Request for Proposal For Supply, Installation, Configuration and Maintenance of Enterprise-wide Web Filtering Solution with Proxy
TENDER REFERENCE # RFP – 10/2022-23

Pre- Bid Meeting Date 09.11.2022 at 15:00 Hrs

Sn	Page no	Points/ Section	Clarification points as stated in RFP	Comment/ Suggested deviation	Bank's response	Updated Clause
1	129	Payment Milestone	**Software Licenses-** Quarterly on subscription basis in arrears. First quarter payment to be released only after implementation & sign off of the solution	Reqeuest you to change the Payment terms as below. Software Licenses- Yearly advance, First quarter payment to be released only after implementation & sign off of the solution	Please refer corrigendum for revised payment terms	Refer Corrigendum for Revised Payment terms
2	129	Payment Milestone	**Hardware Cost-** 60 % on delivery of Hardware 20 % after project implementation and project sign off by the bank. 10% after DR Setup. 10% after conduction of successful DR drill	Request you to change the Payment terms as below. 80 % on delivery of Hardware 20 % after project implementation sign and Go to live	No change in RFP Clause	
3	129	Payment Milestone	**Hardware AMC** - Quaterly in Arrears	Request you to change this payment terms as Quaterly advance	No change in RFP Clause	
4	128	Project Timelines	Bidder is expected to complete the project in all respect including installation, configuration, and Integration, UAT & production movement of solution within 12 Weeks after acceptance of the purchase order issued by the Bank.	Request you to provide 16-18 weeks of time for Project Completion	No change in RFP Clause	
6	60	(i) General Features and Policies , Point 1	The solution should be on premise appliance based and must Provide Web Proxy, Caching, Web based Reputation filtering, URL filtering, Antivirus, Antimalware, Application Visibility & control, Detail Reporting and Management. Proxy appliances shall be in High Availability Active- Passive mode at DC and Active mode at DR. Load balancing should be inbuilt in the appliance or to be provided by bidder with no additional cost.	**CONFIRMATION REQUIRED:-** We have 2 options , 1st one is On-premise Web Security :- In this we will be deploying proxy only on-premise which will cater Web security needs to on-premise users only and if you want the off-premise users to be benifted then you have VPN them and route towards on-premise proxy . 2nd One is Web Security Hybrid :- In this we will be deploying on-premise proxy and also there will be cloud based proxy so your setup will be a mixture of both On-premise and cloud based proxy . On-premise users will be filtered by On-premise proxy and off premise users will be filtered by cloud based proxy , there wont be any need to connect your roaming users back to on-premise network VPN for Web Security unlike the 1st option of On-premise Web Security . Note Our Hybrid Proxy Datacenters are in INDIA and all your logs and Data will be stored locally in your premise itself , Please suggest with which Architecture you would like go ahead .	Bank prefers On Premises appliance based solution for 6000 concurrent user licenses initially. However, Bank may go in hybrid mode in near future so the expectation is that same licenses should work on prem or cloud without any additional cost to bank. (expected number of off prem user license consumption in near future= ~10%	
7	60	(i) General Features and Policies , Point 12	The solution should be capable of terminating open session based on inactivity	We would like to know the underlying objective of this point so that we can provide the options to achieve the overall objective here as we belive this not a proxy use case and we request you to remove this pointer as its OEM specific as well.	RFP clause modified .	Clause Removed
8	61	(i) General Features and Policies , Point 15	The bidder should have back to back arrangement with the OEM so that Bank will be able to log a call with the OEM directly	**SUGGESTIONS-** It would be a very useful if along with this Point we provide a dedicated customer advocate to the customer direclty also so that customer/bidder can directly call on their mobiles or mail them directly for assistance in getting the issues addressed .	RFP clause modified .	Please read clause as "The bidder should provide dedicated support from OEM to Bank for early assistance on issues observed".

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9	61	(i) General Features and Policies , Point 11	The solution should be capable of working in the following configurations: Standalone Explicit Proxy, Forward Proxy, **Reverse Proxy** and Transparent proxy	We would request you to remove the Reverse Proxy keyword as this also supporting specific OEM	RFP clause modified .	Please read clause as "The solution should be capable of working in the following configurations: Standalone Explicit Proxy, Forward Proxyand Transparent proxy"
10	61	(i) General Features and Policies , Point 17	Solution should support IPv6 traffic, NTP server time synchronization, DNS configuration, Solution should have usable storage of at least 2 TB usable flash storage	Our appliance also have the HDD storage of 1.2 TB but as per our component structure the logs are stored on seprate server , which can be sized as per your requirement so proxy appliance need not need to have 2TB of storage , please confirm if this suffices the need here .	RFP clause modified .	Please read clause as " Solution should support IPv6 traffic, NTP server time synchronization, DNS configuration, Solution should have usable storage of at least 2 TB usable flash/SSD storage. Bidder may arrange a separate server for logs storage provided the cost of such arrangement is borne by bidder".
11	61	(i) General Features and Policies , Point 21	Solution should integrate with existing DLP, **EDR**,SEIM & other security solutions of Bank	Please specify the make and model of the EDR so that we can do a compatibility check and comply , also let us know the use case that you are expecting from an Integration of a proxy and EDR	RFP clause modified .	Please read clause as "Solution should integrate with existing DLP,SEIM & other security solutions of Bank"
12	61	(i) General Features and Policies , Point 24	Solution should be able to restrict Users to download certain amount of data, for example a user can be restricted to use not more than 1GB data during a time interval	We provide option to achieve underlying objective. By Bandwidth optimizer and Quota assignment based on time interval on categories and policies helps in achieving underlying objective of uptime for critical activities	No change in RFP Clause	
13	61	(i) General Features and Policies , Point 26	Solution shall support role-based administration such as Administrator, Malware Analyst, Database Reader, and Read-only access user	We do have role based administration but name may differ as compared to ones higlighted , I hope this should be fine	Requirement is to have separate roles with separate previleges	
14	61	(i) General Features and Policies , Point 36	The Proxy user license for the appliance is required to initially support **6000 concurrent connections** with complete failover to 100% capacity and should be scalable to 15000 concurrent users over a period of next 5 years based on yearly review of average consumption of licenses. Bidder should ensure that the solution should be capable of supporting up to 15000 licenses over the contract period without requiring any change in hardware proposed.	If not wrong this statement is a typo "6000 concurrent connections" Instead you wanted to type "6000 concurrent users" Right ? Please confirm	RFP clause modified .	Please read clause as "The Proxy user license for the appliance is required to initially support 6000 concurrent users with complete failover to 100% capacity and should be scalable to 15000 concurrent users over a period of next 5 years based on yearly review of average consumption of licenses. Bidder should ensure that the solution should be capable of supporting up to 15000 concurrent user licenses over the contract period without requiring any change in hardware proposed."
15	61	(i) General Features and Policies , Point 37	The solution should block users when multiple (configurable) numbers of policy violations are triggered simultaneously.	This configuration is OEM specific and wont be bringing much of the ROI as any which ways we will be blocking users based on source , destination and also real time blocking will be also there to deal with any kind of attack situation so we would request you to remove this clause as its favoring specific OEM without any major use case .	No Changes to RFP	The Clause is optional

