endpoint detection and response (EDR). With the Data center service already launched in **India region** the utmost importance needs for our customer are being taken care about, same is mentioned here: • Data sovereignty • Data protection • Data localization To help better understand data privacy and protection for SaaS solutions mentioned above we have documented data collected and transmitted to our datacenter with a focus on ensuring you have clarity on how data is treated for this offerings.	No Change in RFP Clause
145	36	Detailed Scope of work -> 4.7 Endpoin t Detectio n and Respon se	Prevention & Detection - mechanism to prevent the wide array of commodity and advanced attack routes.	The term "prevention" refers to the response capabilities within the EDR feature, since Bank of Maharashtra is already using endpoint protection agent for prevention capabilities. Please confirm if the understanding is correct.	RFP Clause is self-explanatory
146			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	As EDR feature becomes a resource intensive specifically for server platforms, there are purpose built solutions for servers which would be more effective and context aware, we suggest bank to consider it accordingly. Also kindly provide details on the quantity/features of the IPAD and mobile devices being considered here.	No Change in RFP Clause. Details will be shared with successful bidder.

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
147		(EDR) Solution Scope	The solution must support the creation of rules to exclude files based on hash, filename and folders.	As a standard practice file path is the adopted methodology for creating exclusions, request bank to consider the same.	No Change in RFP Clause
148	33	Detailed Scope of work -> 4.5 Endpoint Encryption scope	The Bank intends to procure Endpoint Encryption solution to be used for Laptops, tablets, mobile devices and critical desktops used by the Bank's end-users.	As a standard practice for deploying endpoint encryption feature, they are always deployed on corporate employee assets which includes desktop and laptops. Request you to kindly descope mobile and tablets devices as they are personal handheld devices which are managed through a MDM solution.	RFP clause modified .Please refer corrigendum.
149	129	Annexure 12 -> 1.6 Minimum Technical requirements for Endpoint Detection and Response (EDR)	5. The proposed solution must be able to analyse and report all files using MD5, SHA1, and SHA 256 hash methods.	As MD5 is an outdated technology, request you to consider SHA1/SHA256 hash methods for analysis, however it is possible to report on the mentioned formats.	No Change in RFP Clause
150			6. The proposed solution must be able to track and monitor host activity from time of last boot and correlate an infected file back to the original malware executable.	OEM specific feature, request you to kindly remove the same.	No Change in RFP Clause
151			12. a) Client Windows OS : Windows 7, Windows 8/8.1, Windows 10.	As Windows 7, 8 has already been EoS/EoL, request you to kindly remove the same.	No Change in RFP Clause
152	130	Annexure 12 -> 1.6 Minimum Technical requirements for Endpoint Detection and	26. The solution should support agent capping for CPU and memory utilization.	EDR functionality doesn't incur too much CPU or memory strain rather it is the normal AV protection that causes spikes in the CPU and memory, hence request you to kindly remove this point.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
		Response (EDR)			
153	131	Annexure 12 -> 1.6 Minimum Technical requirements for Endpoint Detection and Response (EDR)	30.Sensors support 32-bit and 64-bit workstation, server, AND embedded system operating systems such as Windows Embedded , standard7, 8,8.1,10,Pos V1 etc.	There are purpose built solutions for embedded OS which would be more effective and context aware, also Windows 8 has already been EoS/EoL, we suggest bank to consider it accordingly and remove the same.	No Change in RFP Clause
154			39 The solution must support to display a recent command history.	OEM specific feature, please provide specific details for the same.	No Change in RFP Clause
155			40 The solution must support to read and display machine logs.	The reference of machine logs here means local machine data having EDR agent installed, please confirm if the understanding is correct.	Bidder understanding is correct
156			41 The solution must support to show a local login history.	OEM specific feature, request you to kindly remove the same.	No Change in RFP Clause
157	133	Annexure 12 -> 1.6 Minimum Technical requirements for Endpoint Detection and	65. Bandwidth throttling option should be available to only send data during off-hours, for low-bandwidth sites	We can set agent-to-server communication schedule for sending data at specific time intervals, hope this approach is acceptable to the bank.	Bidder understanding is correct

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
		Response (EDR)			
158	134	Annexure 12 -> 1.6 Minimum Technical requirements for Endpoint Detection and Response (EDR)	69. 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.	This is not a typical EDR functionality, instead this functionality can be achieved by providing integration with existing solutions (SIEM/SOAR) in the bank environment. Hope this approach is acceptable to the bank.	No Change in RFP Clause
159	193	Annexure 29: Commercial Bill of Material		As per the standard policy, we will extend the Endpoint Encryption support only for the period of 3 years, hence requesting you to modify the Endpoint Encryption commercial format only for 3 year.	No Change in RFP Clause
160	169	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 modify the clause as "We hereby extend our standard warranty for the solution, products and services offered by the above firm against this bid invitation."	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
161	169	Annexure 13: Manufacturer's Authorization Form	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 modify the clause as "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 as per OEM EULA; and"	No Change in RFP Clause
162	169	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 modify the clause 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
163	154	OEM eligibility criteria	The proposed OEM solution should have been implemented in a minimum of two BFSI organizations globally in on premise mode.	As local references will always provide the confidence, hence requesting you to change it as " The proposed OEM solutions should have been implemented on-premise in minimum of two BFSI organizations with in India"	No Change in RFP Clause
164	151	Annexure 5: Eligibility Criteria Compliance	Bidder/Bidder's parent company whoever participating in more than 2 solutions should have an annual turnover of at least INR 60 crores each in the last three financial years (i.e. 2018- 19, 2019-20 and 2020-21). And Bidder/Bidder's parent company whoever participating in 2 or less than 2 solutions should have an annual turnover of at least INR 40 crores each in the last three financial years (i.e. 2018- 19, 2019-20 and 2020-21).	Needed more clarity regarding the evaluation and RA process	RFP clause is self-explanatory
165	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.)	Requesting you to modify the clause as " The bidder should have on experience of implementation of proposed technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector in India with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) "	No Change in RFP Clause
166	40	4.10.3	The details of such services required to be delivered by the respective OEMs is detailed below.	requesting to add below mentioned points	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
				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.	
167		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"	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
168	153	Point no 11	The Bidder should be OEM/OSD or their authorized partners or Service Provider (SP) or System Integrator (SI) in India with an authority to do customization/upgradation during the period of contract with the Bank. Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM stating that bidder is authorized partner of OEM and authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, contracted services will be provided by OEM within the stipulated time. Both OEM/OSD & their authorized partner cannot participate in the RFP. In case, both OEM & his authorized partner participate, only	Requesting you to modify the clause as "The Bidder should be OEM/OSD or their authorized partners or Service Provider (SP) or System Integrator (SI) in India with an authority to do customization/upgradation during the period of contract with the Bank. Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM stating that bidder is authorized partner of OEM and authorized to participate in this tender. Both OEM/OSD & their authorized partner cannot participate in the RFP. In case, both OEM & his authorized partner participate, only	No Change in RFP Clause
			bid of the OEM/OSD will be considered.	bid of the OEM/OSD will be considered.	
169	28	4.2.4	The proposed DLP solution shall have the minimum following features: a) Identify data leakage across all vectors, irrespective of policy being in place or not b) Protect data c) Have flexible control over Remediation of Data Leakage d) Ease of Use and Quick to Deploy	DLP Policy needs to be created either to monitor or block data. We would request you to modify this point as " The proposed DLP solution shall have the minimum following features: a) Identify data leakage across all vectors. b) Protect data c) Have flexible control over Remediation of Data Leakage d) Ease of Use and Quick to Deploy. "	RFP clause modified .Please refer corrigendum.
170	29	4.2.10	There shall be adequate audit trail capability to identify drift in the document and all the relevant details like who made what changes and change details.	This is not a scope of a DLP solution. Please request you to remove this point.	RFP clause modified .Please refer corrigendum.
171	87	12	Proposed solution should detect Patterns in binary file types and color maps for images. Keywords/patterns based on location (beginning/end) and proximity to each other within documents Full Boolean expression for keywords and key phrases. Pre-built dictionaries wide range of sensitive data types (e.g., Aadhar, PAN, SSNs, CCNs, UID) Patterns with respect to PCI-DSS policy template	Please clarify on what is meant as color maps for images? Is the bank refer to OCR capability here?	Bidder understanding is correct. The point mentioning color maps for images pertaining to OCR

