Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
1	12	2.3 project scope in brief	The contract tenure will be for FIVE Years from the Date of Acceptance of the Solutions by the Bank.	Bidder request contract tenure should be FIVE years from the date of PO released. Please confirm	No change in the RFP Clause.
2	12	2.2	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.	Bidder understands that if the solution can be deployed on commodity boxes over VM with Linux / Windows OS then the bidder only needs to provide the sizing and the hardware, OS etc. will be provided by the bank. Only of the bidder brings in any appliance then the bidder needs to supply the appliance as well. Please clarify.	Refer "corrigendum for changes in RFP" for more details
3	12	2.3 Project Scope in brief	B. The contract tenure will be for FIVE Years from the Date of Acceptance of the Solutions by the Bank.	Request Bank to consider the contract tenure as 5 years from the date of implementation of the solution.	No change in the RFP Clause.
4	13	Clause No. 2.3. E Project Scope in brief	Bank has ORACLE ULA in place, however the bidder may also propose solution that uses different database, price of the same shall be included by the bidder in their commercials as per the format. Bidder must quote the price for the same in their commercials as per the format. The successful bidder shall implement the proposed solutions based on the same and take care of installation, configuration, support and its further maintenance.	Bank Request is requested to extend commercial benefit to MS SQL Server (Standard/Enterprise) & SQL Management Studio Edition as well.	Refer "corrigendum for changes in RFP" for more details
5	13	2.3 Project Scope in brief	A. Rollout the proposed solutions covering all the Bank's locations as specified under the scope.	Does bank have any SCCM tool, can bidder utlize it for all endpoint agent roll outs?	No such tool is in place.
6	13	2.3 Project Scope in brief	E. Bank will provide necessary Hardware/System Infrastructure for UAT/Development/production environment, OS, Storage, Server in VM, Racks, required network components & connectivity. Bank has ORACLE ULA in place, however the bidder may also propose solution that uses different database, price of the same shall be included by the bidder in their commercials as per the format. Bidder must quote the price for the same in their commercials as per the format. The successful bidder shall implement the proposed solutions based on the same and take care of installation, configuration, support and its further maintenance	Hope , Bidder need not to specify the commercials in case they propose oracle data base. Please clarify that in above scinario L1 price should be calculated without database cost. Request bank not to consider data base coist for L1 calculation.	Refer "corrigendum for changes in RFP" for more details
7	13	2.3 Project Scope in brief , E	Bank will provide necessary Hardware/System Infrastructure for UAT/Development/production environment, OS, Storage, Server in VM, Racks, required network components & connectivity. Bank has ORACLE ULA in place, however the bidder may also propose solution that uses different database, price of the same shall be included by the bidder in their commercials as per the format. Bidder	Pls sahre the details of VM type (eg. Vmware Or Hyper-V), OS type (microsoft, RHEL, any other), database type (MS SQL, MYSQL, Oracle etc) to be provided by bank.	Refer "corrigendum for changes in RFP" for more details
8	13	2.3 Project Scope in brief , F	Bidder must maintain all involved application/database level components required for the proposed solution. In case, if Bidder is supplying the customised OS, then the Bidder has to take care of OS level installation, configuration, support and its further maintenance as well.	Request bank to elaborate on thie requirement	Refer "corrigendum for changes in RFP" for more details
9	14	2.3.1 Project Schedule	Pre Implementation Training to bank staff / Post Implementation Training	Do we need to factor two training in year 1 (i.e pre & post implementation). In the commercial template there is only mention of 1 batch of training, please give clarity on this	Yes. Bidder may consider both training sessions and provide cost in the specified format
10	14	2.3.1 Project Schedule, 5	Installation and Configuration of Hardware/Applications in DC & DR / 7 weeks from issue of Purchase Order	Request bank to change the Time Period for completion to " 12 weeks from issue of Purchase Order "	Refer "corrigendum for changes in RFP" for more details
11	14	2.3.1 Project Schedule, 6	Integration of Installed security solution with other applicable deployed solution in Bank Environment / 10 weeks from issue of Purchase Order	Request bank to change the Time Period for completion to " 16 weeks from issue of Purchase Order "	Refer "corrigendum for changes in RFP" for more details
12	14	2.3.1 Project Schedule, 4	Delivery of related Hardware/Software, licenses and deployment of resources at bank premises / 5 weeks from issue of Purchase Order	Request bank to change the Time Period for completion to " 8 weeks from issue of Purchase Order "	Refer "corrigendum for changes in RFP" for more details
13	14	2.3.1 Project Schedule, 7	UAT (functional testing) of Deployed Security Solutions / 12 weeks from deployment of resources	Request bank to change the Time Period for completion to " 18 weeks from deployment of resources"	Refer "corrigendum for changes in RFP" for more details
14	14	2.3.1 Project Schedule, 8	Implementation of complete solution as per RFP scope in all locations. Impact analysis after implementation of the solutions need to be examined. To simplify the analysis, bidder can plan to implement one solution at a time. After successful implementation of one solution, next solution can be implemented. / 18 weeks from deployment of resources	Request bank to change the Time Period for completion to " 24 weeks from deployment of resources"	Refer "corrigendum for changes in RFP" for more details
15	14	2.3.1 Project Schedule, 2	Deployment of Resources at Bank's premises for Solution Proposed / 4 Weeks of issuing the Purchase order to SI	Request bank to change the Time Period for completion to " 8 Weeks of issuing the Purchase order to SI"	Refer "corrigendum for changes in RFP" for more details

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16	15	Training / Clause 2.3.3 Point (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 and should be of minimum 3 days, 8 hours a day for each solution under this RFP. Training should be provided to number of personnel 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	Request for Clarity Clarity needed:- Kindly specify the number of Bank employees to be considered for the OEM training	Refer "corrigendum for changes in RFP" for more details
17	15	2.3.3	This faculty should be solution certified up to advance level and should provide courseware with adequate lab facility as well.	Bidder understands that it needs to provide bank with details of lab facility required and that the same will be provided by the bank in its training premise. Please clarify.	Lab facility shall be factored by the Bidder/OEM only. Bank will arrange only for the accesibility of the same from its training premise.
18	15	2.3.3 (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 and should be of minimum 3 days, 8 hours a day for each solution under this RFP. Training should be provided to number of personnel 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.	Kindly confirm if training can be provided by OEM or partner authorized by OEM.	Yes training can be provided by the partner authorized by OEM.
19	15	2.3.3 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 and should be of minimum 3 days, 8 hours a day for each solution under this RFP. Training should be provided to number of personnel 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.	Request bank to change the pre implementaion trainig to one day, 8 hours a day and Post immplemantation traiing to minimum 3 days, 8 hours a day for each solution under this RFP.	No change in the RFP Clause.
20	20	4.1.4	The Bidder must ensure that quoted Software and Hardware should not be end of sale within 5years 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.	End of sale does not apply to software solutions for which new versions of solutions are made available through upgrade/update path hence request exclusion of end of sale for software solutions.	RFP Clause is self-explanatory.
21	20	4.1.4	The Bidder must ensure that quoted Software and Hardware should not be end of sale within 5years 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.	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.	RFP Clause is self-explanatory.
22	20	4.1.3	The Bidder is required to supply the Software/Hardware/Licenses/Applications required to provide above solutions at DC, DRC, NS & Branches and other Bank locations PAN India, as applicable.	Bidder understands that duplicate set of hardware/software needs to be provision at DR? Is this understanding correct.	Bidder's Understanding is Correct.
23	20	4.1.2	In case the bank revamps its current architecture or completely migrates to another network technology/New location due to any reason, the bidder shall make necessary changes in its solution to adapt to new deployment without any additional cost to the Bank.	Considering that the quantum of effort required by bidder to support bank in this activity could be high, bidder requests that such activities be treated as separate project to be taken up via change management route.	No change in the RFP Clause.
24	20	Common Scope of Work for Proposed Solutions	4.1.4 The Bidder must ensure that quoted Software and Hardware should not be end of sale within 5years 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.	Request Bank to consider the clause as - Quoted Software and Hardware should not be end of sale within 6 months of supply to the Bank. -Quoted Software and Hardware should not be End of Support or End of Life during tenure of the contract. Generally software solutions/modules could be End of Sale over 5yrs because of enchancements and product evolution however they will not be end of support as it will be supported through upgrade/update program as long as the contract is valid. Request change in end of sale as mentioned.	No change in the RFP Clause.
25	20	4. Detailed Scope of work, 4.1 Overview	4.1.3 The Bidder is required to supply the Software/Hardware/Licenses/Applications required to provide above solutions at DC, DRC, NS & Branches and other Bank locations PAN India, as applicable. The solutions shall comply with the technical requirement provided in Annexure 1 – Technical & Functional requirements	This clause contradics with 2.3 Project Scope in brief , point E, where Bank will provide necessary Hardware/System Infrastructure for UAT/Development/production environment, OS, Storage, Server in VM, Racks, required network components & connectivity along with database.	No change in the RFP Clause. Refer "corrigendum for changes in RFP" for changes in Clause 2.3.