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16	61	(i) General Features and Policies , Point 37	The proposed solution should provide option to define different bandwidth and policy. (Optimize bandwidth utilization).	We provide option to achieve underlying objective. By Bandwidth optimizer and Quota assignment based on time interval on categories and policies helps in achieving underlying objective of uptime for critical activities	Bidders understanding is correct	
17	63	(i) General Features and Policies , Point 47	The Appliance should have option to run Advance Malware/ Anti-APT Protection engine utilizing sand-boxing technology for file and file reputation analysis. Also solution should be capable of integrating with existing Bank's Advance Malware/ Anti-APT Protection engine.	We do provide AMD but its on Cloud do let us know if Bank is fine this or not ?	RFP Clause modified .	Please read RFP clause as "The Appliance should either have the inbuilt option to run Advance Malware/ Anti-APT Protection engine utilizing sand-boxing technology for file and file reputation analysis OR is capable of integrating with existing Bank's Advance Malware/ Anti-APT Protection engine."
18	63	(i) General Features and Policies , Point 51	The solution shall have features of app id (Application) learning and provide granule data for the application being used. It shall have more the **10,000** application learning in their database. Also, it should have features to analysis API request packet & micro-service level packet and should able to Block and Allow.	We have a functionality of Shadow IT controls where you get these application information , it analysis the risk score of the application then allow or block the app or even admin can take the control on this , Please confirm if this approach is fine and the App data base we have is of 9537 so kindly remove the 10K number instead keep it as "Solution Should have App database size which contains latest and list of riskiest app" so that this becomes neutral for all vendors ".	RFP clause modified .	Please read clause as "The solution should be capable to show risk score & risk level wrt application learning feature."
19	63	(i) General Features and Policies , Point 52	The solution should have features to support Web based DLP for Roaming users.	If not wrong bank already has EP DLP to take care of Data loss on roaming users hence asking so this feature from the non existing OEM for DLP at bank is not a neutral approach so kindly remove this point as already your DLP solution is taking care of this	This Clause has been Removed (Duplicate)	
20	64	(i) General Features and Policies , Point 70	The solution should have facility for End User to report Mis-categorisation in URL Category	This also OEM specific , we would suggest to either remove this clause or accept an alternate option where user can drop a mail on an email alias to submit the category change of a website	No Changes in RFP	The clause is optional
21	61	(i) General Features and Policies , Point 5	The solution should have customizable setting in the Web Based Reputation Services, like Monitor, Allow and Block based on the Global/ Geo location reputation	We cant customize such options though our ACE engine works in real time and ensures to provide real time threat protection , we would request you to omit this cluase as this can lead to insider attack in case the admin turns rogue	No changes in RFP clause. Applicable in scenarios where categories are not defined/not correctly defined then Bank should have facility to propose for allow/monitor/block the URL. Final discretion should be with OEM to avoid any human error.	The clause is optional
22	126	Bidders' Eligibility Criteria	The bidder should have experience of implementing any Enterprise Web Filtering Solution to at least two BFSI organizations in India with Minimum 2000 user licenses in each organisations in last 5 years from the date of RFP. The Solution should remain live as on date of RFP	We request the bank to kindly amend the clause as: The bidder should have experience of implementing any Enterprise Web Filtering Solution to at least **one** BFSI/**Govt.** organizations in India with Minimum 5000 user licenses in last **7 years** from the date of RFP.	No change in RFP Clause	

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23	28	6.1.5.10	Right to Alter Quantities – The Bank reserves the right to alter the requirements specified in the tender. The Bank also reserves the right to delete or increase one or more items from the list of items specified in the tender. The bank will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by Bank for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the Bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by the Bank in the event the market prices / rate offered by the Bidder are lower than what has been quoted by the Bidder as the part of commercial offer. Any price benefit in the proposed solution equipment, licenses, services & equipment shall be passed on to the Bank within the contract period.	The prices are dependant on Duties (including Custom Duty), Taxes, Levies, USD-INR exchange rate, OEM List Price, OEM Discounting etc. The bidder can hold the price for the initial PO. However for any subsequent PO for additional quantity during the tenure of the contract, the bidder can supply the requirement at a price after factoring the dependancy. Hence kindly request the bank to modify the clause to mutually agreeable prices during cotnract duration.	No change in RFP Clause	
24	47	6.2.32	The Bank shall be entitled to terminate the agreement without assigning any reason with the Bidder at any time by giving 60 days' prior written notice to the Bidder.	As the bidder would have taken non-cancellable back-lining of support from OEM for the entire contract duration, we request you to remove this termination for convenience	No change in RFP Clause	
25	25	6.1.4.6	In the event of failure to meet delivery dates, Bank will levy a penalty of 1% of the Contract Value for every week delay, capped to Max of 10% of PO Value.	Request bank to clairfy as these 3 clauses contradict each other to some extent as per below:	In the event of failure to meet delivery dates, Bank will levy a penalty of 1% of the Contract Value for every week delay, capped to Max of 10% of PO Value.	
	49	6.2.35	If the bidder fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the complete contract amount until actual delivery or performance, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 10% of the contract price.	1. Penalty / LD on failure to meet in delivery will be 0.5 % or 1%. 2. Cap on Penalties mentions the LD & penalty will apply on the affected product / Service line item, however, above clauses mentions penalty on TCV. Please clarify on which amount LD / Penalty will be applied.	Cap on Penalties - Overall cap for penalties including liquidated damages will be 10% of Total PO Value	
	133	Annexure G - SLA	Cap on Penalties - Overall cap for penalties including liquidated damages will be 10% of effected Product / Service line item value.			

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26	50	6.2.38	Exchange rate variation clause will be applicable for repeat order only. Prices accepted by Bank shall be increased or decreased in repeat order if the ERV is more than 5%. (The % will be calculated from date of submission of commercial offer and repeat order proposal). The price increase or decrease will be proportionate to difference more than 5% i.e. if dollar variation is + 7% than prices will increased by 2%.	Kindly request the bank to revise the ERV to 2% and also allow the bidder to increase or decrease the price for the full variation and not the difference.	No change in RFP Clause	
27	50	6.2.37	Bank of Maharashtra reserves the right to place repeat order/s on the bidder under the same terms and conditions up to 25% both in terms of quantity and amount till the new RFP is floated from the date of acceptance of first purchase order by the bidder.	The prices are dependent on Taxes, Duties (including Custom Duty), Levies, USD-INR exchange rate, OEM Discounting, OEM List Price etc. These factors are not within bidder's control and hence we request the bank to allow price revision for subsequent POs for repeat / additional orders.	No change in RFP Clause	
30		RFP 6.2.18 Bidder's Liability	6.2.18. Limitation of Liability - 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 Total Order Value. Bidder's liability in case of claims against the Bank resulting from Misconduct or Negligence of 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. 1. "Misconduct" means any act or omission of a party which is willfully intended to harm the interests of the other party, provided however, that willful misconduct does not include ordinary negligence, an error of judgement or mistake of a person. 2. "Negligence" means an indifference to, and a blatant violation of a legal duty with respect to the rights of the others, being a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. Gross negligence involves conduct that is extreme, when compared with ordinary negligence. A mere failure to exercise reasonable care shall not be a Gross	We request that 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 **gross** misconduct or **willful** 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."	No change in RFP Clause	

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31		RFP – 6.2.2	6.2.2. Ownership, Grant and Delivery The Bidder shall procure and provide a non-exclusive, non-transferable, perpetual license for all the software to be provided as a part of this project. All the licenses shall be purchased in the name of the Bank. The use of software by Bidders on behalf of the Bank would be considered as use thereof by the Bank and the software shall be assignable / transferable to any successor entity of the Bank. The bank reserves the right to use the excess capacity of the proposed solution equipment, licenses and other infrastructure supplied by the Bidder for any internal use of the Bank or its affiliates, subsidiaries or regional rural bank at no additional cost. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the proposed solution equipment, licenses and infrastructure by the Bank. Further the Bidder also agrees that such use will not infringe or violate any license or other requirements.	Please confirm understanding that all software licenses will be governed by the EULA or terms of licenses from the applicable software licensor and Bank will be bound by the same.	The ownership of all the licenses shall be with the Bank. End user license agreement shall be applicable to the Bank.	
32	28	6.1.5.13.	There will be an inspection test conducted by the Bank after installation of the proposed solution. In case of discrepancy in Proposed solution equipment supplied & not matching the Bill of Materials or technical proposal submitted by the Bidder in their technical bid, the Bidder shall be given 6 weeks' time to correct the discrepancy post which Bank reserves the right to cancel the entire contract and the Bidder shall take back their equipment at their costs and risks. The inspection test will be arranged by the Bidder at the sites in the presence of the officials of the Bank. The warranty for the equipment's (i.e. hardware) provided by the Bidder pursuant to this Agreement) will commence after acceptance sign off. The tests will involve trouble-free operation of the complete system during inspection apart from physical verification and testing. There shall not be any additional charges for carrying out this inspection test. The Bank will take over the system on successful completion of the above acceptance test. The Installation cum Inspection Test & Check certificates jointly signed by Bidder's representative and Bank's official shall be received at along with invoice etc. for scrutiny before taking up the request for consideration of payment.	Our understanding of the inspection test is the functionality asked under UAT will be demonstrated by the bidder after successful implementation of the proposed solution apart from physical verification and testing. Kindly confirm	Bidders understanding is correct	