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			classified Proprietary File types (types that are not predefined) and on file content not on file extensions.		
			fingerprints contents in an automated way where the user does not have to touch the files or import hashes		
			Fingerprinting task and pass on the same to all appliances (data in motion and rest) at once without the manual process from the user		
172	88	22	Proposed solution should	For the point "Monitor/block data copied to or from network file shares via Windows Explorer. Monitor/block data copied to network file shares from MAC clients.", please note that DLP will monitor data copya activities from the endpoint agent to the file server & not vice versa. Pls modify this point as "Monitor/block data copied to network file shares via Windows Explorer. Monitor/block data copied to network file shares from MAC clients"	RFP clause modified .Please refer corrigendum .
			monitor/block data copied to removable storage devices (USB, Firewire, SD, Thunderbolt on MAC , MTP on Windows, eSATA and compact flash cards)		
			Monitor/block data copied to CD/DVD		
			Monitor/block corporate email via Microsoft Outlook.		
			Monitor/block HTTP transmissions		
			Monitor/block HTTPS transmissions via Microsoft Edge, Internet Explorer, Mozilla Firefox, Safari or Google Chrome		
			Monitor/block FTP & SFTP transmissions		
			Monitor/block or exclude detection (by printer name) of data sent to local or network printer		
			Monitor/block data sent to a local or networked fax		
			Monitor/block cut, copy or paste actions		
			Monitor/block data copied to or from network file shares via Windows Explorer. Monitor/block data copied to network file shares from MAC clients.		
			Monitor/block data copied through Conventional Remote Desktop Protocol (RDP), RDP through PIM Application & Dameware Mini Remote Control		
			Monitor/block use of confidential data by defined applications, including unauthorized encryption tools, Instant Messaging programs and apps with proprietary protocols. Out-of-the-box coverage for Webex, LiveMeeting, Gotomeeting, Bluetooth and iTunes		
			Monitor/blocks use of Lotus Notes 9.0 and above (check for endpoint).		

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			Monitor/blocks Microsoft Office 2013/2016 file formats for detection and application monitoring, including the default formats for Microsoft Access, Excel, OneNote, Outlook, PowerPoint, Project, Publisher, and Word. Monitor/block policy violations based on metadata Monitor/block —save as operations from Microsoft Office applications (Word, Excel, and PowerPoint) & Lotus Notes 9.0 and above to Box on Windows endpoints Monitor/block Save operations from Outlook (versions 2013 and 2016) using the Box for Office add-in		
173	88	22	Proposed solution should monitor/block data copied to removable storage devices (USB, Firewire, SD, Thunderbolt on MAC , MTP on Windows, eSATA and compact flash cards) Monitor/block data copied to CD/DVD Monitor/block corporate email via Microsoft Outlook. Monitor/block HTTP transmissions Monitor/block HTTPS transmissions via Microsoft Edge, Internet Explorer, Mozilla Firefox, Safari or Google Chrome Monitor/block FTP & SFTP transmissions Monitor/block or exclude detection (by printer name) of data sent to local or network printer Monitor/block data sent to a local or networked fax Monitor/block cut, copy or paste actions Monitor/block data copied to or from network file shares via Windows Explorer. Monitor/block data copied to network file shares from MAC clients. Monitor/block data copied through Conventional Remote Desktop Protocol (RDP), RDP through PIM Application & Dame ware Mini Remote Control	For the point mentioned "Monitor/blocks use of Lotus Notes 9.0 and above (check for endpoint).", pls note that DLP would monitor data access from an application (.exe) & not do application control. Request you to remove this point.	RFP clause modified .Please refer corrigendum .