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26	21	4.1.15	Central device should store minimum 6-month access/application logs on internal storage.	Provide clarification in terms of DAM what is the online retention period to store Audit logs on DAM appliances and what is retention period to store audit logs offline on external storage in archive format.	Specified Clause is applicable for all Solutions in the RFP. Offline Data Retention Period is 8 years.
27	21	4. Detailed Scope of work, 4.1 Overview	4.1.8 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 the data retention period for each solution under this RFP.	Offline Data Retention Period is 8 Years. Bank will leverage the use of existing data backup solution. Bidder has to coordinate with the Data Backup Team on planning/setting up/monitoring the backup process, integrity testing, restoration and other backup/restoration tasks pertaining to the proposed solution.
28	21	4.1.14	Bidder to specify the need of VM or other hardware for storage or hosting of application in their technical bid.	Request bank to provide the data retention period for each solution under this RFP.	Offline Data Retention Period is 8 Years.
29	21	4.1.14	Bidder to specify the need of VM or other hardware for storage or hosting of application in their technical bid.	Any hardware/VM required to deployed the solutions will be provisioned by Bank? Kindly validate it	Refer "corrigendum for changes in RFP" for more details
30	21	4.1.10	4.1.10 Bank reserves the right to bring about any changes in Requirement/Scope of this RFP and the same will be communicated to the bidder well in time so as to allow the bidder to prepare their proposal.	Bidder request in case of any changes in Requirement/ Scope of Work of this RFP should be published / informed to bidder before RFP closing date. Please confirm	RFP Clause is self-explanatory.
31	21	4.1.14	Implementation of the identified solutions at Bank including configuration, customization & Integration of the products as per the requirement.	Bidder requests the bank to provide a comprehensive list of applications with which the security solutions are to be integrated.	Details will be shared with the successful bidder.
32	21	4.1.11	The solution must integrate with various systems / applications in the Bank including but not limited to SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM etc.	Bidder requests the bank to provide the list of products currently in use for each of these solutions.	Details will be shared with the successful bidder.
33	21	4.1.12	All the licenses shall be in subscription based. There should not be any limitation on the number of applications and users using the solution. Other specific condition may be refer from technical document attached as Annexure-1	Page 44 Says requirement for perpetual License under "Ownership, Grant and Delivery" section. Can we have the option of proposing Subscription / Perpetual License	Bank Prefers Subscription based model only. Refer "corrigendum for changes in RFP" for more details
34	21	4.1.11	The solution must integrate with various systems / applications in the Bank including but not limited to SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM etc.	Please share the OEM details of the tools (SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM etc.)	Details will be shared with the successful bidder.
35	21	Common Scope of Work for Proposed Solutions / Clause 4.1.11	The solution must integrate with various systems / applications in the Bank including but not limited to SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM etc	Request for clarity Clarity needed:- Individual solution like DLP will need integration with only SIEM,PIN ,ADS and ITSM . Bank is informed that the integration with the systems/application in the specs will vary from each solution within the RFP. Request Bank to update which ITSM tool is in use currently ?	RFP Clause is self explanatory. ITSM Tool Details will be shared with the successful bidder.
36	21	4. Detailed Scope of work, 4.1 Overview	4.1.11 The solution must integrate with various systems / applications in the Bank including but not limited to SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM etc.	Pls provide the oem details of SIEM, PIM, NOC, TACACS, ITAM, ADS and ITSM solutions.	Details will be shared with the successful bidder.
37	21	Common Scope of Work for Proposed Solutions	4.1.12 All the licenses shall be in subscription based. There should not be any limitation on the number of applications and users using the solution. Other specific condition may be refer from technical document attached as Annexure-1	Request Bank to remove " There should not be any limitation on the number of applications and users using the solution" as this is generic clause. Specific solutions will have their own Licensing and Usage Policies.	No change in the RFP Clause.
38	22	POC (Proof of Concept):	Technically qualified bidders should conduct POC (Proof of Concept) within 1 week (7 Working days from the date of mail sent to the technically qualified bidders) as per the above mentioned scope of work and as per the technical requirements and technical Specifications on the Bank's Network. Performance and impact analysis will also be tested as a part of POC. After successful completion of the POC (Proof of Concept), the commercial bids will be opened only for the technically qualified bidders. The Bank may reject the technically qualified bidder/s, if the solution provided is not technically feasible and does not meet the scope of work, technical requirements & technical specifications during the POC (Proof of Concept). Bank will decide the duration of POC depends upon the count of technically qualified bidders and the proposed OEMs.	Request to change the timelines to conduct PoC from 1 week to 2 week.	Refer "corrigendum for changes in RFP" for more details

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39	22	4.1.21	Technically qualified bidders should conduct POC (Proof of Concept) within 1 week (7 Working days from the date of mail sent to the technically qualified bidders) as per the above mentioned scope of work and as per the technical requirements and technical Specifications on the Bank's Network. Performance and impact analysis will also be tested as a part of POC. After successful completion of the POC (Proof of Concept), the commercial bids will be opened only for the technically qualified bidders. The Bank may reject the technically qualified bidder/s, if the solution provided is not technically feasible and does not meet the scope of work, technical requirements & technical specifications during the POC (Proof of Concept). Bank will decide the duration of POC depends upon the count of technically qualified bidders and the proposed OEMs.	Can POC be done in OEM / bidder environment considering timeline and need for systems, access, etc.	No change in the RFP Clause.
40	22	POC (Proof of Concept)	Technically qualified bidders should conduct POC (Proof of Concept) within 1 week (7 Working days from the date of mail sent to the technically qualified bidders) as per the above mentioned scope of work and as per the technical requirements and technical Specifications on the Bank's Network. Performance and impact analysis will also be tested as a part of POC. After successful completion of the POC (Proof of Concept), the commercial bids will be opened only for the technically qualified bidders. The Bank may reject the technically qualified bidder/s, if the solution provided is not technically feasible and does not meet the scope of work, technical requirements & technical specifications during the POC (Proof of Concept). Bank will decide the duration of POC depends upon the count of technically qualified bidders and the proposed OEMs.	Request Bank to Clarity Scope of Work, Share list of features which needs to be demonstrate during PoC, Request Bank to extend PoC timelines to 2 week (14 working Days)	RFP Clause is self-explanatory. More Details will be shared with the technicaly qualified bidders.
41	22	4.1.21	The infrastructure & applications required for centralized monitoring & management of the proposed solutions (for e.g Servers / appliances as the part of the proposed solution along with respective s/w & database) will have to be deployed in the Bank's DC and DRC (as depicted above).The Bank would prefer to have all the hardware/appliance infrastructure within the DC/DRC however if the Bidder's solution necessities the deployment of a hardware/applications outside any of these locations then the Bidder must highlight the same in their architecture and factor that in the Bill of materials well.	Our understanding is that all the solution under the scope of this RFP should have centralized management console across DC & DR deployed in active / passive state as per their architecture and flow.	Bidder's understanding is correct.
42	22	4.1.21	Technically qualified bidders should conduct POC (Proof of Concept) within 1 week (7 Working days from the date of mail sent to the technically qualified bidders) as per the above mentioned scope of work and as per the technical requirements and technical Specifications on the Bank's Network. Performance and impact analysis will also be tested as a part of POC. After successful completion of the POC (Proof of Concept), the commercial bids will be opened only for the technically qualified bidders. The Bank may reject the technically qualified bidder/s, if the solution provided is not technically feasible and does not meet the scope of work, technical requirements & technical specifications during the POC (Proof of Concept). Bank will decide the duration of POC depends upon the count of technically qualified bidders and the proposed OEMs.	Solution features can be demonstrated in a POC however considering the timeline of 1 week and pre-requisites required, suggest that a scope for POC is defined. Further can POC be done in OEM / bidder environment.	Refer "corrigendum for changes in RFP" for more details. However, POC must be done in Bank's environment.
43	23	4.5.1	The Bank envisages the increase in the number of such devices to 1500 during the tenure of 5 years	The commercials need to be shared for 1000 endpoints as per commercial table, & the solution need to be scalable to 3000 endpoints. Any additional license will be taken up as separately, Is this understanding correct	Bidder's understanding is correct.
44	23	4.2.1	The Bank envisages the increase in the number of end points to 25000 during the tenure of 5 years.	The commercials need to be shared for 15000 endpoints as per commercial table, & the solution need to be scalable to 30000 endpoints. Any additional license will be taken up as separately, Is this understanding correct	Bidder's understanding is correct.
45	24	Data Loss Prevention (DLP) / Clause 4.2.5 Point (g)	Ability to seamlessly integrate with Encryption and selectively Encrypt data on the basis of designed policies	Request for clarity Clarity needed:- DLP can encrypt the data moving to USB drives to safeguard the data loss in case of loss of the removable device. Requesting bank to confirm the understanding is Inline .	Bidder's understanding is correct. However, Clause is applicable to all medias.
46	24	Data Loss Prevention (DLP) / Clause 4.2.5 Point (K)	Forensic Capability of searching through all the past traffic	Request for Modification/ Change Modify / Change to : Forensic Capability of searching through all the past Incident Reason for change:- The word Traffic does not specify the exact ask of forensics investigation as the traffic generated by the DLP may or may not be an incidents stored in forensics	Refer "corrigendum for changes in RFP" for more details
47	24	Data Loss Prevention (DLP) / Clause 4.2.5 Point (j)	Be Protocol and Port agnostic so as to tackle non-standard Data Transfer channels	Request for clarity Clarity needed:- DLP product solution need to be defined for channels like email, endpoint and web irrespective of specific ports and protocols	Bidder's understanding is correct.

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48	25	Data Loss Prevention (DLP) / Clause 4.2.10	The Bidder shall configure integrity monitoring for the files and ensure write protection wherever necessary	Request for Removal Reason for removal:- This is not a DLP functionality and will need IRM solution to be factored. Request Bank to kindly remove the pointer from DLP Scope of Work	Refer "corrigendum for changes in RFP" for more details
49	26	4.4 Database Activity Monitoring Solution (DAM)	Bank intends to address the database security concerns by implementing Database Activity Monitoring solution. This solution shall help in monitoring of all local, network and application level activities of the databases. Solution would run scheduled vulnerability scans for risk assessment and implement patches or apply virtual patches for all known vulnerabilities. The solution shall be implemented for different versions of databases & the servers on which the databases are running	Kindly provide the details of all different database version and the Server OS details to verify coverages of all DB and Servers. Refer attached DB sizing sheet for the same	The solution shall automatically discover all databases installed on Linux(All variants),unix(All variants) and windows all versions . Database of ORACEL 8i,9l,10G,11G and latest versions for Oracle,latest version of SQL SERVER and Sql version of 2000,2005,2008 including latest versios ,latest version of SYBASE, IBM DB2,MY SQL and other databases and helps bank to assess potential vulnerabilities
50	26	4.3.7	Solution should provide a breadth of tools that enable customers to detect sensitive data with Regex, Smart Regex, Categorization using Machine Learning (ML) and natural language processing capabilities do detect PCI, PII, etc., The solution should also be configured to detect specific keywords that may be critical for the Bank.	Machine Learning is not a valid method for content checking files to ascertain classification as the volume of correctly classified files required to train the machine means the accuracy cannot be guaranteed at an acceptable level. Other traditional methods such as mixing regex with context are far less likely to generate large numbers of false positives. Please allow Machine Learning / AI based	Refer "corrigendum for changes in RFP" for more details
51	26	4.4 Database Activity Monitoring Solution (DAM)	How many databases are in scope	Request for Clarification	120 databases and databases will increase in future and the same to be supported.
52	28	4.4.7 / 19	In case of software based solution, the bidder shall size, supply and maintain the required hardware	Bidder understands that the hardware for solution that can be deployed on VM will be provided by the bank. Please confirm.	Refer "corrigendum for changes in RFP" for more details
53	28	4.4 Database Activity Monitoring Solution (DAM)	19. 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	This clause contradics with 2.3 Project Scope in brief , point E, where Bank will provide necessary Hardware/System Infrastructure for UAT/Development/production environment, OS, Storage, Server in VM, Racks, required network components & connectivity along with database.	Refer "corrigendum for changes in RFP" for more details
54	30	4.6 Patch Management Solution (PMS)	Currently Bank has about 15000 endpoints including desktops, servers & laptops. The Bank envisages the increase in the number of end points to 25000 during the tenure of 5 years. The bidders proposed solution shall be sized to meet the 5 year requirement. However, the solution shall be scalable to cover 30000 endpoints.	Please mention sperate count of endpoint and servers that we should consider for licensing	Details will be shared with the successful bidder.
55	31	4.6 Patch Management Solution (PMS)	A single management server shall support up to 2,50,000 endpoints, shortening times for patches with no loss of endpoint functionality, even over low-bandwidth or globally distributed networks.	"A single management server shall support up to 2,50,000 endpoints" is specific to an OEM. Please remove this clause.	Refer "corrigendum for changes in RFP" for more details
56	31	4.6 Patch Management Solution (PMS)	Assessing Vulnerabilities of the managed endpoints or assets	Please clarify if end point management solution has to be integrated with a vulnerability scanner. If yes, please mention the vulnerability scanner application.	Solution should be capable of scanning the endpoints and provide the count of applicable endpoints for a specific security advisory in the form of CVE or other sources.
57	31	j) Assessing Vulnerabilities of the managed endpoints or assets	j) Assessing Vulnerabilities of the managed endpoints or assets	Request for Clarification: Does the bidder needs to perform vulnerability assessment ? If so how many IT components are in scope	Solution should be capable of scanning the endpoints and provide the count of applicable endpoints for a specific security advisory in the form of CVE or other sources.
58	32	4.7.1 Warranty/AMC/ATS Support service	4.7.1.1 The Bidder shall provide the maintenance (Warranty, AMC & ATS) for a period of Five years beginning from the date of acceptance of the solution by the Bank.	Bidder request bank to make warranty of hardware, software etc. start immediately on delivery to bank and not from acceptance of the solution by bank. This will lead to extend duraiton of contract. Please confirm	No change in the RFP Clause.
59	32	4.7.1 Warranty/AMC/ATS Support service	4.7.1.1 The Bidder shall provide the maintenance (Warranty, AMC & ATS) for a period of Five years beginning from the date of acceptance of the solution by the Bank.	Reqeust Bank to consider the warranty start date from the date of implementation of the solution.	No change in the RFP Clause.
60	34	4.7.2 People Deployment	4.7.2.2 The number of tentative resources indicated by the Bank in Annexure 15 – Resource Deployment Plan and Annexure 10 Commercial Bill of Material is for the purpose of the commercial normalization. The actual resources requirement would be finalized at the time of deployment & the same would be at the rate provided by the bidder in their commercial.	Bidder understand, this being fixed price project, bidders has right to decide number of resources to be deployed basis on scope of work as per RFP so request bank to leave upto bidder to decide number of resources required.	No change in the RFP Clause. RFP Clause is self-explanatory.
61	34	4.7.2.6	The Bank will perform the technical competency of the resources provided by the bidder either on its own or through third party resources	Can we have subcontracted resources	No. Please refer Annexure 5: Eligibility Criteria Compliance
62	35	4.4.2	4.4.2 The deployment & the coverage of the proposed solution shall be in line with the information provided by the Bank in the Clause 2.1 of this RFP	Unable to locate clause 2.1	Please refer Page No: 12 for Clause 2.1

Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
63	35	4.4.1	4.1.1 The Bidder is required to design & size the Database Activity Monitoring solution at DC and DRC for the proposed databases. The Bidder is also required to supply, install, configure and provide onsite comprehensive warranty & AMC/ATS services for the same over the tenure of the contract	What are the existing type of Databases? E.g. MS SQL, Oracle etc. Any existing native database encryption being used? E.g. MS SQL TDE Are there any Data Warehouses like TeraData, etc.. ? Are there any Big Data like Hadoop, Cloudera, etc...? Are there any Database as a Service (DBaaS) like SAP HANA, Amazon RDS, etc.. ? Are there any File Servers on NAS / SharePoint / etc.? How many DC location ? How many Active Database are there in each DC location? How many Active average cores Database ? For example - If there are total 10 Active Databases, then we would need Split like - 8 small size database between 4 to 8 cores each, 1 medium size database between 12 to 16 cores each, 1 large size database with more than 16 cores each Is DR 1:1 of Prod DC?	Please refer Annexure 1.3 for more information on DAM technical requirements. Databases are of different cpu cores at DC and DR. Details will be shared with the successful bidder. Solution should support all the databases which are installed in the bank environment irrespective of the CPU core.
64	35	4.4.7	32 d) Backend SQL query updates.	What is meant here by "Backend SQL query updates"	Alerts to be sent for those queries which are executed directly on the database .
65	35	4.4.7	36. The Bidder shall provide the training of the deployed solution to the Bank personnel for 1 batch with 5 personnel.	What kind of training is envisaged? 1. Operational? 2. Administration 3. Foundation 4. Experts	Training must cover all aspects with respect to the solution but not limited to the points spcified by the Bidder.
66	35	4.4.7	34. The solution shall function to support databases installed in virtual environment	Which are virtual environments in consideration here?	Databases hosted in Virtual environments but not limited to Hyper V, VMWare etc.,
67	35	4.4.7	24. Audit trail shall be stored within the solution in encrypted flat files and it shall not be stored in any database.	Which part of solution is being referrred here? Database agent or server	Database agent.
68	36	Annexure 10: Commercial Bill of Material	Database Activity Monitoring - DC QTY 120 and DRC QTY -120	Kindly provide the number of CPU cores details for DC & DR as this information is require for designing the solution and for sizing purpose	Databases are of different cpu cores at DC and DR. Details will be shared with the successful bidder. Solution should support all the databases which are installed in the bank environment irrespective of the CPU core.
69	37	5.1.3 Commercials	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	Bidder request bank to make duration of contract will commence from the date of PO and not from the acceptance of solution by bank. Warranty shall start immediately on delivery of hardware, software etc. Please confirm	No change in the RFP Clause.
70	37	5.1.2 Price bid	5.1.2.2 The prices quoted for the proposed solutions in the commercial bid shall be valid for the period of contract. In case there is decrease in the prices of the proposed solutions during the tenure of the contract; the cost benefit shall be passed to the bank	Bidder request bank to remove this clause. Price will be valid for the period of 180 days from the RFP closing date not valid till the duration of contract.	No change in the RFP Clause.
71	37	5.1.2	5.1.2.3 The prices quoted by the bidder shall include all applicable costs and taxes like GST, customs duty, excise duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc. at the respective delivery location of the bank but exclusive of only applicable Service Tax and Octroi /Entry Tax / equivalent local authority cess, which shall be paid/ reimbursed on actual basis on production of bills	Pls clarify if this is Tax inclusive bid ? Request bank for Tax exclusive deal.	Refer "corrigendum for changes in RFP" for more details
72	37	5.1.2 Price bid	5.1.2.3 The prices quoted by the bidder shall include all applicable costs and taxes like GST, customs duty, excise duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc. at the respective delivery location of the bank but exclusive of only applicable Service Tax and Octroi /Entry Tax / equivalent local authority cess, which shall be paid/ reimbursed on actual basis on production of bills.	Request Bank to confirm the GST which will be Exclusive of Quoted Price As per Annexure 10 commercial Bill of Material Note : 5. The prices quoted by the bidder shall include all applicable costs and taxes like customs duty, excise duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc. at the respective delivery location of the bank but exclusive of only applicable GST and Octroi / Entry Tax / equivalent local authority cess, which shall be paid/ reimbursed on actual basis on production of bills. reqeust Bank confirmation on this.	Refer "corrigendum for changes in RFP" for more details
73	38	5.1.4	5.1.4.1 If the contract is awarded, the Bidder shall furnish a Performance Guarantee to the extent of 15% of the value of the contract within 10 days of signing of the contract. The performance guarantee needs to be for the complete period of the contract and would need to be renewed till the expiry or termination of the contract. If the Performance guarantee is not submitted within 10 days, the Bank reserves the right to cancel the contract. The Performance Guarantee would be returned to the Bidder after the expiry or termination of the contract.	Request Bank to ask for PBG of 10% of contract value .	Refer "corrigendum for changes in RFP" for more details
74	39	5.1.4 Performance Guarantee	5.1.4.1 If the contract is awarded, the Bidder shall furnish a Performance Guarantee to the extent of 15% of the value of the contract within 10 days of signing of the contract.The performance guarantee needs to be for the complete period of the contract and would need to be renewed till the expiry or termination of the contract. If the Performance guarantee is not submitted within 10 days, the Bank reserves the right to cancel the contract. The Performance Guarantee would be returned to the Bidder after the expiry or termination of the contract	Request Bank to reduce the performance bank guarantee as 10% of the contract value.	Refer "corrigendum for changes in RFP" for more details

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75	41	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.	Bidder presumes that the alteration, if any, done by the bank will be prior to bidder submitting the commercials and not post that. Once the commercials are submitted and contract awarded to the bidder, the bank will not be making any reduction in tendered quantity. Please confirm.	Bidder's Understanding is correct.
76	41	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 specified in the tender. The bank will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration.	Request bank to limit the variation in quantity as maximum 10% of the declared quantity.	No change in the RFP Clause.
77	41-42	5.1.5.10 Right to Alter Quantities	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.	Bidder request bank to remove this clause .	No change in the RFP Clause.
78	43	5.1.8 Bid Security	The Bidder shall furnish, as part of its Technical bid, bid security of an amount of Rs. 50,00,000/-(Rupees Fifty Lakhs Only). The bid security is required to protect the Bank against the risk of Bidder's Conduct. The bid security shall be denominated in the INDIAN RUPEES only and shall be in the form of a Demand Draft favoring "Bank of Maharashtra" by a Scheduled Commercial Bank or a Foreign bank located in India in the form provided in Annexure 9 of this RFP Any bid not secured in accordance with the above will be rejected by the Bank as non-responsive.	Hope, the bid security will be acceptable in the from of bank gurantee as well as per Annexure 9 . Request bank confirmation on the same.	Bidder's understanding is correct.
79	44	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.	Request for Change: Request to change it to Subscription license as mention in Pg no 21, 32, 68, 69 etc..	Refer "corrigendum for changes in RFP" for more details
80	44	5.2.1 Contract Commitment	The Bank intends that the contract, which is contemplated herein with the Bidder, shall be for a period of five years from the date of acceptance sign off	Bidder request bank to make contract duration will start from the date of PO released and not from acceptance sign off	No change in the RFP Clause.
81	47	5.2.10	5.2.10.1 SI shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from: i. an act or omission of the SI, its employees, its agents, or employees of the consortium in the performance of the services provided by this Agreement, ii. breach of any of the terms of this Agreement and amendments thereof or breach of any representation or warranty by the SI, iii. use of the provided Solution and/ or facility provided by the SI, iv. infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components used to facilitate and to fulfill the scope of the Solution requirement	5.2.10.1 SI shall indemnify, protect and save the Bank and hold the Bank harmless from and against all ~~third party~~ claims, ~~losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees),~~ relating to or resulting directly ~~or indirectly~~ from: ~~i. an act or omission of the SI, its employees, its agents, or employees of the consortium in the performance of the services provided by this Agreement,~~ ~~ii. breach of any of the terms of this Agreement and amendments thereof or breach of any representation or warranty by the SI,~~ ~~iii. use of the provided Solution and/ or facility provided by the SI,~~ iv. infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components used to facilitate and to fulfill the scope of the Solution requirement	No change in the RFP Clause.
82	47	5.2.10	5.2.10.2 The SI shall further indemnify the Bank against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third party claims on the Bank for malfunctioning of the equipment/s providing facility to Bank's equipment at all points of time, provided however, i. the Bank notifies the SI in writing immediately on aware of such claim, ii. the SI has sole control of defense and all related settlement negotiations, iii. the Bank provides the SI with the assistance, information and authority reasonably necessary to perform the above, and iv. the Bank does not make any statement or comments or representations about the claim without prior written consent of the SI, except under due process of law or order of the court. It is clarified that the SI shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank's (and/or its customers, users and SIs) rights, interest and reputation.	5.2.10.2 The SI shall further indemnify the Bank against any ~~loss or damage arising out of loss of data,~~ claims of infringement of third-party copyright, patents, or other intellectual property, and third party claims on the Bank for malfunctioning of the equipment/s providing facility to Bank's equipment at all points of time, provided however, i. the Bank notifies the SI in writing immediately on aware of such claim, ii. the SI has sole control of defense and all related settlement negotiations, iii. the Bank provides the SI with the assistance, information and authority reasonably necessary to perform the above, and iv. the Bank does not make any statement or comments or representations about the claim without prior written consent of the SI, except under due process of law or order of the court. It is clarified that the SI shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank's (and/or its customers, users and SIs) rights, interest and reputation	No change in the RFP Clause.