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33	29	6.1.5.14.	The Head Office of the Bank is floating this RFP. However, the Bidder(s) getting the contracts shall install and commission the equipment, procured through this RFP, at the Bank's Datacentre's – DC, DR & other branches/offices as the Bank may deem fit and the changes, if any, in the locations will be intimated to the Bidder.	Our understanding is proposed solution setup will be implemented at DC, DR & UAT location as per RFP ask, however configuration activities including endpoint configuration and network changes and other hands and feets support at branch location will be provided by the bank during implementation period. Kindly confirm	No change to RFP clause. Bidders understanding is correct.	
34	45	6.2.26. Exit Option and Contract Re-Negotiation	Serious discrepancies in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank. Inability of the Bidder to remedy the situation within 15 days from the date of pointing out the defects by the Bank. (15 days will be construed as the notice period). Bank shall have right to terminate the contract in case of non-solution of the problem.	In case the discrepancies in functioanlity is related to software bug which requires bug fix or patch update from OEM, the bank will take into consideration the time taken by OEM to release the bug fix or patch if it exceeds 15 days period from the time the discrepancies are identified. Kindly confirm	It is bidder's responsibility to rectify such serious discrepensies in consulation with OEM within specified period	
35	50	6.2.39. Solution Integration with SIEM	It would be bidder's responsibility to integrate proposed solution with existing SIEM to generate alerts for any violations. Proposed Web filter solution should be able to send logs in an acceptable format to the existing SIEM solution. Bidder would be provided adequate support by bank's existing SIEM system integrator for the purpose of integration.	Requesting the bank to clarify that any configuration changes required on SIEM solution owned by the bank for integration with proposed solution will be performed by the banks technical experts managing the SIEM solution.	No changes to RFP Clause. Adequate support from Bank's team would be provided but Proposed Web filter solution should be able to send logs in an acceptable format to the existing SIEM solution.	
36	60	Annexure 1: TECHNICAL & FUNCTIONAL REQUIREMENTS	Technical Specs for Web Filtering Solution with Proxy	Requesting bank to provide details of required interfaces/ports on the proposed solution appliances at DC, DR & UAT. Our understanding is bank will provide switches with adequate ports available to connect the proxy appliances in the banks network environment. Kindly confirm	RFP clause is self explanatory.	
37	60	3	The solution should have provision to back up the system data, configuration data, and policy data to an external storage medium and should be able to restore that whenever needed. For this purpose, bidder should be able to conduct restoration testing every quarter	Our understanding is bank's existing backup solution will be used to perform required backup to external storage provided by the bank. Kindly confirm	No changes to RFP Clause. Proposed solution should be capable of taking backup and restroration on appliance. Enough space should be available on the appliance for same. However, bank will do required arrangements for storing backups for longer duration of time as per Bank's policy.	
38	61	19	The appliance management console should have a single control mechanism in form of Configuration/master button to DENY ALL TRAFFIC control to deactivate all internet services. (This specific option to be used only in case of an outbreak, hacking attempt, etc.)	Requesting the bank to clarify the redundancy requirement for management console? Is local HA or site level HA or both is required for central management console at DC & DR location. Kindly confirm. Also please confirm if separate management console is required for UAT setup?	RFP clause is self explanatory. Separate management console is required for UAT setup.	
39	61	20	The solution should integrate with LDAP directory like Active Directory, for user authentication and authorization. Also the solution should have capability for Integration with Bank's PIM/PAM solution	Requesting the bank to provide details of existing PIM/PAM solution. Requesting the bank to confirm that any configuration changes required in banks existing solution for integration mentioned in the clause will be performed by bank.	Required Details will be shared with successful bidder	

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40	61	21	Solution should integrate with existing DLP, EDR,SEIM & other security solutions of Bank	Requesting the bank to provide details of exisitng DLP, EDR,SEIM, ITSM & other security solutions currently used by the bank for integration purpose. Requesting the bank to confirm that any configuration changes required in banks existing solution for integration mentioned in the clause will be performed by bank.	Required Details will be shared with successful bidder	
41	62	30	The Proxy solution should generate alerts to designated administrator and senior management via email/SMS.	Please provide details of email/sms gateway used by the bank? Requesting the bank to confirm that any configuration changes required in banks existing solution for integration mentioned in the clause will be performed by bank.	Required Details will be shared with successful bidder	
42	62	32	Should capture all activity information as part of audit logging & forward it to SIEM.	Requesting the bank to provide details of existing SIEM services used. Also please clarify the integration method for SIEM, ex: syslog	Required Details will be shared with successful bidder	
43	63	47	The Appliance should have option to run Advance Malware/ Anti-APT Protection engine utilizing sand-boxing technology for file and file reputation analysis. Also solution should be capable of integrating with existing Bank's Advance Malware/ Anti-APT Protection engine.	Requesting the bank to provide details of existing Anti-APT protection engine used by the bank. Also we are assuming that Advance Malware/ Anti-APT Protection engine is required to run on the proposed solution appliance itself and not on cloud. Kindly confirm	Required Details will be shared with successful bidder	
44	63	53	Solution should inspect https traffic (Full Deep Packet / SSL Traffic) and must provide decryption of unverified encrypted traffic for scanning and then re encrypt it before sending	Requesting the bank to clarify if bank will provide SSL certificates to be configured on proxy for inspection will be provided by bank to successful bidder during implementation. kIndly confirm	No changes to RFP clause. Bidder's understanding is correct.	
45	64	63	It should have capability to maintain records for minimum 12 Months. Proposed solution should also possess the ability to take backup of logs and also to generate Monthly Reports and trend reports for 6-12 months.	Our understanding is bank's existing backup solution will be used to perform required backup to external storage provided by the bank. Kindly confirm	No changes to RFP clause. Proposed solution should be capable of taking backup and restroration on appliance. Enough space should be available on the appliance for same. However, bank will do required arrangements for storing backups for longer duration of time as per Bank's policy.	
46	101	ANNEXURE 23: PROJECT PROPOSED SCHEDULE, 3	Pre-Implementation Training to bank staff	Requesting bank to clarify:- No. of training sessions required for pre-implementation training: Topics to be covered in pre-implementation training:	Refer annexure E, page 128	
47	101	ANNEXURE 23: PROJECT PROPOSED SCHEDULE, 3	Post Implementation Training	Requesting bank to clarify:- No. of training sessions required for post-implementation training: Topics to be covered in post-implementation training:	Refer annexure E, page 129	
48	117	A. General Scope of Work, 7	The Bank may request, a reasonable level of remote guidance and advice in connection with efforts to install, configure, and deploy Products. The bidder has to arrange the same accordingly.	Our understanding is bidder will be responsible for providing support for soltuion proposed only as a part of this RFP. Kindly confirm	RFP clause modified .	Please read clause as " Bidder along with OEM has to ensure installation, configuration and migration of existing rules/policies from existing web filtering solution to new procured solutionshould be done seamlessly."

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49	118	B. Specific Scope for Enterprise Web Gateway Solution: 1	The scope of this RFP is to provide appliance based Secure Web Gateway solution for Bank to safeguard its IT Infrastructure occurring from any unwanted threats accessible over internet. It covers the supply, installation, testing and commissioning, of the proposed solution including training, warranty and maintenance support for 5 years in DC-DR model having HA(active-passive) at DC & 1 Appliance at DR (Active) and 1 UAT appliance of lower throughput but same functionality. DC and DR device should be in sync.	Requesting the bank to clarify the location of UAT setup? Also our understanding is UAT setup will work independently in standalone mode. Kindly confirm	UAT would be at Data Center in standalone mode	
50	118	B. Specific Scope for Enterprise Web Gateway Solution: 1	The scope of this RFP is to provide appliance based Secure Web Gateway solution for Bank to safeguard its IT Infrastructure occurring from any unwanted threats accessible over internet. It covers the supply, installation, testing and commissioning, of the proposed solution including training, warranty and maintenance support for 5 years in DC-DR model having HA(active-passive) at DC & 1 Appliance at DR (Active) and 1 UAT appliance of lower throughput but same functionality. DC and DR device should be in sync.	Requesting the bank to provide minimum technical specifications required for DR & UAT setup including throughput, interface, storage, etc to size the solution. As proposing solution without fixed sizing parameters can cause performance issues in the future	DR & DC appliance technical specification should be same. Solution should be capable to afford traffic from minimum 6000 concurrent user licenses from 8AM to 8PM on an average basis. However, UAT technical specs could be different from DC & DR . UAT setup can be VM based (if that is cost effective to bank) and should support atleast 5-10 user licenses.	
51	118	B. Specific Scope for Enterprise Web Gateway Solution: 7	The bidder shall supply hardware, software and licenses with all the necessary prerequisite including OS, Databases or any middleware if required. The bidder shall pass on the warranty details of hardware/software to the Bank and shall ensure that the hardware is covered under warranty and support including AMC during the entire contract period.	Our understanding is underlying infrastructure including hardware (compute, memory, storage and OS licenses) will be provided by bidder if required to deploy proposed solution. Kindly confirm	RFP clause is self explanatory.	
52	119	B. Specific Scope for Enterprise Web Gateway Solution: 12	Bidder shall also carry out implementation/operationalization including add/ delete/modify/customization of software updates, releases, version upgrades without any additional cost to the Bank.	Requesting the bank to provide clarity on the customization requirement mentioned in this clause	RFP clause is self explanatory.	
53	119	B. Specific Scope for Enterprise Web Gateway Solution: 22	The bidder shall be able to provide client agent so as to securely redirect the roaming users to the web filtering solution of the Bank to enforce Bank's internet access policy via On-Premises appliance (without routing to cloud).	Our understanding is bidder will provide the required agent software package and PAC configuration and bank will assist bidder to rollout such packages and PAC configurations on all user endpoints supported by the agent software. Kindly confirm	RFP Clause is self explanatory.	
54	120	C. Activities required for Project Sign-off	The Bidder has to ensure that all the policies and rules are seamlessly & optimally migrated from existing Web Proxy to the new on boarded solution. The solution should be configured optimally to incorporate additional features offered with the new solution.	Requesting the bank to provide make and model of existing proxy solution used by bank in the network	Required Details will be shared with successful bidder	