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			Monitor/block use of confidential data by defined applications, including unauthorized encryption tools, Instant Messaging programs and apps with proprietary protocols. Out-of-the-box coverage for Webex, LiveMeeting, Gotomeeting, Bluetooth and iTunes		
			Monitor/blocks use of Lotus Notes 9.0 and above (check for endpoint).		
			Monitor/blocks Microsoft Office 2013/2016 file formats for detection and application monitoring, including the default formats for Microsoft Access, Excel, OneNote, Outlook, PowerPoint, Project, Publisher, and Word.		
			Monitor/block policy violations based on metadata		
			Monitor/block —save as operations from Microsoft Office applications (Word, Excel, and PowerPoint) & Lotus Notes 9.0 and above to Box on Windows endpoints		
			Monitor/block Save operations from Outlook (versions 2013 and 2016) using the Box for Office add-in		
174	89	24	Proposed Solution should have the ability to protect large volumes of data - entire database of customer records, large number of fingerprinted documents	Pls clarity if large volume of data is being referred to for finerprinting or for the data copy/upload to the external source ?	RFP Clause is self-explanatory
175	89	26	Endpoint solution should support win 32 and 64 bit OS, Mac & Linux OS,Support wide variety of platforms(Below support from Day1):Windows 7, Windows 8.1, Windows 10 and latest versions, Windows server 2008 and above latest versions, Mac OS X -10.11.X,10.12.x, Red Hat Linux/Cent OS , VDI (Citrix and VMWare)	Request to remove the Linux version support requirement. The endpoint DLP on linux OS is very minimally adopted & not focused upon by DLP vendors for support. Some of the windows versions mentioned are legacy & not supported by the OEM. Pls request to remove windows 7 & server 2008 requirement from this clause.	RFP clause modified .Please refer corrigendum .
176	90	31	Proposed solution should conduct searches for content indexed during the following: i. Data-at-rest/motion/in-use based on keywords ii. Data-at-rest/motion/in-use based on document type iii. Data-at-rest/motion/in-use based on file owner, path, or age.	Pls clarify & modify the use case whether it is fingerpriting for DIM required or proection of fingerprinted data in DIM required? DLP can do data protection for DIM, while fingerprinting is done for DAR.	RFP clause modified .Please refer corrigendum .

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
177	90	32	Proposed Solution should be able to detect malicious dissemination, Password Protected and encrypted Files. Also detect the web uploads over the Dark Web sites.	Request you to change this point to remove monitoring uploads to URL categories like the Dark web. This requires the Web security solution which is an add-on & not part of the current project scope. If the web security is not used, the domains can be defined as part of the DLP policy destination. Pls clarify if the bank is looking at URL category based blocking or domain based blocking ??	RFP clause modified .Please refer corrigendum.
178	90	34	Proposed solution should support web-based file crawling HTTP, FTP, SFTP & HTTPS without having to install any software on servers to be scanned.	DLP uses HTTP, HTTPS and FTP protocols for data in motion & not discovery. We support discovery based on the UNC path on the file server, storage & other network locations. DLP can use this protocols to monitor data uploads & not discovery, hope the bank is fine with this else request bank to change this clause & rephrase to clarify.	RFP clause modified .Please refer corrigendum.
179	91	42	Proposed solution should be capable to define monitoring filters for copy to network shares from Mac and Windows endpoints and from network shares to Windows local drives.	Data uploaded to network shares from Mac and Windows endpoints can be monitored and controlled. However the other way is not possible for a DLP solution to monitor. Request you to modify this point as from mac/windows to files shares & not the other way round. Pls modify this point as "Proposed solution should be capable to define monitoring filters for copy to network shares from Mac and Windows endpoints. "	RFP clause modified .Please refer corrigendum .
180	91	45	Proposed solution should have ability to prevent printing of Microsoft Office documents if they contain sensitive information, regardless of whether a particular printing job does not include the sensitive portion.	Need clarity on this point. Pls rephrase the requirement as in the first sentence we are being asked to protect sensitive document from getting printed & in the second sentence we are being asked to prevent printing regardless of the sensitive content being present. This is contradictory, pls clarify?	RFP clause modified .Please refer corrigendum.
181	93	62	Proposed solution should have the ability to search across all captured data (not just incidents) on the network DLP system, then modify and test rules offline and implement the rules on live data thus reducing false positive.	Capturing all of the network traffic is not the objective of the DLP. We would request you to remove this point. DLP network can mirror and capture all network traffic, however this will require huge amount of storage.	No Change in RFP Clause
182	94	68	The Proposed DLP Solution must be GDPR and CCPA Compliant	Are you looking for the regulation compliance certificate of templates for DLP being made available? Pls clarify?	Proposed DLP Solution should satisfy all the controls mentioned in GDPR and CCPA compliance
183	94	70	Agent of Endpoint DLP should be supported on		No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			i. Windows 7 / Windows 8 / Windows 8.1 / Windows 10 (All versions) and latest Endpoint OS released by Microsoft time to time. ii. Windows 2008 / 2012/ 2016 / 2019 (All Versions) and latest server OS released by Microsoft time to time. iii. Macintosh OSX and latest OS All 32 bit and 64 bit versions	The agent support is determined by the OEM vendor support as well, some of the operating systems mentioned here are not supported by the OEM like windows 7 & windows 2008, request you to modify & remove these OS flavours.	
184	94	77	Agent should have capabilities to monitor applications and ensure unauthorized applications do not have access to sensitive files.	DLP can have a application policy defined where a given set of applications or custom applications can be created, the process from the task manager are monitored for file access & can prevent critical file access which match the DLP policy. PLs let know if the bank is fine with this.	Bidder understanding is correct
185	95	79	Agent should have the ability to Monitor and whitelist Windows Store applications	Application management is not a DLP functionality. Request you to remove this point.	RFP clause modified .Please refer corrigendum.
186	95	84	Agent should not appear in —System Tray, and obfuscated in Services and Task Manager. Agent or its service/associated service components cannot be removed by anyone from the endpoint except DLP administrator. Solution must offer clean removal of agent mechanism in case if agent components are corrupted and not removable by DLP administrator.	The agent would be seen in task manager & the add/remove programs. However it is tamper proof and the processes cannot be stopped or the agent removed or bypassed. Would request the bank to modify & accept this point as being compliant.	RFP clause modified .Please refer corrigendum.
187	95	89	Proposed Solution should have the ability to support up to 25,000 endpoint agents per server	There is very vendor specific point. Request the bank to remove this point.	The Proposed solution should support the endpoint requirement given in the clause. If bidder require any additional application / methodology to achieve the requirement given in clause, then Bidder may provide the additional application or implement the methodology with no extra cost to the Bank
188	96	92	Proposed Solution should provide for targeted Agent deployment by AD groups or Windows groups	This depends on the software deployment solution & is not a DLP functionality. Pls remove this point.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
189	98	122	Proposed Solution should have the ability to suggest or enforce classification and digital rights management protection for end users in real-time.	Will need to know the RMS solution being used to confirm on the integrations?	The clause is self-explanatory. If bidder proposed solution required any other application to suffice the requirement mentioned in the clause, then bidder has to provide the necessary software without any additional cost to the Bank
190	98	125	Proposed Solution capture all TCP Protocols and protocol detection should be port agnostic. The solution should not discard any unidentified protocols and capture all traffic.	Decrypted traffic will have to provide to achieve this. All pls note that capturing all network traffic will lead to huge space utilization & hence request you to rethink on this point & remove it.	No Change in RFP Clause
191	98	127	Proposed Solution Should be able to capture all the data flowing outside based on the policies of the network. This data should be used later to do a search for after the fact incident so the administrator can do a forensic investigation.	Decrypted traffic will have to provide to achieve this. All pls note that capturing all network traffic will lead to huge space utilization & hence request you to rethink on this point & remove it.	No Change in RFP Clause
192	99	130	Proposed Solution should be able to identify sensitive data pattern generated by malware infected PC in order to prevent future data leakage.	DLP can identifies traffic that is thought to be malware "phoning home" or attempting to steal information. Detection is based on the analysis of traffic patterns from known infected machines. This requires integration with the web security solution & which is currently not part of the project scope & hence request you to remove this point.	RFP clause modified .Please refer corrigendum.
193	99	132	Proposed Solution should Index and retain all documents and unfiltered network traffic that the network sensor analyzes.	Decrypted traffic will have to provide to achieve this. All pls note that capturing all network traffic will lead to huge space utilization & hence request you to rethink on this point & remove it.	No Change in RFP Clause
194	100	145	Proposed solution should have printer agents for print servers to detect data leaks over print channel.	This is achieved directly from the DLP endpoint agent. There are not specific printer agents which are installed on the printer device. Request you to modify this point as "Proposed solution should have endpoint agents which can detect data leaks over the print channel"	RFP clause modified .Please refer corrigendum.
195	102	157	Proposed solution should provide automatic notification to incident managers when a new incident is assigned to them and the incident should not allowed for deletion even by the product administrator	Incident manager would receive email notification once incident is assigned to him. Super Admin would have the capability to delete the DLP incidents rest of the administrator's access can be curbed to delete DLP incidents. We hope that would be sufficient for the bank.	That will suffice the requirement given in the clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
196	103	176	The reports should be exported to at least CSV, PDF, HTML formats	DLP reports are available it he PDF & CSV formats only. Hope that is fine with the bank.	Report in PDF and CSV will suffice the purpose
197	103	179	The solution should generate reports in PDF, Excel or CSV format.	DLP reports are available it he PDF & CSV formats only. Hope that is fine with the bank.	Report in PDF and CSV will suffice the purpose
198	104	192	The DLP solution should support as an API be able to provide the risk adaptive based protection by dynamically calling the action plan based on the Risk.	This is an add-on solution & not part for the current project scope. Request you to remove this point. However request you to mention that it should be available in the future if the bank wants to add it & same vendor as the DLP.	If bidder proposed solution required any other application/ add on licenses to achieve the requirement mentioned in the clause, then bidder has to provide the necessary software/ Licenses without any additional cost to the Bank
199	169	Annexure 14 Manufacture'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.	Request for Change: We request to delete this line as warranty and guarantee is not applicable to software licenses. Instead request bank to include support in place of guarantee and warranty.	RFP Clause is self-explanatory
200	15	2.2 Project Objective	a) Data Loss Prevention (DLP) b) Data Identification & Classification Tool (DICT) c) Database Activity Monitoring (DAM) d) Endpoint Encryption (EE) e) Patch Management solution (PMS) f) Endpoint Detection and Response (EDR) Solution g) Firewall Rule Analyser (FRA) h) SSL Orchestrator Solution The above list of applications would be considered as 'Security Solutions' in this RFP. This will be inclusive of hardware and all related software and services required for the proper functioning of the solutions.	1. Can we participate with any one or two solutions based on the eligibility? Please confirm 2. The Minimum count for each solution would be considered as a cumulative value of the credentials submitted? Please confirm	Bidder can participate in multiple solution however bidder has to satisfy eligibility and technical criteria separately for each solution