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83	47	5.2.10	5.2.10.3 The SI shall indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: i. Non-compliance of the SI with Laws / Governmental Requirements ii. IP infringement iii. Negligence and misconduct of the SI, its employees, and agents iv. Breach of any terms of this Agreement or the Agreement and amendments thereof or Representation made by the SI v. Act or omission in performance of service. vi. Loss of data due to SI provided facility provided the loss can directly and solely be attributable due to services provided by SI vii. Death or personal injury caused by the negligence of the indemnifying party, its personnel or its subcontractor. viii. Except to the extent attributable to a breach of contract by, willful, negligent or unlawful act or omission of the successful bidder or a third party which is controlled by the Bidder as governed by Indian IT Act. ix. The breach by the Bidder of any of its obligations under Confidentiality."	5.2.10.3 The SI shall indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: i. Non-compliance of the SI with Laws / Governmental Requirements ii. IP infringement iii. Negligence and misconduct of the SI, its employees, and agents iv. Breach of any terms of this Agreement or the Agreement and amendments thereof or Representation made by the SI v. Act or omission in performance of service. vi. Loss of data due to SI provided facility provided the loss can directly and solely be attributable due to services provided by SI vii. Death or personal injury caused by the negligence of the indemnifying party, its personnel or its subcontractor. viii. Except to the extent attributable to a breach of contract by, willful, negligent or unlawful act or omission of the successful bidder or a third party which is controlled by the Bidder as governed by Indian IT Act. ix. The breach by the Bidder of any of its obligations under Confidentiality."	No change in the RFP Clause.
84	47	5.2.10	5.2.10.4 Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.	5.2.10.4 Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.	No change in the RFP Clause.
85	47	5.2.10	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.	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. (iii) use of a superseded or altered release of some or all of the deliverables including, but not limited to, Bank's failure to use corrections, fixes, or enhancements made available by BIDDER; (iv) the combination, operation, or use of some or all of the deliverables or any modification thereof furnished under this Agreement with information, software, specifications, instructions, data, or materials not furnished by BIDDER if the infringement would have been avoided by not combining, operating, or using the deliverables or the modification thereof; (v) some or all of the deliverables or the modification thereof, which is based on Bank's material, data or design; (vi) any change, not made by BIDDER, to some or all of the Deliverables or any modification thereof or (vii) use of the Deliverables otherwise than for the purposes authorized hereunder. If any of the deliverables is held or is believed by BIDDER to infringe, BIDDER shall have the option, at its expense, to (i) modify the deliverables so as to make it non-infringing, (ii) obtain for Bank a license to continue using the deliverables, or (iii) terminate the license for the infringing part of the deliverables and refund a pro rata portion of the fees paid for that portion of deliverables, subject to straight line depreciation over a 5 year period. This clause provides for BIDDER's entire liability and Bank's exclusive remedy for claims of infringement of intellectual property rights related to the deliverables. Indemnification By Bank Bank warrants to BIDDER that the software, materials, and other assistance ('Bank materials') supplied by Bank to BIDDER for the purpose of execution of the terms of the Agreement are either Bank owned properties or are properties obtained by Bank under proper intellectual property licenses. Bank further warrants that the said software, material and other information, to be provided by Bank shall not infringe the intellectual property rights, proprietary rights or any other property rights of any party. If the Bank materials supplied by Bank are found to infringe the intellectual property rights of any party, then Bank shall hold harmless and indemnified BIDDER, against all claims and actions associated with such infringement, including without limitation the attorney fees spent by BIDDER in defending such actions and claims, and any compensation that may be paid by BIDDER to settle such claim either in satisfaction of a court decree or otherwise. This clause shall survive the termination of this Agreement. b. The Bank will indemnify, defend and hold BIDDER harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of BIDDER arising out of the use or possession of the facilities/equipment or location of the Bank by BIDDER or its personnel.	No change in the RFP Clause.

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86	47	5.2.9	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: 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.	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: 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.	No change in the RFP Clause.
87	48	5.2.11	All Bidder records with respect to any matters covered by this tender shall be made available to the Bank or its designees at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.	All Bidder records with respect to any matters covered by this tender shall be made available to the Bank or its designees at any time during normal business hours, subject to Bidder's confidentiality obligations and security instructions, as often as the Bank deems necessary, not more than twice a year, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.	No change in the RFP Clause.
88	48	5.2.12	Any publicity by the Bidder in which the name of the Bank is to be used shall be done only with the explicit written permission of the Bank.	Any publicity by the Bidder in which the name of the Bank is to be used shall be done only with the explicit written permission of the Bank. , however Bidder shall have right to disclose about this agreement in its quarterly/ yearly fillings and press briefings .	No change in the RFP Clause.
89	48	5.2.13	Both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis. The parties agree that for the period of the contract and one year thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the agreement to directly or indirectly solicit for employment the key personnel working on the project contemplated in this proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.	Both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and one two years thereafter, except as the parties may agree on a case-by-case basis. The parties agree that for the period of the contract and one two years thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the agreement to directly or indirectly solicit for employment the key personnel working on the project contemplated in this proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party	No change in the RFP Clause.
90	49	5.2.14.3	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.	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% 5 % of the contract value of affected service or product. Thereafter, the contract may be cancelled and any advance 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.	No change in the RFP Clause.
91	49	5.2.15	All information processed, stored, or transmitted by Bidder equipment belongs to the Bank. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately	All Bank information processed, stored, or transmitted by Bidder equipment belongs to the Bank. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately	No change in the RFP Clause.
92	49	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.	Bidder requests the bank to change the penalty to 0.5 % per week and cap to 5% of contract value.	No change in the RFP Clause.
93	49	5.2.14.6	Notwithstanding what is mentioned hereinabove or anywhere else in the tender, the maximum amount that may be levied by way of penalty shall on no account exceed 10 % of the Total Contract value and the contract value will be determined at the time of contract finalization	Notwithstanding what is mentioned hereinabove or anywhere else in the tender, the maximum amount that may be levied by way of penalty shall on no account exceed 10 5 % of the Total Contract value of affected service or product. and the contract value will be determined at the time of contract finalization.	No change in the RFP Clause.
94	49	5.2.14.3	The proposed rate of penalty would be 1 % of the of value of affected service or product per week of non-compliance to, the service levels for every percentage below the expected levels of service, for that particular service. Overall cap for penalties will be 10% of the contract value	Reqeust Bank to reduce the penalty as 0.5% of the of value of affected service or product per week. Maximum of 5% of the contact value.	No change in the RFP Clause.

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95	49 60 and 72	5.2.14.3 ,5.2.14.6 , 5.2.42 and 7.2	7.4 Cap on Penalties Overall cap for penalties including liquidated damages will be 10% of effected Product / Service line item value. Thereafter, the contract may be cancelled and amount paid, if any, will be recovered. Penalties on delay will be applicable when the delay is not attributable to Bank.	Request Bank to reduce this Cap on Penalties and Liquidated Damages taking together from 10% of total contract value to 5% of total contract value	No change in the RFP Clause.
96	52	5.2.18 (5)	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. 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.	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, who shall not be a competitor of Bidder 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	No change in the RFP Clause.
97	52	5.2.18	Source Code - The Bank shall also have the right to conduct source code audit by third party auditor.	Since these would all be OEM products, source code would not be available for audit. Please consider the fact.	No change in the RFP Clause.
98	52	5.2.18 (5) (d)	The confidentiality obligations shall survive the expiry or termination of the agreement between the bidder and the Bank	The confidentiality obligations shall survive the expiry or termination of the agreement between the bidder and the Bank, for a further term of 2 years	No change in the RFP Clause.
99	52	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. b) The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard. c) In case the Bidder is coming with software which is not its proprietary software, then the Bidder must submit evidence in the form of agreement it has entered into with the software vendor which includes support from the software vendor for the proposed software for the full period required by the Bank.	Reqeust Bank to remove this clause as OEM will not share source code to any one.	No change in the RFP Clause.
100	53	5.2.25	Bidder shall guarantee that the software and allied components used to service the Bank are licensed and legal. All Proposed solution and related component must be supplied with their original and complete printed documentation	Bidder shall guarantee warrant that the software and allied components used to service the Bank are licensed and legal. All Proposed solution and related component must be supplied with their original and complete printed documentation.	No change in the RFP Clause.
101	53	5.2.22	The successful bidder shall indemnify, protect and save Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements under the Copyrights Act, 1957 or IT Act 2008 or any Act in force at that time in respect of all the hardware, software and network equipment or other systems supplied by the bidder to Bank from any source	Bidder suggests the section be deleted as this is already covered under Indemnity. The successful bidder shall indemnify, protect and save Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements under the Copyrights Act, 1957 or IT Act 2008 or any Act in force at that time in respect of all the hardware, software and network equipment or other systems supplied by the bidder to Bank from any source	No change in the RFP Clause.
102	53	5.2.24	he 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.	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 total fees actually received by Bidder from Bank for the service that gives rise to such liability during the twelve month period immediately preceding such claim; 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, special, exemplary or punitive, nor for any damages as to lost profit, data, goodwill or businessdamages 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.	No change in the RFP Clause.

Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
103	53	5.2.24 Bidder's Liability	In no event shall either party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this agreement or the Proposed solution components, hardware or the software delivered hereunder, howsoever such liability may arise, provided that the claims against customers, users and Bidders of the Bank would be considered as a direct claim.	we propose following chnage "In no event shall either party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this agreement or the Proposed solution components, hardware or the software delivered hereunder, howsoever such liability may arise, provided that. The claims against customers, users and Bidders of the Bank would be considered as a direct claim." – this clause included consequential liability.	No change in the RFP Clause.
104	55	5.2.28.2	In addition to the cancellation of the contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Bidder	In addition to the cancellation of the contract, due to reasons solely and entirely attributable to the bidder, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Bidder	No change in the RFP Clause.
105	57	5.2.34	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. 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	1. Bank shall be entitled to terminate the agreement with the bidder at any time by giving Thirty 180 (30) days prior written notice to the bidder. 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 and if Bank breaches its obligations under the subsequent agreement and if the breach is not cured within 30 days from the date of notice by the Bidder	No change in the RFP Clause.
106	57	5.2.35.3	The Bank shall make such prorated payment for services rendered by the Bidder and accepted by the Bank at the sole discretion of the Bank in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder	The Bank shall make such prorated payment for services rendered by the Bidder and accepted by the Bank at the sole discretion of the Bank in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder	No change in the RFP Clause.
107	57	5.2.34 Termination	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	We propose to increase the notice period to 30 days	No change in the RFP Clause.
108	58	5.2.37	"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".	"All Intellectual Property Rights in the deliverables created or developed by Bidder specifically for Bank (excluding Pre-existing Material or third party software or any open source materials, 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". All the Intellectual Property Rights (IPR) in the third party software or component used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and Bank shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software or component.	No change in the RFP Clause.
109	59	5.2.38	"All the IT components proposed under the RFP (such as- application software, middleware etc.) should be periodically patched for all types of patches, such as - security patches, system patches etc. Emergency patches should also be applied immediately as per regulatory and other agencies directions etc. If any proposed software becomes End of support/ End of life during the warranty/ AMC/ ATS period, the same will be replaced by the next version of software without any cost to the Bank. Also, software replacements are done in a planned manner to ensure that no downtime is required on this account".	"All the IT components proposed under the RFP (such as- application software, middleware etc.) should be periodically patched for all types of patches, such as - security patches, system patches etc. Emergency patches should also be applied immediately as per regulatory and other agencies directions etc. If any proposed software becomes End of support/ End of life during the warranty/ AMC/ ATS period, the same will be replaced by the next version of software without any cost to the Bank. Also, software replacements are done in a planned manner to ensure that no downtime is required on this account".	No change in the RFP Clause.
110	59	5.2.40 Data Privacy	The successful bidder must comply with proposed Data privacy bill.	Bidder request bank to remove this clause.	No change in the RFP Clause.

Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
111	59	5.2.39	The bidder shall undertake to observe, adhere to, abide by, comply with and notify Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

Compliance in obtaining approvals/permissions/licenses: The bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the bidder.
This indemnification is only a remedy for Bank. The bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by Bank arising out of claims made by its customers and/or regulatory authorities | The bidder shall undertake to observe, adhere to, abide by, comply with and notify Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall ~~indemnify, keep indemnified, hold harmless, defend and protect Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against~~ settle all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.   Compliance in obtaining approvals/permissions/licenses: The bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, ~~shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against~~ settle all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the bidder. ~~This indemnification is only a remedy for Bank.~~ The bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. ~~Indemnity settlement~~ Settlement would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by Bank arising out of claims made by its customers and/or regulatory authorities. | No change in the RFP Clause. |
| 112 | 60 | 5.2.42 | Installation will be treated as incomplete in one/all of the following situations:
□ Non-delivery of any component or other services mentioned in the order
□ Non-delivery of supporting documentation
□ Delivery/Availability, but no installation of the components and/or software
□ Ill-integration
□ System operational, but unsatisfactory to Bank

If the bidder fails to deliver any or all of the goods or perform the services within the time period(s) specified in the contract, Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.50% of the complete contract amount until actual delivery or performance, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 10% of the contract price. Once the maximum is reached, Bank may consider termination of the contract. | Installation will be treated as incomplete in one/all of the following situations:
□ Non-delivery of any component or other services mentioned in the order
□ Non-delivery of supporting documentation
□ Delivery/Availability, but no installation of the components and/or software
□ Ill-integration
□ ~~System operational, but unsatisfactory to Bank~~   If the bidder fails to deliver any or all of the goods or perform the services within the time period(s) specified in the contract, 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~~ value of the delayed goods and services until actual delivery or performance, per week or part thereof (~~3~~ 5 days will be treated as a week); and the maximum deduction is ~~10~~ 5% of the ~~contract price~~ value of the delayed goods and services. Once the maximum is reached, Bank may consider termination of the contract.   The above LD shall be levied, only in the event the reasons for delay are solely and entirely attributable to the Bidder. | No change in the RFP Clause. |
| 113 | 61-63 | 6.2 Technical Evaluation criterion | As per the Technical evaluation criterion table in page 61 -
Past Experience holds total weightage of 40%, And Maximum score for this evaluation is mentioned to be 150 and Minimum score is set to be 105.

However, As per the Scoring for Past Experience (PE) table in page 62 -
Max score for all 5 different solution each is 50. Hence, Total is accouting to 250. | Request for Clarification

Reason: As per the Technical evaluation criterion table in page 61 - Past Experience holds total weightage of 40%, And Maximum score for this evaluation is mentioned to be 150 and Minimum score is set to be 105. However, As per the Scoring for Past Experience (PE) table in page 62 - Max score for all 5 different solution each is 50. Hence, Total is accouting to 250.

Kindly advise the Maximum & Minimum Qualifcation score for Past experience.As well as Overall Minimum Qualifcation Score. | Refer "corrigendum for changes in RFP" for more details |
| 114 | 62 - 63 | 6.2 Technical Evaluation criterion - Scoring for Past Experience (PE) | Past experience is only considered if - Implemented or under implementation in Govt. Sector/Scheduled Commercial Bank/PSU's in India (For DLP, DAM, Endpoint Encryption, Patch Management Solutions) | Request formodification

Past experience to be considered if - Implemented or under implementation in any business sector organization in India (For DLP, DAM, Endpoint Encryption, Patch Management Solutions) | No change in the RFP Clause. |
| 115 | 62 | Scoring for Past Experience (PE) | Bidder and OEM's should provide details of past experience in implementing security solution scoped under this RFP. Past experiences will be calculated for each solution separately. Past experience of Bidder/OEM shall be evaluated and the score obtained by the bidder shall be considered for evaluation as given in the Annexure 17: Past Experience. The bidder should provide the details of all the implementations in banks including details of scope of project, number of branches with breakup of the role and proof of implementation experience. | As per the eligibility criteria bidder should have the experience of implementing at least 3 out of the 5 solutions viz. 1. DLP; 2. DICT; 3. DAM;
4. EE; 5. PMS.
But in the Technical Evaluation criterion, you have awarded score for the experience of all the 5 solutions. Hence, we would request you to kindly amend this clause as:
Bidder and OEM's should provide details of past experience in implementing security solution scoped under this RFP. Past experiences will be calculated for any 3 out of 5 solution separately. Past experience of Bidder/OEM shall be evaluated and the score obtained by the bidder shall be considered for evaluation as given in the Annexure 17: Past Experience. The bidder should provide the details of all the implementations in banks including details of scope of project, number of branches with breakup of the role and proof of implementation experience. | No change in the RFP Clause. |

Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
116	62	Scoring for Past Experience		Request Bank of Maharashtra to kindly consider the previous client references from Govt. Sector/Scheduled Commercial Bank/PSU's/BFSI/Any financial institutions/Enterprise in India	Refer "corrigendum for changes in RFP" for more details
117	69	Performance Measurement:	Security solution shall be generating Alert within 15 minutes from occurrence of event. Solution shall be logging ticket for each alert generated within 5 minutes from alert notification.	This is SIEM feature : Data classification solution can be integrated with SIEM solution through database. There would be no direct integration with Ticketing system. SIEM has to generate the ticket for events.	Refer "corrigendum for changes in RFP" for more details
118	71	7.2	Resolution Time	SLA's can be provided only on response time hence request removal of resolution time as it depends on several factors including environmental, network, access, resource availability, etc.	No change in the RFP Clause. Please refer Clause 7: Service Levels, Page No# 66.
119	71	7.2	Penalty and non-adherence to the SLA	Bidder suggests below section be added: _____ The time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement (a) Time lost due to power or environmental failures ;(b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or units thereof due to causes attributable of additional devices, making alteration of the system or units thereof due to causes attributable of additional devices, making alteration of the system, maintenance of the system etc. without bidders consent and/ failure to maintain the site required by the bank;(d) Time taken for reconfiguration or other planned downtime situations (f) scheduled shutdown as required by Bank; (Bidder may also request Bank for a shut down as required by Bank; (Bidder may also request Bank for a shutdown for maintainance purpose, which request will not be denied unreasonably by Bank); (g) Time taken for booting the system (h) Time Lost due to unavailability of link.	No change in the RFP clause. Please refer Clause 7: Service Levels, Page No# 66.
120	71	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 the RFP clause. Please refer Clause 7: Service Levels, Page No# 66.
121	71-72	Penalty and non-adherence to the SLA	Penalty shall be charged for every non-conformance with the service response and resolution time table as specified below: "Table of the Severity levels"	Request for Modification/Change Reason: The OEM provides the SLA for the first response on the issues reported but the resolution time will vary as per the nature of the reported incidents, sometimes due to the dependencies on the infra and other factors the resolution time cannot be varied. Request BOM to kindly remove the Resolution time period and specify the Sev 1 , Sev 2 and Sev 3 response time as 45 minutes, 120 minutes and 6 business hours respectively	No change in the RFP clause. Please refer Clause 7: Service Levels, Page No# 66.
122	73	8. Payment Terms	Hardware Cost 80% of the delivered Proposed solution equipment cost would be payable on successful post-delivery inspection of the respective Proposed solution equipment 20% of the delivered equipment cost would be payable after sign-off of the solution.	Bidder request bank the following: 80% of the delivered Proposed solution equipment cost would be payable on delivery 20% of the delivered equipment cost would be payable after 3 months from delivery of hardware	No change in the RFP Clause.
123	74	9 Response to RFP	The submission needs to be made at the address given below as per the schedule mentioned in clause Schedule of events in "Invitation to tenders". All envelopes shall be securely sealed and stamped. The authorized signatories of the Bidder shall initial on all pages of the technical and commercial proposals. Bidder need to ensure that the minimum required details are submitted	Considering the Current COVID Scenario , request Bank to accept the digitally signed documents from the authorized signatory in place of stamped and signed documents submission as part of this RFP response. Document will be signed with Digital Signature Issued by Certifying authority(eg. E-mudhra, Safescrypt, n code, etc). Also request bank to consider online submission for this RFP response.	Refer "corrigendum for changes in RFP" for more details
124	79	6.2	Scoring for Past Experience (PE)	if the bidder has not implemented a particular solution of the proposed OEM, however the OEM tool (that bidder is proposing)has been implemented in other PSU/ Bank/BFSI sector by the OEM, will that be considered	Bidder's experience will be considered for scoring and not OEM's.
125	79	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 7	Proposed Solution should be threat-aware and the data protection should combine unmatched data loss prevention with Bank's Endpoint Antivirus Solution, defending against stealth data theft by malicious and dirty (suspicious or unknown) apps.	Request for clarity Clarity needed:- For detecting malicious communication the integration need to be done at the Network dlp layer with the proxy or firewall rather than Anti Virus integration. Requesting bank to confirm the understanding is Inline .	Bidder can propose any type of integration that prevents data thefts by malicious/suspicious apps
126	79	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 4	Proposed solution should also monitor data downloads	Request for Modification/ Change Modify / Change to: Proposed solution should also monitor data uploads via different egress points of network like endpoint, web and email channel Reason for change:- DLP as a solution is designed to monitor/control the data moving outside the organisation via different egress points ; as such DLP can only monitor uploads and not downloads.	Refer "corrigendum for changes in RFP" for more details
127	79	6.2	Implemented or under implementation in 3 or more Govt. Sector/Scheduled Commercial Bank/PSU's/BFSI Sector in India	Request to please consider the Global & Private organization references as well	No Change in the RFP Clause.

Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
128	79	1	Proposed solution should have a comprehensive list of pre-defined policies and templates withover 1700+ patterns to identify and classify information pertaining to the Banking and Financial Institutions & in-line with the IT Act of India.	Request bank to modify this clause to make this point generic as follows : Proposed solution should have a comprehensive list of pre-defined policies and templates with patterns to identify and classify information pertaining to the Banking and Financial Institutions & in-line with the IT Act of India.	Refer "corrigendum for changes in RFP" for more details
129	80	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 16	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.	Request for clarity Clarity needed:- What does bank want to speificy by Raw printing, we presume that Bank wants the DLP to protect any data which is suspected for data leakage to be monitored/control/prevented via print channel Requesting bank to confirm the understanding is Inline .	Bank expects the DLP Solution to protect any data which is suspected for data leakage to be monitored/control/prevented via print channel irrespective of printing modes/printer make/model/drivers etc.,
130	81	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 23	Monitor/block data sent to a local or networked fax	Request for clarity Clarity needed:- Does the bank want to protect/detect the fax as endpoint application , since normal machine fax is not widely adopted nowadays Requesting bank to confirm the understanding is Inline .	Bank wants to protect/detect the fax sent via endpoint machine as an application source.
131	81	18	The solution should have more than 60 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.	Request bank to remove number of application supported (like 60), request bank to make this point generic as follows : 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.	Refer "corrigendum for changes in RFP" for more details
132	82	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 27	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, and 10, Windows server 2008 R2 and above, Mac OS X -10.11.X,10.12.x, Red Hat Linux/Cent OS , VDI (Citrix and VMWare)	Request for Modification/ Change Modify / Change to : Endpoint solution should support win 32 and 64 bit OS, Mac OS,Support wide variety of platforms(Below support from Day1):Windows 7, Windows 8.1, and 10, Windows server 2008 R2 and above, Mac OS X -10.11.X,10.12.x,VDI (Citrix and VMWare) Reason for change:- DLP can prevent the data movement from Linux endpoint over email and web channel and the endpoint channel will be least utilized to transfer the data outside organisation as such request bank to kindly change the specification	Solution should support either through Network or Endpoint DLP mechanism for linux OS/CentOS.
133	82	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 24	Proposed solution should provide for multi-vendor support for Virtual Desktop Infrastructure architectures, covering monitor storage volumes, print and fax requests, clipboards, and network activity on the virtual desktops.	Request for Modification/ Change Modify / Change to : Proposed solution should provide for multi-vendor support for Virtual Desktop Infrastructure architectures, covering monitor storage volumes, print or fax requests, clipboards, and network activity on the virtual desktops. Reason for change:- Since machine fax is not widely used and most of the end-customers will use Fax as an application as such requesting bank to consider the change..	Bank wants to protect/detect the fax sent via endpoint machine as an application source.
134	82	27	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, and 10, Windows server 2008 R2 and above, Mac OS X -10.11.X,10.12.x, Red Hat Linux/Cent OS , VDI (Citrix and VMWare)	Request bank to clarify with use cases on DLP support on Linux OS, however we can monitor Linux OS through network monitor. Need to understand from bank DLP support on Linux OS.	Solution should support either through Network or Endpoint DLP mechanism for linux OS/CentOS.
135	83	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 38	Proposed solution should be able to Configure and distribute action rules, including email notification, blocking, quarantining, redirection, and bouncing.	Request for Modification/ Change Modify / Change to : Proposed solution should be able to Configure and distribute action rules, including email notification, blocking and quarantining. Reason for change:- DLP over email channels will not be able to redirect or bounce the email as it is Email security solution ask and not a DLP specification. Requesting bank to consider the change	Refer "corrigendum for changes in RFP" for more details
136	85	53	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	Broken business process word seems to be vendor specific, request bank to remove Broken Business process from this clause and make this point generic as follows : The DLP Solution must provide visibility 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 clause is talking about the data discovery part. Bank's requirement is to have delta change in data discovery for the unscanned files only and it should not scan the entire file system again.

Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
137	85	52	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 without having to log into the DLP console	Need more clarity from bank with regards to automated email work-flow, also request to provide existing email gateway/MTA solutions details. However this feature looks more of releasing quarantine email from exchange server or mail gateway, we request to modify the clause as follows: "Emails violating DLP policies should be quarantined with an automated email based workflow to user/manager with DLP voilation details, to remediates Email Administrator should be able to take actions like release or block after analyzing the incident from the DLP console.	Refer "corrigendum for changes in RFP" for more details
138	85	49	Proposed solution should support the multiple Endpoint Profile Creation between the different departments. Encryption Keys are also should be isolated between the different departments.	Request bank to remove this clause from RFP, as this point refers to encryption technology, however bank has already asked Encryption technology in the same RFP.	Profile based encryption for different set of users (AD group) is the requirement of Bank. If an user copies the data from his/her user profile, data will not be accessible by other unintended users. Either encryption or any other data protection mechanism can be offered by the solution to cater this requirement. In case of encryption, the keys should be isolated between the different user departments.
139	85	51	The DLP solution should consolidate small chunks of data leaks into a single incident	This clause refes to vendor specific, however request bank to remove or ammend this clause as follows: The DLP solution should consolidate of data leaks into a single incident	Bidder may propose solution which is capable of detecting/blocking small chunk of data leaks via multiple channels and consolidate in to a single incident. Example 1: In a specific interval, user is attemting to split and share a credit card data in different emails. Solution must be capable of identifying such incident and act upon the action defined. Example 2: An user is attempting to share the credit card number to multiple users in a single email, only one count of incident to be generated.
140	86	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 60	Proposed solution should enforce fingerprinting policy on both network and endpoint channel, even when the endpoint is off network by using Python, complex logic, rating and algorithm can be developed as a custom data classifier where customer can use in compound with any existing data classifier to identify sensitive data which is unique to the Bank.	Request for clarity Clarity needed:- The Fingerprinting is done seperately by each vendor on the baisis of individual hashing algorithm to provide more precise and comprehensive detections. It is important that the fingerpriting should be an either partial or exact match of the fingerprinted document irrespective of wheather the tool is using python or not. Also the Regex complex and Boolean logic can be provided by the solution. Requesting bank to confirm the understanding is Inline .	Refer "corrigendum for changes in RFP" for more details (to be published shortly)
141	86	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 61	Proposed solution should have highly scalable architecture with centralized management that integrates with data loss prevention, Encryption and Identity Services.	Request for Modification/ Change Modify / Change to :Proposed solution should have highly scalable architecture with centralized management that integrates with data loss prevention for all the egress channels like endpoint,email or web channel Reason for change:- Since the DLP, encryption and Identity Services can be multi vendor as such it is important that the multiple egress pointers of the DLP channel to be convered from a central console Requesting bank to consider the change	Refer "corrigendum for changes in RFP" for more details (to be published shortly)
142	86	60	Proposed solution should enforce fingerprinting policy on both network and endpoint channel, even when the endpoint is off network by using Python, complex logic, rating and algorithm can be developed as a custom data classifier where customer can use in compound with any existing data classifier to identify sensitive data which is unique to the Bank.	Request bank to clarify how policy will be considered in Network chanel , when user/endpoint is out of office network, however we can enforce policy for users when endpoint is off network. Request bank ammend this clause as follows : " Proposed solution should enforce fingerprinting policy on endpoint channel, even when the endpoint is off network by using Python, complex logic, rating and algorithm can be developed as a custom data classifier where customer can use in compound with any existing data classifier to identify sensitive data which is unique to the Bank "	Refer "corrigendum for changes in RFP" for more details (to be published shortly)
143	86	67	Proposed solution should provide directory based policies to selectively monitor downloads based on user, business units, or directory groups, specific groups of computers and specific groups of users.	Request Bank to clarify on this clause referring to selectively monitor download, please provide the use case details for this point. However this point refers to web gateway use case. Request bank to remove this clause from RFP	Refer "corrigendum for changes in RFP" for more details (to be published shortly)
144	86	68	Proposed solution should provide for automatic tagging and watermarking all unstructured data, including emails, documents, and images according to Bank's policy.	This feature refers to dedicateed data classification tool. We assume bank has already asked classification solution separately in this RFP. However we request bank to remove clause from DLP section.	Refer "corrigendum for changes in RFP" for more details (to be published shortly). This Clause is added as a part of DICT solution requirement.

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145	87	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 73	A fully functional and dedicated agent management console should be provided for the Endpoint administrator which should provide for agent troubleshooting and diagnostic tools designed for nonIT users	Request for Modification/ Change Modify / Change to :A fully functional and dedicated agent management console should be provided for the Endpoint administrator which should provide the endpoint status and visibility. Reason for change:-The deployment by the system tools can be used to troubleshoot and deployment tool. Also the different OEM provide a different way to troubleshoot the issue. Requesting bank to consider the change	Refer "corrigendum for changes in RFP" for more details (to be published shortly)
146	87	71	Proposed solution should provide pre-defined policies for identifying possible for identifying possible expression that are indicative of cyber bullying , self-destructive pattern or employee discontent , Mail to Self etc.,	This clause refers to vendor specific , Request bank to give clarity with use cases on this this point.	Refer "corrigendum for changes in RFP" for more details (to be published shortly)
147	88	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 87	Agent should provide for Centrally enable/disable the SPDY protocol on Internet Explorer and Firefox browsers	Request for Removal Reason for removal:- The usecase of Spydy prtocol is in case of Web proxy and not for DLP , there is no specifed use case for the same in DLP. Requesting bank to consider the change	Refer "corrigendum for changes in RFP" for more details (to be published shortly)
148	88	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 86	Agent should not appear in —Add/Remove Programs and System Tray, and obfuscated in Services and Task Manager	Request for Modification/ Change Modify / Change to :Agent should not appear in —System Tray, and obfuscated in Services and Task Manager Reason for change:-Any DLP agent will not be showning in system tray while deployed in the Stealth mode but shown under add/remove programs Requesting bank to consider the change	Refer "corrigendum for changes in RFP" for more details
149	88	87	Agent should provide for Centrally enable/disable the SPDY protocol on Internet Explorer and Firefox browsers	Request bank to give more clariry on this point, however this feature is not really a function of DLP, Request bank to remove this clause from RFP.	Refer "corrigendum for changes in RFP" for more details
150	89	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 104	Proposed Solution should provide for management of agent restart/shutdown, agent enable/disable, log retrieval, setting of logging levels, alerts, and configuration through central console.	Request for Modification/ Change Modify / Change to :Proposed Solution should provide for management of agent visibility and also provide the complete endpoint status. If require the logs can be fetched from specific Endpoint. Reason for change:-The endpoint agents and details mentioned will be controlled in different way for every OEM , some are central and some are over endpoint. Requesting bank to consider the change Requesting bank to consider the change	Refer "corrigendum for changes in RFP" for more details.
151	89	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 97	Solution should have the capability to enable Bank to set caps on % of CPU and disk, and amount of bandwidth used by agent for minimal impact on endpoint and network	Request for Modification/ Change Modify / Change to :Solution should have the capability to reduce over all agent consumption based on the synctime and the policies logic. Reason for change:-Different DLP solutions have different way to maintain the overall performance of the end-user machines and it cannot be set by setting a cap on cpu /disk utilization. Every OEM will have multiple ways to do that. Requesting bank to consider the change	Refer "corrigendum for changes in RFP" for more details.
152	90	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 118	Proposed Solution should provide for Option to configure scan timeout by specifying maximum overall duration or maximum idle period.	Request for Modification/ Change Modify / Change to :Proposed Solution should provide for Option to configure scan frequency and scan time. Reason for change:-DLP endpoint can run the scan for data at rest discovery but the wording for timeout of scan option is not withstanding the requirement ask , as such request to modify the specification to have the clearity for the requirement Requesting bank to consider the change	Refer "corrigendum for changes in RFP" for more details.
153	90	115	Proposed Solution should leave the "last accessed" attribute of scanned files unchanged so as not to disrupt enterprise backup processes.	Request bank to give more clariry on this point, however this clause not a DLP use cases. request bank to remove this clause from RFP	This clause is talking about the data discovery part. Bank's ask is to have delta change in data discovery for the unscanned files only and it should not scan the entire file system again.