Request for Proposal For Supply, Installation, Configuration and Maintenance of Enterprise-wide Web Filtering Solution with Proxy
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बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
भारत सरकार का उद्यम
एक परिवार एक बैंक

Pre- Bid Meeting Date 09.11.2022 at 15:00 Hrs

Sn	Page no	Points/ Section	Clarification points as stated in RFP	Comment/ Suggested deviation	Bank's response	Updated Clause
55	120	C. Activities required for Project Sign-off	The Bidder has to ensure that design & end to end implementation should be done by the OEM resources.	As per clause 12 in section 'B. Specific Scope for Enterprise Web Gateway Solution:' page no. 119 bank is asking bidder to perform implementation of proposed solution. However in this clause OEM end to end implementation is asked. Requesting the bank to confirm OEMs role & scope during implementing proposed solution	RFP clause modified .	Please read clause as "The Bidder has to ensure that design & architecture to be defined by OEM and end to end implementation should be done jointly by OEM and bidder resources."
56	128	ANNEXURE E: PROJECT TIMELINES	Bidder is expected to complete the project in all respect including installation, configuration, and Integration, UAT & production movement of solution within 12 Weeks after acceptance of the purchase order issued by the Bank.	Would request bank to consider 20 weeks of time for installation, configuration, and Integration, UAT & production movement of solution after acceptance of the PO	No changes in RFP	
57	128	3.Training	Bank may ask for training to its officials, upon implementation and in future, if required. The training is to be provided at no extra cost to the Bank. The training shall be for a group of 5 personnel (excluding executives) Refresh training(s) including some additional feature introduced for the solution(s) implemented shall be provided by the OEM at least once every year. The training may be conducted through online/offline channel as preferred by the Bank. The location of offline training, if preferred by the bidder, shall be Pune only.	Requesting the bank to clarify total no. of training sessions required per year till contract period in future post sign-off	Refer annexure E, page 129	
58	133	4. Performance Measurement: Hardware Utilization	Hardware utilization should not exceed 70%	Hardware utilization depends on various external factors like malicious activities, DDOS attack, increase in number of requests which can increase traffic volume resulting in performance spike. Also such spikes can occur for miniscule time period. As per RFP, sizing parameters are 200 Mbps of bandwidth and should support 15,000 users and features (content filtering, ATP, DLP) solution will be sized accordingly. Requesting the bank to modify the clause as below 'Hardware utilization should not exceed 90%'	No change in RFP Clause	No change in RFP Clause
59	135	4. Performance Measurement:	Bidder shall ensure seamless & optimal migration of existing rules & policies and on boarding of users to a stable version within 3 months from the date of LOI/ Purchase order.	Requesting the bank to provide total rule count on existng proxy solution	Required Details will be shared with successful bidder	
60	38	6.2.14. Penalty	**6.2.14.1.** Penalty due to delay in Services: Complete Solution has to be made live within 12 weeks from the date of acceptance of Purchase Order, failing which Bank will levy a penalty of 0.5% of the Contract Value for every week (One week = 7 days) or part thereof of delay, capped to Max of 10% of contract Value.	Request to include comments like "if there is delay from Bank to provide the necessary pre-requsites for solution deployment then that will be considered in the solution deployment timeline"	No change in RFP Clause	
61	62	Annexure 1: TECHNICAL & FUNCTIONAL REQUIREMENTS	**42.** The solution proposed by Bidder should be IPV6 certified.	Request to change the clause to "The solution proposed by Bidder should support IPV6"	RFP clause is optional	

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62	63	Annexure 1: TECHNICAL & FUNCTIONAL REQUIREMENTS	**45.** The solution should support configuration to use Split DNS. It should be able to refer to different DNS for Different Domains e.g. (root dns for all external domains and internal DNS for organization domain)	Request to change the clause to "The solution should support configuitng DNS. This will help to resolve domain information provided in URLs into IP addresses when requests for web access are processed on Web Gateway"	RFP clause modified .	Please read clause as "The solution should support configuring DNS. This will help to resolve domain information provided in URLs into IP addresses when requests for web access are processed on Web Gateway"
63	63	Annexure 1: TECHNICAL & FUNCTIONAL REQUIREMENTS	**46.** The solution shall have features of app id (Application) learning and provide granule data for the application being used. It shall have more the 10,000 application learning in their database.	Request to change the clause to "The solution shall have features of app id (Application) learning and provide granular data for the application being used."	RFP clause modified .	Please read clause as "The solution shall have features of app id (Application) learning and provide granule data for the application being used. It shall have approximately 10,000 application learning in their database.
64	63	Annexure 1: TECHNICAL & FUNCTIONAL REQUIREMENTS	**47.** The Appliance should have option to run Advance Malware/ Anti-APT Protection engine utilizing sand-boxing technology for file and file reputation analysis. Also solution should be capable of integrating with existing Bank's Advance Malware/ Anti-APT Protection engine.	Please provide the Bank's existing Advance Malware/ Anti-APT Protection/Sanbox solution details.	Required Details will be shared with successful bidder	
65	63	Annexure 1: TECHNICAL & FUNCTIONAL REQUIREMENTS	**Repetitive point - 51.** The solution shall have features of app id (Application) learning and provide granule data for the application being used. It shall have more the 10,000 application learning in their database. Also, it should have features to analysis API request packet & micro-service level packet and should able to Block and Allow.	Request to change the clause to "The solution shall have features of app id (Application) learning and provide granular data for the application being used." **Please provide clarity on point** - Also, it should have features to analysis API request packet & micro-service level packet and should able to Block and Allow.	RFP clause modified .	Please read clause as "The solution should be capable to show risk score & risk level wrt application learning feature."
66	63	Annexure 1: TECHNICAL & FUNCTIONAL REQUIREMENTS	**52.** The solution should have features to support Web based DLP for Roaming users.	Please provide clarity on this point w.r.t architecture that Bank wants to use that does not require cloud based infrastructure.	RFP Clause removed	RFP Clause Removed
67	65	Annexure 1: TECHNICAL & FUNCTIONAL REQUIREMENTS	**71.** Should support the functionality to force users to explicitly agree to the terms and conditions for browsing the World Wide Web from the organization's network to let the user know that the Organisation is monitoring their web activity.	Please provide more clarity on this point.	No changes in RFP	Clause is optional
68	118	B. Specific Scope for Enterprise Web Gateway Solution:	**4.** The solution proposed by bidder should not be declared as End of Support (EOS) or End of Life (EOL) by the OEM for its Software & Hardware for period of 6 (5+1) years or during the entire period of initial contract and further one year whichever is later.	In today's dynamically changing threat landscape, new features and technologies are added. Which also requires appliances using older technology to EOS/EOL from time to time. Typically 5 years appropriate to not EOS/EOL hardware appliances. Request to change the claue to "The solution proposed by bidder should not be declared as End of Support (EOS) or End of Life (EOL) by the OEM for its Software & Hardware for period of 5 years or during the entire period of initial contract"	The solution proposed by bidder should not be declared as End of Support (EOS) or End of Life (EOL) by the OEM for its Software & Hardware for period of 5 years	