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
201	General	General	General	Please share DC & DR Locations	Required Details will be shared with successful bidder
202	25	4.1.10	The solution must integrate with various systems / applications including but not limited to SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM etc in the Bank environment for logging & monitoring purpose.	Please share the make, model of all the mentioned solutions	Required Details will be shared with successful bidder
203	27	4.2	DLP	Please let me know If Bank has tool to rollout the DLP agents remotely through centralized locations. If No, then please specify the number of locations when remote agent deployment is not possible with user count bifurcation	The bidder proposed solution should able to deploy the agents in end points through proposed application. Details of number of locations will be shared with successful bidder.
204	29	4.3	Data Identification & Classification Tool (DICT)	Please let me know If Bank has tool to rollout the agents remotely through centralized locations. If No, then please specify the number of locations when remote agent deployment is not possible with user count bifurcation	The bidder proposed solution should able to deploy the agents in end points through proposed application. Details of number of locations will be shared with successful bidder.
205	33	4.4	Endpoint Encryption (EE)	Please let me know If Bank has tool to rollout the agents remotely through centralized locations. If No, then please specify the number of locations when remote agent deployment is not possible with user count bifurcation	Required Details will be shared with successful bidder
206	33	4.4	Endpoint Encryption (EE)	Which AV & endpoint encryption are you currently using	Required Details will be shared with successful bidder
207	34	4.6	PMS	Which PMS are you currently using? Please provide count of Windows & Linux systems, servers.	Required Details will be shared with successful bidder
208	36	4.7	Endpoint Detection and Response (EDR) Solution Scope	Please let me know If Bank has tool to rollout the EDR agents remotely through centralized locations. If No, then please specify the number of locations when remote agent deployment is not possible with user count bifurcation	The bidder proposed solution should able to deploy the agents in end points through proposed application. Details of number of locations will be shared with successful bidder.

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
209	36	4.7	Endpoint Detection and Response (EDR) Solution Scope	Which EDR are you currently using	Required Details will be shared with successful bidder
210	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidders bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Can we only submit the PO as relevant credentials	Bidder has to submit undertaking from customer for successful implementation
211	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	If we meeting eligibility for only 1 solution then can we bid with for 1 or 2 solution or the bidder has to meet the eligibility for all the solutions for becoming eligible for RFP participation	Bidder can participate in multiple solution however bidder has to satisfy eligibility and technical criteria separately for each solution
212	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Request you to Kindly change the Clause to enable our participation for RFP:	RFP clause modified .Please refer corrigendum.