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154	91	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 128	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.	Request for clarity Clarity needed:- Proposed Solution capture all TCP Protocols - HTTP,HTTPS and FTP and channel that has risk of the Data getting posted. Requesting bank to confirm the understanding is Inline .	Bidder's understanding is correct.
155	91	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 130	Proposed Solution Should be able to capture all the data flowing outside of the network even if there is no policy configured to match the data. This data should be used later to do a search for after the fact incident so the admin can do a forensic investigation.	Request for Modification/ Change Modify / Change to :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 admin can do a forensic investigation. Reason for change:-DLP is a policy driven tool and will need the data flow to be monitored/protected based on the policy configured only.. Requesting bank to consider the change	Refer "corrigendum for changes in RFP" for more details.
156	92	141	Proposed Solution should be able to detect and protect for the low volume data leaks over the Network and should able to cumulate the transactions up to 7 days.	This clause inclines to one particular vendor , request bank to remove this clause from RFP or ammend as follows to make this spec more generic : "Proposed Solution should be able to detect and protect for the low volume data leaks over the Network."	Refer "corrigendum for changes in RFP" for more details.
157	92	137	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 clause inclines to vendor specific and not able to clear the requirement, request bank to clarify with use case or remove this clause from RFP	Bank's requirement is to protect its confidential information if the upload is in an unknown format, encrypted on to anonymous restricted web URLs.
158	92	133	Proposed Solution should be able to identify malicious traffic pattern generated by Malware infected PC in order to prevent future data leakage by the malware.	This clause refers to Threat Protection & data analytics technology , however we can detect and protect sensitive data content in our DLP solutions, Request bank to remove this clause or else make genric where everyone can equally participate in this RFP as follows : " Proposed Solution should be able to identify senstive data pattern generated by infected PC in order to prevent future data leakage"	Refer "corrigendum for changes in RFP" for more details.
159	93	153	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	Request bank to provide details of Cloud based mail messaging platform, this would be help us to prepare the solution accordingly.	At present, Bank is in the process of exploring cloud based mail messaging solutions and implementation is expected in next 1-2 years. Bank expects the proposed solution must support when Bank migrates its mailing solution to private/public cloud.
160	93	147	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. The solution should enforce policies to detect low and slow data leaks	This clause inclines to one particular vendor , request bank to remove this clause from RFP to make this spec more generic	Refer "corrigendum for changes in RFP" for more details.
161	93	146	The solution should have ability to detect cumulative malware information leaks. The solution should able to detect the data leaks over to competitors and the data sent and uploaded after the office hours predefined patterns.	This clause inclines to vendor specific, however we request bank to ammend this clause to make generic as follows : The solution should have ability to detect senstive information leaks. The solution should able to detect the data leaks over to competitors and the data sent and uploaded after the office hours predefined patterns.	Refer "corrigendum for changes in RFP" for more details.
162	93	152	The proposed solution work as a MTA to receive mails from mail server and inspect content before delivering mails to next hop and should quarantine emails that are in violation of company policy.	This clause refers to vendor specific, however Request bank to ammend this clause as follows: Proposed solution should have capability to receive mails from email server /email gateway and inspect the content before delivering mails to next hop and should qurantine emails that are in violation of company policy.	Refer "corrigendum for changes in RFP" for more details.
163	94	155	The DLP Solution must natively integrate with Cloud based storage solutions like One Drive, Rediff Cloud as well as Box to monitor uploads as well as sharing of data from different assets connected outside the organization. This must be outside endpoint DLP solution.	Request bank to provide use case for this clause with regards to Cloud based storage details (like One Drive, Box) , however this feature requirement indicates of CASB solutions.	Refer "corrigendum for changes in RFP" for more details.

Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
164	94	154	The solution should be able to identify data leaked in the form unknown and kwon encrypted format like password protected word document.The solution should be able to identify malicious traffic pattern generated by Malware infected PC in order to prevent future data leakage by the malware.The solution should support quarantine as an action for email policy violations and should allow the sender's manager to review the mail and provide permissions for him to release the mail without logging into the UI	This clause refers to vendor specific, however we request bank to modifyt this as follows to make generic: The solution should be able to identify data leaked in the form encrypted format like password protected word document.The solution should be able to identify to prevent future data leakage.The solution should support quarantine as an action for email policy violations and should allow the sender's manager to review the mail and request email admin to release the mail with logging into the email gateway UI or server.	Refer "corrigendum for changes in RFP" for more details.
165	95	165	The proposed solution should provide Incident Workflow capabilities where user/Business Manager can remediate the DLP policy violations actions from handsets/emails without logging into the Management Console	Request bank to provide the use case with regards to incident remediation from mobile devices. However this feature looks more of releasing quarantine email from exchange server or mail gateway, we request bank to modify this point to make generic: The proposed solution should provide Incident Workflow capabilities where user/Business Manager can remediate the DLP policy violations with help of Email Administrator with logging into the Management Console	Refer "corrigendum for changes in RFP" for more details.
166	95	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 163	Incident management should the workflow of the selected incident, then select one of the following options Assign,Change Status,Change Severity,Ignore Incident,Tag Incident,Add Comments,Delete,Download Incident,Lock,unlock	Incident management should the workflow of the selected incident, then select one of the following options Assign,Change Status,Change Severity,Ignore Incident,Tag Incident,Add Comments,Delete,Download Incident,Lock,unlock-Request for Modification/ Change Modify / Change to :Incident management should the workflow of the selected incident, then select one of the following options Assign,Change Status,Change Severity,Ignore Incident,Tag Incident,Add Comments,Delete,Download Incident. Reason for change:-Lock /unlock of incidents for workflow is not the ideal option for DLP but the antivirus solution . Requesting bank to consider the change	Refer "corrigendum for changes in RFP" for more details.
167	97	195	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 clause inclines to vendor specfic, also refers third party technology like (UEBA) Request bank to remove this clause from RFP	Bidder may propose any component which offers this functionality in integration with the proposed DLP solution.
168	98	8	The solution should support the ability to classify on Send, Save/Save As, Print, New Email, Close/Open Document, and other email and document events.	DLP requirements state that Bank requires support for Lotus mail as well. Please confirm DICT solution needs to have support for both Lotus and MS Outlook mailing platforms	Bidder's understanding is correct. At present, Bank is in the process of exploring cloud based mail messaging solutions and implementation is expected in next 1-2 years. Bank expects the proposed solution must support when Bank migrates its mailing solution to private/public cloud.
169	98	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.	Is DICT tool required to support MS Outlook, O365 and Lotus	DICT tool is required to support MS Outlook and Lotus Notes. At present, Bank is in the process of exploring cloud based mail messaging solutions and implementation is expected in next 1-2 years. Bank expects the proposed solution must support when Bank migrates its mailing solution to private/public cloud.
170	98	8	The solution should support the ability to classify on Send, Save/Save As, Print, New Email, Close/Open Document, and other email and document events.	Kindly confirm if the DICT solution should support classification for Lotus email and MS Outlook environment.	Bidder's understanding is correct. At present, Bank is in the process of exploring cloud based mail messaging solutions and implementation is expected in next 1-2 years. Bank expects the proposed solution must support when Bank migrates its mailing solution to private/public cloud.
171	98	8/1.2	The solution should support the ability to classify on Send, Save/Save As, Print, New Email, Close/Open Document, and other email and document events.	open/ Close document *We deliberately don't do either to prevent the solution from being annoying to users. Also Classifying a document on open serves no purpose, as the user is supposed to classify the doc based on the content contained within it. On Open the user has had no chance to evaluate the classification level required.. The open/ close of document doesn't make sense as the user can open the document and he can close the document without saving any changes. Which will not have any classification. Hence the classification generally enforced at saving, printing of document or sending an email. Request to remove open/close document.	Refer "corrigendum for changes in RFP" for more details.
172	98	7	The solution should enable the classification of any custom file type.	Request you to share the File Types	Bank has multiple file types (eg: doc, xls, ppt, pdf, txt, images, etc) which contain sensitive data and hence Bank expects the DICT solution to classify any file type based on banks need.
173	98	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 environment at the Bank. Kindly confirm	Bidder's understanding is correct. At present, Bank is in the process of exploring cloud based mail messaging solutions and implementation is expected in next 1-2 years. Bank expects the proposed solution must support when Bank migrates its mailing solution to private/public cloud.