Sn	Page no	Points/ Section	Clarification points as stated in RFP	Comment/ Suggested deviation	Bank's response	Updated Clause
69	119	B. Specific Scope for Enterprise Web Gateway Solution:	**11.** The bidder should arrange for Onsite support of OEM if required for trouble shooting and resolution of technical issues without any additional cost to the Bank.	Request to change the clause to "The bidder should arrange for Onsite support if required for trouble shooting and resolution of technical issues without any additional cost to the Bank."	RFP clause is self explanatory.	
70	119	B. Specific Scope for Enterprise Web Gateway Solution:	**Repetitive point - 20.** The solution shall have features of app id (Application) learning and provide granular data for the application being used. It shall have more the 10,000 application learning in their database.	Request to change the clause to "The solution shall have features of app id (Application) learning and provide granular data for the application being used."	RFP clause removed as its covered in technical specifications	
71	123	F. Source Code	**a)** The application software should mitigate Application Security Risks, at a minimum, those discussed in OWASP vulnerabilities (Open Web Application Security Project). The Bank shall have right to audit of the complete solution proposed by the bidder including source code audit, and also inspection by the regulators of the country. The observations, if any shall be rectified promptly by the bidder/ OEM as the case may be to the satisfaction of Bank or the auditors.	Request to change the clause to "The application software should mitigate Application Security Risks, at a minimum, those discussed in OWASP vulnerabilities (Open Web Application Security Project). The Bank shall have right to audit of the complete solution proposed by the bidder, and also inspection by the regulators of the country. The observations, if any shall be rectified promptly by the bidder/ OEM as the case may be to the satisfaction of Bank or the auditors."	RFP clause modified .	Please read clause as "The application software should mitigate Application Security Risks, at a minimum, those discussed in OWASP vulnerabilities (Open Web Application Security Project). The Bank shall have right to audit of the complete solution proposed by the bidder, and also inspection by the regulators of the country. The observations, if any shall be rectified promptly by the bidder/ OEM as the case may be to the satisfaction of Bank or the auditors."
74	49	6.2.35. Liquidated Damages	We request BOM to change LD clause as liquidated damages, a sum equivalent to 0.50% of the complete contract amount until actual delivery or performance, per week or part thereof (3 Working days will be treated as a week); and the maximum deduction is 10% of the contract price.	Please change to " We request BOM to change LD clause as liquidated damages, a sum equivalent to 0.50% of the complete contract amount until actual delivery or performance, per week or part thereof (5 Working days will be treated as a week); and the maximum deduction is 10% of the contract price.	LD CLAUSE clarified above.	
75	60	Technical & Function	The solution should be on premise appliance based and must Provide Web Proxy, Caching, Web based Reputation filtering, URL filtering, Antivirus, Antimalware, Application Visibility & control, Detail Reporting and Management. Proxy appliances shall be in High Availability Active- Passive mode at DC and Active mode at DR. Load balancing should be inbuilt in the appliance or to be provided by bidder with no additional cost.	Does this mean failover is needed only in DC and not in DR as there is only an Active node ? Load Balancing is achieved using PAC files.	RFP clause self explanatory	
76	5	Technical & Function	The solution should have customizable setting in the Web Based Reputation Services, like Monitor, Allow and Block based on the Global/ Geo location reputation	Gelocation block for the destination website can be achieved using Regex condition in the policy like you can create Regex for .pk or .cn domain	This clause is optional	

Sn	Page no	Points/ Section	Clarification points as stated in RFP	Comment/ Suggested deviation	Bank's response	Updated Clause
77	11	Technical & Function	The solution should be capable of working in the following configurations: Standalone Explicit Proxy, Forward Proxy, Reverse Proxy and Transparent proxy	Request to remove Reverse proxy "The solution should be capable of working in the following configurations: Standalone Explicit Proxy, Forward Proxy and Transparent proxy"	RFP clause modified .	Please read clause as "The solution should be capable of working in the following configurations: Standalone Explicit Proxy, Forward Proxyand Transparent proxy"
78	12	Technical & Function	The solution should be capable of terminating open session based on inactivity	Inactivity timeout can be achieved for Active Directory users.	RFP clause modified .	RFP Clause Removed
79	19	Technical & Function	The appliance management console should have a single control mechanism in form of Configuration/master button to DENY ALL TRAFFIC control to deactivate all internet services. (This specific option to be used only in case of an outbreak, hacking attempt, etc.)	Using configuration policy this can be achieved there is no Physical button.	RFP clause is self explanatory. It can be in form of configuration or Master button	
80	20	Technical & Function	The solution should integrate with LDAP directory like Active Directory, for user authentication and authorization. Also the solution should have capability for Integration with Bank's PIM/PAM solution	Request to change this to "The solution should integrate with LDAP directory like Active Directory, for user authentication and authorization.".	RFP CLAUSE MODIFIED	Read RFP Clause as "The solution web console should be accessible through Bank's PIM/PAM solution"
81	21	Technical & Function	Solution should integrate with existing DLP, EDR,SEIM & other security solutions of Bank	Solution can integrate for DLP using ICAP. For SIEM yes you can forward to any SIEM collector. Please remove EDR as its not possible to integrate with bank existing EDR solution.	RFP clause modified .	Please read clause as "Solution should integrate with existing DLP,SEIM & other security solutions of Bank"
82	27	Technical & Function	Solution should have capabilities to configure User, IPs, URLs and Domains to Black list or white list exceptions for detections	AD Users groups can be added as part of Identity policy to block/allow.	RFP Clause is self explanatory.	
83	37	Technical & Function	The solution should block users when multiple (configurable) numbers of policy violations are triggered simultaneously.	Request to remove this as solution checks for policy based on matched condition and not all policy simultaneously.	Clause is optional.	Clause is optional.
84	47	Technical & Function	The Appliance should have option to run Advance Malware/ Anti- APT Protection engine utilizing sand-boxing technology for file and file reputation analysis. Also solution should be capable of integrating with existing Bank's Advance Malware/ Anti-APT Protection engine.	Integration with Advance Malware/Anti-APT is not possible with existing bank Advance Malware/Anti APT utilizing sandboxing technology. Please remove this point as it will favor OEM whose solution are deployed in bank environment.	RFP Clause modified .	Please read RFP clause as "The Appliance should either have the inbuilt option to run Advance Malware/ Anti-APT Protection engine utilizing sand-boxing technology for file and file reputation analysis OR is capable of integrating with existing Bank's Advance Malware/ Anti-APT Protection engine."
85	61	Technical & Function	The solution should provide pre-configured and customized reports i.e. Top URLs visited, Top Bandwidth users, Policy violations, URL Categories, Threats identified and prevented.	Request to remove Policy Violation "The solution should provide pre-configured and customized reports i.e. Top URLs visited, Top Bandwidth users, URL Categories, Threats identified and prevented."	This clause is optional	This clause is optional
86	133	4	Hardware utilization should not exceed 70%	Please change to "Hardware Utilization should not exceed 80%"	No change in RFP Clause	No change in RFP clause

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Bank of Maharashtra
भारत सरकार का उद्यम
एक परिवार एक बैंक