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
				The bidder should have on experience **of providing managed security services or implementation or management** of similar technology **managed or implemented** on premises mode under RFP in at **least 1** companies from **BFSI Sector/Govt/Any corporate entities** with minimum Endpoints/Devices/ Database instances **(DLP – 4000, DICT – No Minimum Count, DAM-10, EE-100, PMS- No Minimum Count, EDR- 100, FRA – Minimum 4 Firewall, SSLO – No minimum count,** but experience for **implementation or managemen**t should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	
213	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Kindly Modify the Eligibility Clause for DLP solution Participation: The bidder should have on experience of **supply or implementation** of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (**DLP – 4000** , DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
214	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Kindly Modify the Eligibility Clause for DICT solution Participation: The **OEM/bidder** should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from **BFSI Sector/ Govt/ Any Corporate Entity** with minimum Endpoints/Devices/ Database instances (DLP – 4000 , **DICT – No Minimum Count**, DAM-100, EE-750, PMS-7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	No Change in RFP Clause
215	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Kindly Modify the Eligibility Clause for DICT solution Participation:	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
				The bidder should have on experience of **providing managed security services or implementation** of similar technology implemented on premises mode under RFP in at **least 1 companies from BFSI Sector/ Govt/ Any Corporate Entity** with minimum Endpoints/Devices/ Database instances (DLP – 4000 , **DICT – No Minimum Count**, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	
216	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Kindly Modify the Eligibility Clause for DAM solution Participation: The bidder should have on experience **of providing managed security services or supply or implementation** of similar technology implemented on premises mode under RFP in at **least 1 companies from BFSI Sector** with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, **DAM- No Minimum Count**, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
217	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	KIndly Modify the Eligibility Clause for DAM solution Participation: The **bidder/OEM** should have on experience of **supplying or implementation** of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	No Change in RFP Clause
218	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Kindly Modify the Eligibility Clause for Endpoint Encryption (EE) solution Participation:	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
				The bidder should have on experience of supply or renewal or implementation of similar technology implemented on premises mode under RFP in at **least 1 companies** from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, **EE-No Minimum Count**, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	
219	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Kindly Modify the Eligibility Clause for Endpoint Encryption (EE) solution Participation: The **bidder/OEM** should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
220	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	KIndly Modify the Eligibility Clause for PMS solution Participation: The **bidder/OEM** should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	No Change in RFP Clause
221	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Kindly Modify the Eligibility Clause for EDR solution Participation:	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
				The bidder should have on experience of **supply or renewal or implementation** of similar technology implemented on premises mode under RFP in at **least 1 companies** from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, **EDR-No Minimum Count**, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	
222	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Kindly Modify the Eligibility Clause for EDR solution Participation:	No Change in RFP Clause
				The bidder should have on experience of **supply or renewal or implementation** of similar technology implemented on premises mode under RFP in at least 2 companies from **BFSI Sector/Corporate Entities/Govt** with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, **EDR-No Minimum Count**, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
223	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Kindly Modify the Eligibility Clause for EDR solution Participation:

The **bidder/OEM** should have on experience of **supply or implementation** of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution. | No Change in RFP Clause |
| 224 | 151 | Annexure 5: Eligibility Criteria Compliance | The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution. | Kindly Modify the Eligibility Clause for FRA solution Participation: | No Change in RFP Clause |

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
				The bidder should have on experience of **providing managed security services or implementation or management** of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	
225	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	KIndly Modify the Eligibility Clause for FRA solution Participation: The bidder should have on experience of **providing managed security services or implementation or management** of similar technology implemented on premises mode under RFP in at least 2 companies from **BFSI Sector/Govt/ Any Corporate Entities** with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
226	151	Annexure 5: Eligibility Criteria Compliance	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	Kindly Modify the Eligibility Clause for FRA solution Participation: The bidder/OEM should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances (DLP – 7500, DICT – 7500, DAM-100, EE-750, PMS- 7500, EDR-7500, FRA – Minimum 4 Firewall, SSLO – No minimum count, but experience for implementation should be in line with technical specification.) In case Bidder is bidding for multiple solutions, the above clause would be separately applicable for each of the solution.	No Change in RFP Clause
227		General	General	The underlying hardware to deploy the mentioned solutions would be provided by Bank of Maharashtra or Bidder has to provide it. Kindly Confirm	Please refer the clause 4.1.32 (Page no 26-27)
228	87	12	Proposed solution should detect Patterns in binary file types and color maps for images. Keywords/patterns based on location (beginning/end) and proximity to each other within documents Full Boolean expression for keywords and key phrases. Pre-built dictionaries wide range of sensitive data types (e.g., Aadhar, PAN, SSNs, CCNs, UID) Patterns with respect to PCI-DSS policy template classified Proprietary File types (types that are not predefined) and on file content not on file extensions.	Pls clarify on what is meant as color maps for images ? Is the bank refer to OCR capability here?	Bidder understanding is correct. The point mentioning colour maps for images pertaining to OCR

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
			fingerprints contents in an automated way where the user does not have to touch the files or import hashes Fingerprinting task and pass on the same to all appliances (data in motion and rest) at once without the manual process from the user		
229	90	32	Proposed Solution should be able to detect malicious dissemination, Password Protected and encrypted Files. Also detect the web uploads over the Dark Web sites.	Request you to change this point to remove monitoring uploads to URL categories like the Dark web. This requires the Web security solution which is an add-on & not part of the current project scope. If the web security is not used, the domains can be defined as part of the DLP policy destination. Pls clarify if the bank is looking at URL category based blocking or domain based blocking ??	RFP clause modified .Please refer corrigendum .
230	24	4.1.4	The Bidder must ensure that quoted Software should not be end of sale within 12 months of supply to the Bank. Bidder shall also ensure that no component is declared either End of Support, End of Life during tenure of the contract. In case the bidder/ OEM fails to give the above data for any specific component, and later on, any specific component is found to have date of end of sale/ support/ life which falls before the end date of the contract the bidder will have to replace / upgrade the component free of cost with the latest workable component. Bidder is required to submit the declaration from the OEM to that effect. In case, the bidder fails to replace/ upgrade the component within 3 months from the date of declaration by OEM (even when the Bank notices it later) then that will be considered as breach of contract and the bidder will be liable to legal prosecution including termination of the contract. Additionally, till the time the component is replaced, the bidder shall be liable for penalty as per SLA clause from the date of declaration by OEM.	End of sale typically applies to hardware based solutions as software solutions might go through enchancement for which support is covered through upgrades and updates. Hence request NA on End of Sale for software solutions.	No Change in RFP Clause
231	121	15	The solution should support for deploying the customized package (exe or MSI) in all endpoints as per the bank requirement.	What are the customisation required in agent to be installed in banks?	Required Details will be shared with successful bidder
232	126	6	The solution must support the ability to make changes to the properties of patch policies to reflect Bank of Maharashtra's own patch definitions.	Please explain the requirements	Required Details will be shared with sucessful bidder

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
233	126	7	Solution must support the ability align testing & deployment flow procedure that	Please explain the approval process	Required Details will be shared with successful bidder
234	12	1. Invitation to the Tender	This is to inform that Bank of Maharashtra (BoM) invites sealed tenders for Technical bid and Commercial bid from eligible bidders for supply, installation, commissioning, and maintenance of Data Loss Prevention (DLP), Data Identification & Classification Tool (DICT), Database Activity Monitoring (DAM), Endpoint Encryption (EE), Patch Management Solution (PMS), Endpoint Detection and Response (EDR), Firewall Rule Analyser & SSL Orchestrator as On-premises security solutions.	With reference to on premise EDR Solution deployment, is bank ok with suspicious files/objects from laptop, desktop, servers or any other host where EDR agent is installed, to be sent to vendor/third-party cloud for analysis. Or bank needs the global threat intelligence update server within bank's premise so that EDR agent takes threat intelligence feeds/IOC locally. Please clarify the RFP point.	Please refer RFP EDR Technical specification document
235	**128**	1	The proposed solution must, at minimum perform Continuous Centralized Recording and provides the ability to show which process, including version information and digital signature status, made a network connection & the following checks on client in real time :	EDR Solution will record the mentioned activities and more of the system whenever there is an IOC/s are triggered.	RFP Clause is self-explanatory
236			a) Process name / MD5		
237			b) User Context	Bank's Scope: For the purpose of recording, bank to ensure bandwidth and network availability between the host system and EDR central server. The same will considered for a product perfomance.	
238			c) File Execution & modification		
239			d) Process injection	Would bank be interested to store all the evidence/triage recorded, locally in case of network disruptions. And share it with the Central EDR server as and when network is available.	
240			e) Network connection	**Please Confirm on this point explicitly, incase same needs to be factored as part of functional & technical requirement.**	
241			f) Registry Modification		
242		**2**	Solution must provide centralized storage of event data whereby queries and analysis are performed on the server as opposed to the endpoints themselves	Though the proposed EDR solution provides centralized storage of all the events for query and analysis.	RFP Clause is self-explanatory

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
				In case of a situation where the network is disrupted between host and EDR Server during an IOC detection or upon request from bank's Incident Response Team for additional detail, endpoint needs to be invoked. **Please Confirm, if the above consideration be factored.**	
243	**129**	7	The proposed solution must be able to integrate with SIEM solutions at Bank to cross reference against TTPs, IOCs feeds & capture triage, to help respond to bank co-relate & respond. Solution should also support SOAR platform integration.	EDR Solution will provide all collected data/information in CSV format and supports REST API for integration. **Please Confirm if Bank's SIEM & SOAR accepts this industry standard format and standards.**	Required Details will be shared with successful bidder
244		No Clause No mentioned in the RFP	The proposed solution should provide centralized storage of all endpoint event data whereby queries and analysis are performed on the server .It should show which process, including version information and digital signature status, made a network connection.	Though the proposed EDR solution provides centralized storage of all the events for query and analysis. In case of a situation where the network is disrupted between host and EDR Server during an IOC detection or upon request from bank's Incident Response Team for additional detail, endpoint needs to be invoked. **Please Confirm, if the above consideration be factored.**	RFP Clause is self-explanatory
245	**130**	20	The proposed solution must be able to remotely block the infected endpoint without any dependency on 3rd party solutions	Interpretation of "block" is isolation of suspicious/infected host. This is for Endpoint Hosts (Desktops & Laptops). For Server EDR solution would send an alert. **Please Confirm.**	No Change in RFP Clause
246		22	The proposed solution must be able to report on the client status:		RFP Clause is self-explanatory
247			· Tamper protection Level	All EDR Agents deployed are tamper protected by product design.	
248			· Offline		
249			· Online		
250	**131**	30	Sensors support 32-bit and 64-bit workstation, server, AND embedded system operating systems such as Windows Embedded , standard7, 8,8.1,10,Pos V1 etc.	Windows Embedded / POS Systems are deployed with Custom Operating Systems / Application, hence such custom OS / application owners do not certify any Third-party application.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
				Forced Deployment on such devices creates technical support issues from both Custom OS / application owners and third-party application vendors. Hence such deployments are not certified by either of the vendors, request to remove the clause.	
251	**131**	**33**	The proposed solution must provide continuous detection and response activities for advanced threats and allow to inspect and analyse present and past alerts at the endpoint	Would bank be interested in automate Block, Terminate or Kill the malicious process, Zero-day Exploits in the host system rather than losing precious time in taking a manual decision. Thereby increasing risk of lateral spread of the threat. Please Confirm if the above Advanced Intelligence/ Machine Learning module is required by the Bank.	RFP clause modified .Please refer corrigendum.
252	**131**	**45**	Solution should be able to detect & respond to malicious payload identified based on behaviour analysis.	Would bank be interested in automate Block, Terminate or Kill the malicious process, Zero-day Exploits in the host system rather than losing precious time in taking a manual decision. Thereby increasing risk of lateral spread of the threat. Please Confirm if the above Advanced Intelligence/ Machine Learning module is required by the Bank.	RFP clause modified .Please refer corrigendum.
253	**131**	**46**	The solution must be able to automatically detect & respond to exploited applications along with payload information .The same should also to be notified to user.	Would bank be interested in automate Block, Terminate or Kill the malicious process, Zero-day Exploits in the host system rather than losing precious time in taking a manual decision. Thereby increasing risk of lateral spread of the threat. Please Confirm if the above Advanced Intelligence/ Machine Learning module is required by the Bank.	RFP clause modified .Please refer corrigendum.
254	**132**	**51**	The solution should be integrated with Active Directory or LDAP to help manage and enforce user policies.	FireEye EDR Solution works on Zero-Trust Model hence has built-in **AAA authentication**. This is to avoid any compromise to EDR System deployed, in case customers AD/LDAP is compromised.	No Change in RFP Clause

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
				Request you to amend the clause as "Solution must has Active Directory or LDAP or built-in Authentication System to help manage and enforce policies"	
255	133	60	Hunting and Search features across endpoints should be available around key metrics interesting for Security Analysts such as file and process paths and names, file and registry modifications, network connections, child processes and module loads, MD5 or SHA-256 hash of files, publisher details, threat intel feeds, bulk IOCs, JA3 and JA3S fingerprints and other parameter for search.	JA3 and JA3S fingerprints are applicable to Network Fingerprinting and not EDR Solution.

However, it is a carbon black centric clause. And as per their community portal highlights that it is under feature request review.