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Sn	Page no	Points/ Section	Clarification points as stated in RFP	Comment/ Suggested deviation	Bank's response	Updated Clause
87				Please let us know Hardware delivery timelines	Bidder is expected to complete the project in all respect including installation, configuration, and Integration, UAT & production movement of solution within 12 Weeks after acceptance of the purchase order issued by the Bank.	
88	113	Schedule 3	One time Implementation cost for the Web Filtering and Proxy Solution by OEM under professional service	Please change to "One time Implementation cost for the Web Filtering and Proxy Solution by OEM/bidder under professional service"	Modified as "One time Implementation cost for the Web Filtering and Proxy Solution by OEM/bidder under professional service"	
89	64	65	System Health Dashboard Must Provide: Status : Alerts Disk Usage Proxy Stats High Availability` Client Connection Server Connection System Memory Usage Proxy Traffic: RPS Bandwidth Response Rate Cache hit Rate Connection DNS Response	System Health Dashboard Must Provide: Status : Alerts via emails Disk Usage Proxy Stats High Availability` Client Connection Server Connection System Memory Usage Proxy Traffic: RPS Bandwidth Response Rate Cache hit Rate Connection DNS Response	Bidders understanding is correct	
90	133	4	Hardware utilization should not exceed 70%	Please change to "Hardware Utilization should not exceed 80%"	Duplicate query already answered	
91				Please let us know Hardware delivery timelines	Duplicate query already answered	
92	113	Schedule 3	One time Implementation cost for the Web Filtering and Proxy Solution by OEM under professional service	Please change to "One time Implementation cost for the Web Filtering and Proxy Solution by OEM/bidder under professional service"	"One time Implementation cost for the Web Filtering and Proxy Solution by OEM/bidder under professional service"	
93	60	(i) General Features and Policies , Point 1	The solution should be on premise appliance based and must Provide Web Proxy, Caching, Web based Reputation filtering, URL filtering, Antivirus, Antimalware, Application Visibility & control, Detail Reporting and Management. Proxy appliances shall be in High Availability Active- Passive mode at DC and Active mode at DR. Load balancing should be inbuilt in the appliance or to be provided by bidder with no additional cost.	**CONFIRMATION REQUIRED:-** We have 2 options , 1st one is On-premise Web Security :- In this we will be deploying proxy only on-premise which will cater Web security needs to on-premise users only and if you want the off-premise users to be benifted then you have VPN them and route towards on-premise proxy . 2nd One is Web Security Hybrid :- In this we will be deploying on-premise proxy and also there will be cloud based proxy so your setup will be a mixture of both On-premise and cloud based proxy . On-premise users will be filtered by On-premise proxy and off premise users will be filtered by cloud based proxy , there wont be any need to connect your roaming users back to on-premise network VPN for Web Security unlike the 1st option of On-premise Web Security . Note Our Hybrid Proxy Datacenters are in INDIA and all your logs and Data will be stored locally in your premise itself , Please suggest with which Architecture you would like go ahead .	Bank prefers On Premises appliance based solution for 6000 concurrent user licenses initially. However, Bank may go in hybrid mode in near future so the expectation is that same licenses should work on prem or cloud without any additional cost to bank. (expected number of off prem user license consumption in near future= ~10%	

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94	60	(i) General Features and Policies , Point 12	The solution should be capable of terminating open session based on inactivity	We would like to know the underlying objective of this point so that we can provide the options to achieve the overall objective here as we belive this not a proxy use case and we request you to remove this pointer as its OEM specific as well.	RFP clause modified .	Please read clause as "The solution should be capable of terminating open session based on inactivity if the license model is concurrent session based".
95	61	(i) General Features and Policies , Point 15	The bidder should have back to back arrangement with the OEM so that Bank will be able to log a call with the OEM directly	*SUGGESTIONS-* It would be a very useful if along with this Point we provide a dedicated customer advocate to the customer direclty also so that customer/bidder can directly call on their mobiles or mail them directly for assistance in getting the issues addressed .	RFP clause modified.	Please read clause as "The bidder should provide dedicated support from OEM to Bank for early assistance on issues observed".
96	61	(i) General Features and Policies , Point 11	The solution should be capable of working in the following configurations: Standalone Explicit Proxy, Forward Proxy, **Reverse Proxy** and Transparent proxy	We would request you to remove the Reverse Proxy keyword as this also supporting specific OEM	RFP clause modified .	Please read clause as "The solution should be capable of working in the following configurations: Standalone Explicit Proxy, Forward Proxy and Transparent proxy"
97	61	(i) General Features and Policies , Point 17	Solution should support IPv6 traffic, NTP server time synchronization, DNS configuration, Solution should have usable storage of at least 2 TB usable flash storage	Our appliance also have the HDD storage of 1.2 TB but as per our component structure the logs are stored on seprate server , which can be sized as per your requirement so proxy appliance need not need to have 2TB of storage , please confirm if this suffices the need here .	RFP clause modified .	Please read clause as " Solution should support IPv6 traffic, NTP server time synchronization, DNS configuration, Solution should have usable storage of at least 2 TB usable flash/SSD storage. Bidder may arrange a separate server for logs storage provided the cost of such arrangement is borne by bidder"
98	61	(i) General Features and Policies , Point 21	Solution should integrate with existing DLP, **EDR**,SEIM & other security solutions of Bank	Please specify the make and model of the EDR so that we can do a compatibility check and comply , also let us know the use case that you are expecting from an Integration of a proxy and EDR	RFP clause modified .	Please read clause as "Solution should integrate with existing DLP,SEIM & other security solutions of Bank"
99	61	(i) General Features and Policies , Point 24	Solution should be able to restrict Users to download certain amount of data, for example a user can be restricted to use not more than 1GB data during a time interval	We provide option to achieve underlying objective. By Bandwidth optimizer and Quota assignment based on time interval on categories and policies helps in achieving underlying objective of uptime for critical activities	No changes in RFP	RFP Clause is optional
100	61	(i) General Features and Policies , Point 26	Solution shall support role-based administration such as Administrator, Malware Analyst, Database Reader, and Read-only access user	We do have role based administration but name may differ as compared to ones higlighted , I hope this should be fine	Requirement is to have separate roles with separate previleges	

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101	61	(i) General Features and Policies , Point 36	The Proxy user license for the appliance is required to initially support **6000 concurrent connections** with complete failover to 100% capacity and should be scalable to 15000 concurrent users over a period of next 5 years based on yearly review of average consumption of licenses. Bidder should ensure that the solution should be capable of supporting up to 15000 licenses over the contract period without requiring any change in hardware proposed.	If not wrong this statement is a typo "6000 concurrent connections" Instead you wanted to type "6000 concurrent users" Right ? Please confirm	RFP clause modified .	Please read clause as "The Proxy user license for the appliance is required to initially support 6000 concurrent users with complete failover to 100% capacity and should be scalable to 15000 concurrent users over a period of next 5 years based on yearly review of average consumption of licenses. Bidder should ensure that the solution should be capable of supporting up to 15000 concurrent user licenses over the contract period without requiring any change in hardware proposed."
102	61	(i) General Features and Policies , Point 37	The solution should block users when multiple (configurable) numbers of policy violations are triggered simultaneously.	This configuration is OEM specific and wont be bringing much of the ROI as any which ways we will be blocking users based on source , destination and also real time blocking will be also there to deal with any kind of attack situation so we would request you to remove this clause as its favoring specific OEM without any major use case .	No changes in RFP	RFP Clause is optional
103	61	(i) General Features and Policies , Point 37	The proposed solution should provide option to define different bandwidth and policy. (Optimize bandwidth utilization).	We provide option to achieve underlying objective. By Bandwidth optimizer and Quota assignment based on time interval on categories and policies helps in achieving underlying objective of uptime for critical activities	Bidders understanding is correct	
104	63	(i) General Features and Policies , Point 47	The Appliance should have option to run Advance Malware/ Anti-APT Protection engine utilizing sand-boxing technology for file and file reputation analysis. Also solution should be capable of integrating with existing Bank's Advance Malware/ Anti-APT Protection engine.	We do provide AMD but its on Cloud do let us know if Bank is fine this or not ?	RFP Clause modified	Please read RFP clause as "The Appliance should either have the inbuilt option to run Advance Malware/ Anti-APT Protection engine utilizing sand-boxing technology for file and file reputation analysis OR is capable of integrating with existing Bank's Advance Malware/ Anti-APT Protection engine."
105	63	(i) General Features and Policies , Point 51	The solution shall have features of app id (Application) learning and provide granule data for the application being used. It shall have more the **10,000** application learning in their database. Also, it should have features to analysis API request packet & micro-service level packet and should able to Block and Allow.	We have a functionality of Shadow IT controls where you get these application information , it analysis the risk score of the application then allow or block the app or even admin can take the control on this , Please confirm if this approach is fine and the App data base we have is of 9537 so kindly remove the 10K number instead keep it as "Solution Should have App database size which contains latest and list of riskiest app" so that this becomes neutral for all vendors ".	RFP clause modified .	Please read clause as "The solution should be capable to show risk score & risk level wrt application learning feature."
106	63	(i) General Features and Policies , Point 52	The solution should have features to support Web based DLP for Roaming users.	If not wrong bank already has EP DLP to take care of Data loss on roaming users hence asking so this feature from the non existing OEM for DLP at bank is not a neutral approach so kindly remove this point as already your DLP solution is taking care of this	RFP clause removed.	RFP Clause Removed

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107	64	(i) General Features and Policies , Point 70	The solution should have facility for End User to report Mis-categorisation in URL Category	This also OEM specific , we would suggest to either remove this clause or accept an alternate option where user can drop a mail on an email alias to submit the category change of a website	No changes in RFP	RFP Clause is optional
108	61	(i) General Features and Policies , Point 5	The solution should have customizable setting in the Web Based Reputation Services, like Monitor, Allow and Block based on the Global/ Geo location reputation	We cant customize such options though our ACE engine works in real time and ensures to provide real time threat protection , we would request you to omit this cluase as this can lead to insider attack in case the admin turns rogue	No changes in RFP clause. Applicable in scenarios where categories are not defined/not correctly defined then Bank should have facility to propose for allow/monitor/block the URL. Final discretion should be with OEM to avoid any human error	RFP Clause is optional
109	60	(i) General Features	The solution should be on premise appliance based and must Provide Web Proxy, Caching, Web based Reputation filtering, URL filtering, Antivirus, Antimalware, Application Visibility & control, Detail Reporting and Management. Proxy appliances shall be in High Availability Active- Passive mode at DC and Active mode at DR. Load balancing should be inbuilt in the appliance or to be provided by bidder with no additional cost.	CONFIRMATION REQUIRED:- We have 2 options , 1st one is On-premise Web Security :- In this we will be deploying proxy only on-premise which will cater Web security needs to on-premise users only and if you want the off-premise users to be benifted then you have VPN them and route towards on-premise proxy . 2nd One is Web Security Hybrid :- In this we will be deploying on-premise proxy and also there will be cloud based proxy so your setup will be a mixture of both On-premise and cloud based proxy . On-premise users will be filtered by On-premise proxy and off premise users will be filtered by cloud based proxy , there wont be any need to connect your roaming users back to on-premise network VPN for Web Security unlike the 1st option of On-premise Web Security . Note Our Hybrid Proxy Datacenters are in INDIA and all your logs and Data will be stored locally in your premise itself , Please suggest with which Architecture you would like go ahead .	Bank prefers On Premises appliance based solution for 6000 concurrent user licenses initially. However, Bank may go in hybrid mode in near future so the expectation is that same licenses should work on prem or cloud without any additional cost to bank. (expected number of off prem user license consumption in near future= ~10%	
110	60	(i) General Features	The solution should be capable of terminating open session based on inactivity	We would like to know the underlying objective of this point so that we can provide the options to achieve the overall objective here as we belive this not a proxy use case and we request you to remove this pointer as its OEM specific as well.	RFP clause modified .	RFP Clause removed
111	61	(i) General Features	The bidder should have back to back arrangement with the OEM so that Bank will be able to log a call with the OEM directly	SUGGESTIONS- It would be a very useful if along with this Point we provide a dedicated customer advocate to the customer direclty also so that customer/bidder can directly call on their mobiles or mail them directly for assistance in getting the issues addressed .	RFP clause modified .	Please read clause as "The bidder should provide dedicated support from OEM to Bank for early assistance on issues observed".
112	61	(i) General Features	The solution should be capable of working in the following configurations: Standalone Explicit Proxy, Forward Proxy, **Reverse Proxy** and Transparent proxy	We would request you to remove the Reverse Proxy keyword as this also supporting specific OEM	RFP clause modified .	Please read clause as "The solution should be capable of working in the following configurations: Standalone Explicit Proxy, Forward Proxyand Transparent proxy"

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भारत सरकार का उद्यम
एक परिवार एक बैंक

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Sn	Page no	Points/ Section	Clarification points as stated in RFP	Comment/ Suggested deviation	Bank's response	Updated Clause
113	61	(i) General Features	Solution should support IPv6 traffic, NTP server time synchronization, DNS configuration, Solution should have usable storage of at least 2 TB usable flash storage	Our appliance also have the HDD storage of 1.2 TB but as per our component structure the logs are stored on seprate server , which can be sized as per your requirement so proxy appliance need not need to have 2TB of storage , please confirm if this suffices the need here .	RFP clause modified .	Please read clause as " Solution should support IPv6 traffic, NTP server time synchronization, DNS configuration, Solution should have usable storage of at least 2 TB usable flash/SSD storage. Bidder may arrange a separate server for logs storage provided the cost of such arrangement is borne by bidder".
114	61	(i) General Features	Solution should integrate with existing DLP, **EDR**,SEIM & other security solutions of Bank	Please specify the make and model of the EDR so that we can do a compatibility check and comply , also let us know the use case that you are expecting from an Integration of a proxy and EDR	RFP clause modified .	Please read clause as "Solution should integrate with existing DLP,SEIM & other security solutions of Bank"
115	61	(i) General Features	Solution should be able to restrict Users to download certain amount of data, for example a user can be restricted to use not more than 1GB data during a time interval	We provide option to achieve underlying objective. By Bandwidth optimizer and Quota assignment based on time interval on categories and policies helps in achieving underlying objective of uptime for critical activities	No changes in RFP	RFP Clause is optional
116	61	(i) General Features	Solution shall support role-based administration such as Administrator, Malware Analyst, Database Reader, and Read-only access user	We do have role based administration but name may differ as compared to ones higlighted , I hope this should be fine	Requirement is to have separate roles with separate previleges	
117	61	(i) General Features	The Proxy user license for the appliance is required to initially support **6000 concurrent connections** with complete failover to 100% capacity and should be scalable to 15000 concurrent users over a period of next 5 years based on yearly review of average consumption of licenses. Bidder should ensure that the solution should be capable of supporting up to 15000 licenses over the contract period without requiring any change in hardware proposed.	If not wrong this statement is a typo "6000 concurrent connections" Instead you wanted to type "6000 concurrent users" Right ? Please confirm	RFP clause modified .	Please read clause as "The Proxy user license for the appliance is required to initially support 6000 concurrent users with complete failover to 100% capacity and should be scalable to 15000 concurrent users over a period of next 5 years based on yearly review of average consumption of licenses. Bidder should ensure that the solution should be capable of supporting up to 15000 concurrent user licenses over the contract period without requiring any change in hardware proposed."
118	61	(i) General Features	The solution should block users when multiple (configurable) numbers of policy violations are triggered simultaneously.	This configuration is OEM specific and wont be bringing much of the ROI as any which ways we will be blocking users based on source , destination and also real time blocking will be also there to deal with any kind of attack situation so we would request you to remove this clause as its favoring specific OEM without any major use case .	No changes in RFP	RFP Clause is optional
119	61	(i) General Features	The proposed solution should provide option to define different bandwidth and policy. (Optimize bandwidth utilization).	We provide option to achieve underlying objective. By Bandwidth optimizer and Quota assignment based on time interval on categories and policies helps in achieving underlying objective of uptime for critical activities	Bidders understanding is correct	

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120	63	(i) General Features	The Appliance should have option to run Advance Malware/ Anti-APT Protection engine utilizing sand-boxing technology for file and file reputation analysis. Also solution should be capable of integrating with existing Bank's Advance Malware/ Anti-APT Protection engine.	We do provide AMD but its on Cloud do let us know if Bank is fine this or not ?	Cloud based AMD is not accepted.	
121	63	(i) General Features	The solution shall have features of app id (Application) learning and provide granule data for the application being used. It shall have more the **10,000** application learning in their database. Also, it should have features to analysis API request packet & micro-service level packet and should able to Block and Allow.	We have a functionality of Shadow IT controls where you get these application information , it analysis the risk score of the application then allow or block the app or even admin can take the control on this , Please confirm if this approach is fine and the App data base we have is of 9537 so kindly remove the 10K number instead keep it as "Solution Should have App database size which contains latest and list of riskiest app" so that this becomes neutral for all vendors ".	RFP clause modified.	Please read clause as "The solution shall have features of app id (Application) learning and provide granule data for the application being used. It should have approximately 10,000 application learning in their database.. "
122	63	(i) General Features	The solution should have features to support W	If not wrong bank already has EP DLP to take care of Data loss on roaming users hence asking so this feature from the non existing OEM for DLP at bank is not a neutral approach so kindly remove this point as already your DLP solution is taking care of this	RFP Clause modified	RFP Clause removed
123	64	(i) General Features	The solution should have facility for End User to report Mis-categorisation in URL Category	This also OEM specific , we would suggest to either remove this clause or accept an alternate option where user can drop a mail on an email alias to submit the category change of a website	No changes in RFP	RFP Clause is optional
124	61	(i) General Features	The solution should have customizable setting in the Web Based Reputation Services, like Monitor, Allow and Block based on the Global/ Geo location reputation	We cant customize such options though our ACE engine works in real time and ensures to provide real time threat protection , we would request you to omit this cluase as this can lead to insider attack in case the admin turns rogue	No changes in RFP	RFP Clause is optional