Please Omit

https://community.carbonblack.com/t5/Knowledge-Base/CB-Response-Is-it-Possible-to-Add-JA3-Hash-to-Netconns-for-SSL/ta-p/83264 | RFP clause modified .Please refer corrigendum. |
| 256 | 134 | 68 | Solution should have the capability to detect & respond to the Zero-day exploits. | Would bank be interested in automate Block, Terminate or Kill the malicious process, Zero-day Exploits in the host system rather than losing precious time in taking a manual decision. Thereby increasing risk of lateral spread of the threat.

Please Confirm if the above Advanced Intelligence/ Machine Learning module is required by the Bank. | RFP clause modified .Please refer corrigendum . |
| 257 | 135 | 76 | The solution should have built-in capabilities to detect and respond to Zero-Day exploits & hash banning functionality | Would bank be interested in automate Block, Terminate or Kill the malicious process, Zero-day Exploits in the host system rather than losing precious time in taking a manual decision. Thereby increasing risk of lateral spread of the threat.

Please Confirm if the above Advanced Intelligence/ Machine Learning module is required by the Bank. | RFP clause modified .Please refer corrigendum. |
| 258 | 38 | 4.8 Firewall Rule Analyzer 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 Nos (Approx. 25 Nos ACI Leaf Switches & 25 Nos -L3 Network Devices). | 25 Cisco ACI Leaf switches licenses + 25 L3 Devices license needs be to covered in the Technical Bill of Material, please confirm. | Bidder understanding is correct |

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
259	38	4.8 Firewall Rule Analyzer Scope	The solution (with each of its components) should be configured primarily in DC and standalone device/software at DR.	Firewall Rules Analyzer implementation needs to be in DC-DR architecture where primary node will be installed in DC and secondary node will be installed in DR, please confirm.	Bidder understanding is correct
260	39	4.8 Firewall Rule Analyzer Scope	Bidder to specify the need of VM or other hardware for storage or hosting of application.	Firewall Rule Analyzer Implementation will be a VM based both at DC & DR, please confirm.	Please refer the clause 4.1.32 (Page no 26-27)
261	25	4.1 Overview and General Scope - Common Scope of Work for Proposed Solutions	4.1.10 The solution must integrate with various systems / applications including but not limited to SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM etc. in the Bank environment for logging & monitoring purpose.	Integration with the existing ITSM Solution will be done as per the attached design. We understand that Bank will provide all the assistance for the required changes at their ITSM end for successful integration. Also, the integration with ITSM will be undertaken as an OEM project after the Solution deployment, Please confirm.	Integration with the existing ITSM Solution will be done as per the agreed design between bank & Technically qualified bidder. Bank will provide assistance for the required feasible changes at their ITSM end for successfully integration. Integration with ITSM will be bidder responsibility
262	25	4.1 Overview and General Scope - Common Scope of Work for Proposed Solutions	4.1.10 The solution must integrate with various systems / applications including but not limited to SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM etc. in the Bank environment for logging & monitoring purpose.	The Privileges for different users will be managed locally within Firewall Rule Analyzer solution & not via PIM, the authentication will be managed via Active Directory. Please confirm.	No Change in RFP Clause. 2FA is already implemented via PIM and all applications/server are accessed in the bank via PIM which at backend use AD for primary authentication , so application need to be integrated with PIM

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
263			Page 136 : 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.	The bank will accept Subsciption Licenses for the entire duration of the project as defined in the said RFP, as it provides cost benefits.Most OEM's have discarded Perpetual Licenses . There shall be no impact on the support, services and capabilities incase Bank opts for Subscription Licenses .Please confirm	No Change in RFP Clause
264	152	Annx5 Eligibility Point 8	The bidder should have on experience of implementation of similar technology implemented on premises mode under RFP in at least 2 companies from BFSI Sector with minimum Endpoints/Devices/ Database instances	Kindly consider Bidder/OEM reference for SSL Orchestrator sol	No Change in RFP Clause
265	183	Annexure 21	L2 Resource : For DAM solution resource should be Oracle certified OCA/OCP.	Kindly consider proposed DAM sol certified/ Oracle certifiet resource	No Change in RFP Clause
266	157	Annx 7	Project Manager Resources and at least one Enterprise Architecture, full-time, during the entire contract duration	Kindly confirm Bank needs Project Manager and one EA during Implementation period or during entire contract period.	RFP Clause is self-explanatory
267	170	Annexure 14	Bank wants L2 for 10 AM to 6 PM , and L1 for 24X7 x365	Kindly confirm whether L1 resource is required for 24*7*365, then Bank would need minimum 4 resources	One resource cost is asked by the Bank for TCO calculation. Further the decision for the count of resources would be finalized by the Bank
268		Others	The infrastructure for deploy solutions is not clear	Kindly confirm whether Bank will provide/provision the infrastructure to deply the solution like VM's, OS, Database , hypervisior	Please refer the clause 4.1.32 (Page no 26-27)
269		Others	End Point deployment too	Kindly confirm whetheer Bank will provide the tool to deploy end points and also confirm the coverage of the tool., wherther all 15k users are covered by this tool or not	The bidder proposed solution should able to deploy the agents in end points through proposed application
270		Others	Bank is looking for encryption solution , which includes decryption of existing encryption and re-encrypt with the new solution.	We suggest that the encryption and decryption should be managed by the bank's endpoint FMS team and we bidder should manage centrally for the console	No Change in RFP Clause. Bidder has to manage all the activities pertaining to the solution
271	152	Annexure 7	incident management and reporting tool	Kindly confirm whetherBank is also looking for incident management and reporting tool	Incident management and reporting tool is already in place

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
272	118	**Point 1/ 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	Solution must provide near real-time (within minutes) visibility, assessment, and remediation.	Need more clairity with use case	The Solution should able to identify the Patch applicability , Whether patch applicable, installed or uninstalled then also after assessment should able to deploy the Patch accordingly
273	118	**Point 2/ 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	The solution shall operate without requiring agents to belong to a Domain or Active Directory. The solution shall be capable of integrating with one or more Active Directory structures if present; but does not require the schema to be extended. The solution shall operate in with and without domain endpoints.	The solution is independent of active directory	Bidder should propose solution which meets the Banks requirements

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
274	118	**Point 5/ 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	The integrity of all policies actuated on the managed computers must be protected by digital signatures at every stage all the way through the distribution points down to the agent. This is necessary to ensure the integrity of the content & packages served to the clients.	The communication between management server and agent is secured	Bidder should propose solution which meets the Banks requirements
275	119	**Point 7/ 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	PKI security mechanisms must be built into the solution, not requiring the purchase of third-party digital certificates.	The solution support certificates	RFP clause modified .Please refer corrigendum.