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125	28	Right to Alter Quantit	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	Please specify the maximum numbe of concurrent sessions/ users so that we can size the hardware accordingly as there are penalities associated on the same with respect to utilization on page 133	Please refer point no. 36 (page 62) of Annexure-I in RFP.	
126	29	6.1.5.14	The Head Office of the Bank is floating this RFP. However, the Bidder(s) getting the contracts shall install and commission the equipment, procured through this RFP, at the Bank's Datacentre's – DC, DR & other branches/offices as the Bank may deem fit and the changes, if any, in the locations will be intimated to the Bidder	Please specify the location of DC and DR and also to confirm whether Bidder's responsibility would be limited to complete the work in DC and DR.Bank to note that the End user activity of installing an agent will be of the Bank Existing End point service provider.	Required Details will be shared with successful bidder	
127	31	6.1.10	The SI shall ensure that the solution is complied with all the regulatory guidelines of GOI/ RBI and also adheres to requirements of IT Act 2000 and amendments thereof. A self-declaration to this effect needs to be submitted by the SI for Integration with existing SIEM Solution. The Solution shall be integrated seamlessly with the Bank's existing SIEM Solution. As required by Bank, the SI and the OEM shall provide all the required information and data for integrating with SIEM.	Requesting Bank to provide with the existing SIEM solution details: OEM, Model, Version.	Required Details will be shared with successful bidder	

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128	50	6.2.38	Exchange rate variation clause will be applicable for repeat order only. Prices accepted by Bank shall be increased or decreased in repeat order if the ERV is more than 5%. (The % will be calculated from date of submission of commercial offer and repeat order proposal). The price increase or decrease will be proportionate to difference more than 5% i.e. if dollar variation is + 7% than prices will increased by 2%.	Bank to note that Dollar flucation is not controlled by the bidder and hence any variation in dollar fluctuation will be applicable for repeat orders.	No change in RFP Clause	
129	47	6.2.32	The Bank shall be entitled to terminate the agreement without assigning ny reason with the Bidder at any time by giving 60 days' prior written notice to the Bidder.	Bank to Note that termination for convenience is not acce	No Changes in RFP	
130	38	6.2.13	Penalty due to delay in Services: Complete Solution has to be made live within 12 weeks from the date of acceptance of Purchase Order, failing which Bank will levy a penalty of 0.5% of the Contract Value forevery week (One week = 7 days) or part thereof of delay, capped to Max of 10% of contract Value.	Bank to Note that the delivery of Hardware is generally 6-8 weeks and we would need adiditonal 8-12 weeks of implementation of solution in DC and DR. the penalty clause should kick in post 20 weeks and not at 12 weeks	No Changes in RFP Clause	No change in RFP clause
131	132	Annexure G: Service	The bidder shall guarantee a 24x7x365 availability with quarterly uptime of 100% for the solution as specified in Scope of Work, during the period of the Contract and also during ATS, if contracted, which shall be calculated on quarterly basis	None of the solutions can promise a 100% uptime. Request Bank to change the clause accordingly as per the OEM SLA .	Scheduled down times approved by Bank will not be calculated for quarterly uptime calculations.	
132	133	Penlaty Due to Downtime		Request Bank to remove the penlaty clause as the soltuion would be implemented in the Banks DC and DR and the scope of bidder is to implement and provide FMS resources	Scheduled down times approved by Bank will not be calculated for penalty calculations	
133	133	Performance Measurement:		Bank to note that the intent of the solution is lost as bidder would need to just maintain themselves to avoid penalities. Such penalities are restrictive on the bidder to even quote. Request Bank to take a note of the same and make it more productive / encouraging for the bidder to participate. the penlaty clauses should be made simple and wasy for the bidders to comply	No changes in RFP	

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134	129	Payment Milestones		Bank to Note that the payment schedule as mentioned in the Annexure F is not as per industry standard. We request Bank to note the below payments and in any ways, bidder is submitting the Bank Guranatee to the bank for performance of their obligations 1. Hardware and Software : on delivery of Hardware and Software for 3 years 2. Implemenation cost: On implementation 3. FM Resource Cost: 100% Quartely Advance. as these resources will have to be paid salary on a monthly basis, hence the proposed payment terms in the RFP are not a viable option.	Please refer corrigendum for revised payment terms	
135	115	Annexure B:	Technical Evaluation Criteria: Sr. No 1, 1 a, 1b and 6	Requesting Bank to relax the the clause: Bidder or OEM to provide with the asked references.	No change in RFP Clause	
137	26	6.1.4.8	The Bidder represents that the supplied equipment and documentation….......................................servic es from the bidder.	Bidder is a reseller and does not extend any warranty for IPR of the product.	RFP Clause is self explanatory	
138	29	6.1.5.15	Indemnity requirements	Since Bidder is a reseller, all the indemnities for infringement of third party intellectual property rights shall be governed directly by the terms of End User License Agreement (EULA), which shall be executed directly between the Bank and OEM.	No change in RFP Clause	
139	31	6.1.10	Indemnities for hardware, software and network equipment	Since bidder is a reseller, all the indemnities for infringement of third party intellectual property rights shall be governed directly by the terms of End User License Agreement (EULA), which shall be executed directly between the Bank and OEM.	No change in RFP Clause	
140	33	6.2.2	Ownership, Grant and Delivery	bidder's role here, is to procure, provide and install the product to the Bank through the OEM. However, the assignment or transfer of the product by the Bank shall be governed by the EULA to be exeuted between the Bank and OEM.	RFP Clause is self explanatory	
141	33	6.2.4	Inspection	Bank to Note that Inspection subject to OEM's approval	No change in RFP Clause. Bidder is responsbile for co-ordination with OEM	
142	35	6.2.7	Assignment	Assignment requirements will be governed by the EULA between Bank and OEM.	Duplicate query already answered	
143	37	6.2.10	Indemnity	bidder is a Reseller and shall be responsible for provision and installation of the product. All product indemnities shall be govered by the EULA executed directly between the Bank and OEM.	No change in RFP Clause	
144	40 - 43	6.2.19	Confidentiality	We recommend for the clause to be made bi lateral as all information shared with the Bank along with product quotes as well as services provided is required to be covered as bidder's confidential info. And require the confidentilaity obligations to last until the term of this Agr and to be limited to 2 years post termination, instead of being perpetual in nature. _Restricted_	No change in RFP Clause	

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145	43	6.2.21	Intellectual Property	Bidder is a Reseller and shall provide the OEM's product to the Bank on an "as is" basis. Ownership and rights governing IP shall be in accordance with the terms of the EULA executed between the Bank and OEM.	No change in RFP Clause	
146	44	6.2.22	Guarantees	Business to confirm. All product related info and paperwork to be governed by EULA between Bank and OEM.	No change in RFP Clause	
147	47	6.2.31	Addition/Deletion of Qualified Offerings	1. Bidder shall ensure provision of any and all additional new product required by the Bank after confirmation of the initial order. This shall be confirmed via a written request/Change Order/PO. 2. Bidder will be unable to make variations in an Order once placed (which is accepted and agreed by the Bank) with the OEM.	RFP Clause is self explanatory	
148	47/48	6.2.32	Termination	Once the Contract is awarded, it will not be possible to terminate the same, because the licenses will be supplied back to back by the OEM.	No change in RFP Clause	
149	48	6.2.33	Effects of Termination	1. Once the Contract is awarded, it will not be possible to terminate the same, because the licenses will be supplied back to back by the OEM. 2. All Warranties/AMC to be governed by the EULA executed between the Bank and OEM.	No change in RFP Clause	
150	63	52	The solution should have features to support Web based DLP for Roaming users.	Please gives us more clarity on this point	RFP Clause removed	RFP Clause removed
151	115	Annex-B	Annexure-B- Technical Evaluation criterion 1.a in Public sector undertaking / Govt. Organization/ PSBs/ Public Insurance companies (5 Marks for each implementation with Min 2000 user licenses and in multiple of 5 for each such credential subjected to Max 20 Marks) 1.b in private Banks / foreign banks/ any other BFSI Sector (3 Marks for each implementation with Min 2000 user licenses and in multiple of 3 for each such credential subjected to Max 20 Marks)	Request bank to change marking to 5 marks for all references(Irrespective of Govt./PSU/Pvt.)	Technical Evaluation Criterion modified, Please refer Corrigendum for Revised Technical Evaualtion criterion	Please refer Corrigendum for Revised Technical Evaualtion criterion