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
276	119	**Point 8/ 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	The solution must have published database schema as well as fully documented API's for integration into other Bank of Maharashtra solutions. This integration may at the agent, database and reporting levels so all need documented and fully open API's.	Need more clairity with use case	RFP clause is self explanatory
277	119	**Point 3 of Architecture Requirements/ 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	Ability to throttle bandwidth either statically or dynamically and this throttling must support up and downstream throttling for both the server and agents.	Roadmap	RFP Clause is self explanatory

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
278	119	**Point 5 of Architecture Requirements/ 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	The solution must use a single configurable port for agent/server communications.	The solution uses 2 ports, one for secure communication and second for content download.	Bidder should propose solution which meets the Banks requirements
279	119	**Point 7 of Architecture Requirements/ 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	The agent must be able to continuously assess and remediate while on or off the network.	Need more clarity with use case	The Proposed solution must able to asses the endpoints and remediate the endpoint as and when available

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
280	120	**Point 7 of Architecture Requirements/ 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	The resource utilization used by the agent on the system must be configurable and the agent footprint will be such that memory and CPU utilization will average to no more than 2%.	The solution have built in feature to control CPU usage, however in ideal condition the CPU utilization is not more than 2%	Bidder should propose solution which meets the Banks requirements
281	121	**Point c of Architecture Requirements/ 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	Linux - (x86 -x64 bit architecture) i) Red Hat (Desktop, Enterprise) ii) Fedora iii) SUSE iv) CentOS v) Ubuntu	Roadmap - Fedora, SUSE and CentOS	Bidder should propose solution which meets the Banks requirements

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
282	121	**Point 17 of Architecture Requirements/ 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	Solution should provide an out-of-box agent deployment tool for installing agents. It should be able leverage OU structures from Active Directory, Domain computer groups and manually entered IPs.	The solution maintain it's own structure and independent of Active Directory structure	Bidder should propose solution which meets the Banks requirements
283	122	**Point 5 of Administration Requirements / 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	Ability for console users to group agents statically by selecting agents and adding to the Manual group or group agents dynamically based upon any number of inventory properties such as (but not limited to) Active Directory groups, OS type, subnet, location, CPU, Applications.	The solution maintain it's own structure and independent of Active Directory	Bidder should propose solution which meets the Banks requirements

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
284	122	**Point 7 of Administration Requirements / 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	Able to hide the agent from the agents' "Add/Remove Program" list from the central console.	Roadmap	Bidder should propose solution which meets the Banks requirements
285	123	**Point 4 of Administration Requirements / 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	The Distribution Point should be able to run on other shared computers running platforms like Microsoft / Macintosh /Linux OS platform.	Linux support is in roadmap	Bidder should propose solution which meets the Banks requirements

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
286	123	**Point 5 of Administration Requirements / 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	Ability to On demand Patch Download/On-the-fly move the Distribution Point content cache folder to a different drive having highest space if current drive is out of space.	The sizing addressess this requirement, however it can be done manually	Bidder should propose solution which meets the Banks requirements
287	124	**Point 7 of Administration Requirements / 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	The solution must support the ability to create custom folders / containers that can be used to store any/all policies that have been approved.	Need clarity with use case	The point refer to Custom creation of folders or container based on policies defined by the Bank

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288	125	**Point 16 of Administration Requirements / 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	Able to render the status of selected agents based on a selected retrieved property or vulnerability status. (e.g. disk space available, unpatched machines etc in different colors)	Colour coding is not available	Bidder may propose the solution which can classify the agents as per requirements mentioned in the clause other than colour code as well.
289	125	**Point 17 of Administration Requirements / 1.5 Minimum Technical requirements for Patch Management Solution (PMS):**	Able to display the agents according to hierarchy based on a selected retrieved property such as AD path, IP subnet, or other retrieved property.	The solution maintain it's own structure and independent of Active Directory structure	Bidder should propose the solution which can classify the agents.
290	204	**Training/Table H**	Training for diff Technologies mentioned	Please clarify Training type Onsite or Remote. If Onsite plz specify location	The training should be in onsite mode in Pune.

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291	69	**5.2.46 Make In India**	The local supplier at the time of submission of bid shall be required to provide a Corrigendum to RFP 032021 as per Format given in annexure 26 from the statutory auditor or cost auditor of the company (in the case of companies). Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letterhead with Registration Number with seal to be submitted (As per format specified in Annexure-26).	we request you to grant complete or partial waver and/or to consider implementation experience of relevant technology implemented by the bidder for non BFSI customers as well,	No Change in RFP Clause
292	152	**Point # 8 of Annexure 5: Eligibility Criteria Compliance on page**		Lessening the eligibility criteria for bidders promoting Make in India products will encourage the 'Make in India' initiative.	RFP clause of Make in India is self-explanatory. Preference to Make in India is given in technical scoring. Refer the Technical scoring table in clause 6.2
293	152	**Annexure 5: Eligibility Criteria Compliance**		Please clarify what special wavers or grants or lessening the PQTQ criteria can be considered for MSME registered company	All the applicable relaxations mentioned in the MSME guidelines will be passed on the bidder.
294	23	**Detailed Scope of Work**		Please share your details for 1. Existing DLP, DAM, EE & PMS Solutions are using. 2. Existing SIEM tool Details	Required Details will be shared with successful bidder
295	25	4.1.14	Bidder should specify storage solution I technical bid such that the storage never crosses threshold of 80% of total capacity. Central device should store minimum 6-month access/application logs on internal storage.		RFP clause modified .Please refer corrigendum.

S. No.	Page #	Point / Clause #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
296	111	**1.3 Technical and Functional Requirements for Database Monitoring Solution (DAM) : -**	Technical Requirements (DAM) 1-The solution should be Database agnostic and should support atleast the following databases 1.1-Oracle 8i, 9i, 10g, 11g,12c 1.2-SQL Server 2000, 2005, 2008 and higher versions 1.3-Sybase 1.3-MySQL 1.5-IBM DB2 1.6-PostgreSQL 1.7-Other (specify) 2-The solution should support on the following OS platforms atleast: 2.1-IBM AIX 2.2-Windows 2008, 2012, 2016 and above. 2.3-Red Hat Enterprise Linux 2.4-SUSE Linux Enterprise 2.5-HPUX 2.6-Solaris - SPARC 2.6-Ubuntu		RFP clause modified. Please refer corrigendum