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174	98	6/ 1.2	The solution should enable the classification of Word, Excel and PowerPoint documents from within Microsoft Office.	We request to change this to " The solution should enable the classiifction of entire office suite from within Microsoft office which includes Word, Excel, Powerpoint, Project and Visio"	Refer "corrigendum for changes in RFP" for more details.
175	98	4	The solution should support policy conditionality based on data attributes like content, classification, recipients, sender, author, filename, path, IP address, MAC address, modification date, file type, and location.	Why recipients, sender, author, filename, path, IP address, MAC address, modification date, file type, and location required for Data classification (Request to dialute this Caluse)	Classification decisions can change based on content of file/mail, owner of the data, location of file, type of file, source, destination, user department, etc. Hence Bank requires various options to create classification policies based on these parameters. Example: A document with a certain content should be classified. A document with a specific content shared to a trusted recipient it should be allowed and classified as restricted and for others it needs to be blocked Similarly for certain machines where multiple users log and IP addresses keeps changing as its a DHCP environment, Bank needs policies to be enforced based on MAC Address.
176	98	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.	The RFP indicates support requirement for Lotus mailing platform under specifications for DLP. Does this mean that the DICT solution should also support classification for Lotus email platform.	Bidder's understanding is correct.
177	98	8	The solution should support the ability to classify on Send, Save/Save As, Print, New Email, Close/Open Document, and other email and document events.	We understand from RFP points under DLP section that bank requires support for Lotus mail and MS Outlook. Please confirm if classification tool (DICT) also needs to have support for both these platforms.	Bidder's understanding is correct. At present, Bank is in the process of exploring cloud based mail messaging solutions and implementation is expected in next 1-2 years. Bank expects the proposed solution must support when Bank migrates its mailing solution to private/public cloud.
178	98	1.2 Technical and Functional Requirements for Data Identification & Classification Tool (DICT): Point -7	The solution should enable the classification of any custom file type.	Please share details of custom files to be supported.	Bank has multiple file types (eg: doc, xls, ppt, pdf, txt, images, etc) which contain sensitive data and hence Bank expects the DICT solution to classify any file type based on banks need.
179	98	1.2 Technical and Functional Requirements for Data Identification & Classification Tool (DICT): Point -8	The solution should support the ability to classify on Send, Save/Save As, Print, New Email, Close/Open Document, and other email and document events.	We would request you to provide more details on the feature request of "other email and document events".	Other email and document events other than the regular events specified in this clause. For example: share, publish, export options in Office documents.
180	99	15	The solution should enable users to assign classification values to non-classified email in their inbox.	Request to delete this caluse as all OEM have diffrenet techonlogy.	Bank has lot of sensitive data in existing file attachment and mails. Hence users need to have option to classify mails in their inbox.
181	100	24/1.2	The solution should support creating custom conditions within a policy. For example, the solution should allow creating a custom condition to ensure a particular software is installed on the system before allowing email to be sent, query time of day to ensure an activity takes place during regular business hours.	Time, day, recipient domain or SMTP address possible. Please let us know for a use case on particular software installed.	Bank is looking at solution to have capability to check on presence of tools like DLP on endpoint before allowing users to share information classified as sensitive. Also the bank wants a different policy to be enforced based on time of day, for instance allow printing of restricted files only during office hours and working days.
182	100	25/1.2	The solution should generate metadata for all file types, including persistent, embedded metadata for many non-Office files, including PDF, TXT, Visio, Project, images, and multimedia files.	Vision and Project files should be natively supported like word, excel and PowerPoint to cover the entire office suite	Bidder's understanding is correct.
183	100	33/1.2	The solution should provide the ability to allow user to manually classify file attachment(s) directly within MS Outlook when composing an email without the need to open the attachment and without classifying the original source file.	Allowing users to just classify attached files without opening and reading them will lead to many files being mis - classified. This could result in sensitive info leaving the organization undetected, and little recourse in taking action with the offending users. Please modify this to ensure that the attachments are classified before attaching and sending the mails	Refer "corrigendum for changes in RFP" for more details.
184	100	29/1.2	The solution should support Machine Learning Categorization to help predict different categories of documents, providing classification suggestion or automation on unknown content in documents and email	Machine Learning is not a valid method for content checking files to ascertain classification as the volume of correctly classified files required to train the machine means the accuracy cannot be guaranteed at an acceptable level. Other traditional methods such as mixing regex with context are far less likely to generate large numbers of false positives. Please allow Machine Learning / AI based	Refer "corrigendum for changes in RFP" for more details.
185	100	1.2 Technical and Functional Requirements for Data Identification & Classification Tool (DICT): Point -25	The solution should generate metadata for all file types, including persistent, embedded metadata for many non-Office files, including PDF, TXT, Visio, Project, images, and multimedia files.	Need more clarification on the file types (list of extensions) to be supported in the banks environment.	RFP Clause is self-explanatory. Additional details will be shared with the successful bidder.

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186	100	1.2 Technical and Functional Requirements for Data Identification & Classification Tool (DICT): Point -24	The solution should support creating custom conditions within a policy. For example, the solution should allow creating a custom condition to ensure a particular software is installed on the system before allowing email to be sent, query time of day to ensure an activity takes place during regular business hours.	This doesn't seem to be a feature of DICT solution. This is out of scope of the DICT solution hence this feature request should be exempted.	Bank is looking at solution to have capability to check on presence of tools like DLP on endpoint before allowing users to share information classified as sensitive. Also the bank wants a different policy to be enforced based on time of day, for instance allow printing of restricted files only during office hours and working days.
187	100	1.2 Technical and Functional Requirements for Data Identification & Classification Tool (DICT): Point -29	The solution should support Machine Learning Categorization to help predict different categories of documents, providing classification suggestion or automation on unknown content in documents and email	We would request you to provide more clarification on the objective/Use Case of this feature request.	Refer "corrigendum for changes in RFP" for more details.
188	101	42/1.2	The solution should support the use of task panel alerts, which can be applied at all times or only under certain conditions. For example, the task panel can be configured to appear when handling an Excel spreadsheet containing PII.	Please clarify "task panel" - does this mean a dialogue?	Bank wants task panel / other alerts / highlight options to visibly remind users and educate them on recommended classification in a given scenario where user just needs to get educated without being prompted to select a classification option.
189	101	1.2 Technical and Functional Requirements for Data Identification & Classification Tool (DICT): Point -34	The solution should support the discovery and identification of large volumes of data, stored both on premise and in the cloud. This includes the scanning of network file shares, SharePoint (on premise and Online), as well as Cloud storage providers.	Cloud and SharePoint is in under development and at Final Stage expected to release in Q1-2021, Hence Bank's support is required for Make in India, MSME company to enable this feature request in our Solution.	Refer "corrigendum for changes in RFP" for more details.
190	101	1.2 Technical and Functional Requirements for Data Identification & Classification Tool (DICT): Point -37	The solution should have the ability to scan Windows file shares, SharePoint, SharePoint Online, OneDrive, Dropbox, Box and enforce classification based on content, file attributes, file location	This feature and integration with the mentioned application is in under development and in the Final Stage expected to release in Q1-2021, Hence Bank's support is required for Make in India, MSME company to enable this feature request in our Solution.	Refer "corrigendum for changes in RFP" for more details.
191	102	50/1.2	The solution should support the scanning of zip file attachments, including the ability to evaluate individual file properties such as metadata, filename, and path (e.g. when a file is within a folder within the zip file).	Bidder wants to understand more on this. why would bank want to do this?. Please provide the use case for this	Data Identification Tool must be capable of identifying senstive information along with specified attributes even if the file is in zipped format. For Example: If a sensitive document is in a compressed zip file, DICT Tool must be capable of identifying such documents and must act as per the policy.
192	102	47/1.2	The solution should provide the ability to highlight sensitive information within an email and redact the sensitive content so that users can remediate any policy violations before the email leaves the desktop.	Classifier can identify and highlight sensitive content, but the user will have to manually redact as doing it automatically can lead to misclassification from the user context perspective	Redaction may be either manual or automatic.
193	102	52/1.2	The solution should provide the ability to present the user with a checklist of blocked recipients when a policy violation occurs, and allows the user to manually select the recipients that are allowed to bypass the policy violation. For example, the user can be shown all external recipients and asked to confirm individual recipients before sending the email.	Classifier will list uncleared/blocked recipients and the user will have the option to remove all from the dialogue to send (if rule set to prevent). Alternatively (if rule set to warn) the user could click "back", remove unwanted recipients and bypass the following warning dialogue by clicking "continue". Another option is challenge to force the user to provide a business reason before sending to blocked recipients. The policy should be either allow or disallow. If the permission is bypassed then it should be for all else on what basis the person sending this will be made responsible as he can say by mistake one more person is selected or allowed. So it should be either the global level either allowed or not allowed to by pass the policy and should be recorded if policy is bypassed.	Refer "corrigendum for changes in RFP" for more details.
194	102	46/1.2	The solution should provide the ability to prevent printing of sensitive email and Office documents to specific printers.	OEM specific specs kindly remove this. We can prevent the user from priniting the sensitive document. To control the prining to specific printer the same needs to be taken care by the AD and print server	Refer "corrigendum for changes in RFP" for more details.
195	102	45/1.2	The solution should provide the ability to warn users when opening sensitive Office documents.	sound annoying. Our solution provides a clear indicator with the label value and associated colour can be configured to show at all times in the office applications, negating the need to warn the user as it is clear what the document sensitivity is at all times.	Refer "corrigendum for changes in RFP" for more details.
196	102	50/1.2	The solution should support the scanning of zip file attachments, including the ability to evaluate individual file properties such as metadata, filename, and path (e.g. when a file is within a folder within the zip file).	why would you want to do this?. Please provide the use case for this	Tool must be capable of identifying senstive information along with specified attributes even if the file is in zipped format. For Example: If a sensitive document is in a compressed zip file, DICT Tool must be capable of identifying such documents and must act as per the policy.
197	102	1.2 Technical and Functional Requirements for Data Identification & Classification Tool (DICT): Point - 46	The solution should provide the ability to prevent printing of sensitive email and Office documents to specific printers.	This is DLP feature and can be achieved using DLP client. Kindly exempt this feature request from Data Classification Scope.	Refer "corrigendum for changes in RFP" for more details
198	103	62	The Solution Should work with Cloud based mail messaging solutions	Can you please share the Cloud mail name	At present, Bank is in the process of exploring cloud based mail messaging solutions and implementation is expected in next 1-2 years. Bank expects the proposed solution must support when Bank migrates its mailing solution to private/public cloud.

Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
199	103	62	The Solution Should work with Cloud based mail messaging solutions	Does this refer to O365 support	At present, Bank is in the process of exploring cloud based mail messaging solutions and implementation is expected in next 1-2 years. Bank expects the proposed solution must support when Bank migrates its mailing solution to private/public cloud.
200	103	CONFIGURATION AND DEPLOYMENT REQUIREMENTS	The solution should provide the ability to deploy in silent mode either natively or using third party software distribution tools so that software can be deployed and enabled in different phases.	Please clarify, requesting for additional details	This clause is talking about the endpoint agent installation.
201	103	62	The Solution Should work with Cloud based mail messaging solutions	Understand from RFP that Bank has Lotus and Outlook as mailing platforms which need to be supported by DICT tool. Please confirm	Bidder's understanding is correct.
202	103	62	The Solution Should work with Cloud based mail messaging solutions	Please share details of cloud based messaging solutions like O365, Gsuite.	At present, Bank is in the process of exploring cloud based mail messaging solutions and implementation is expected in next 1-2 years. Bank expects the proposed solution must support when Bank migrates its mailing solution to private/public cloud.
203	103	1.2 Technical and Functional Requirements for Data Identification & Classification Tool (DICT): Point - 62	The Solution Should work with Cloud based mail messaging solutions	Please confirm which Cloud messaging solution is being deployed in the bank. Also, kindly elaborate this query in more detailed.	At present, Bank is in the process of exploring cloud based mail messaging solutions and implementation is expected in next 1-2 years. Bank expects the proposed solution must support when Bank migrates its mailing solution to private/public cloud.
204	103	1.2 Technical and Functional Requirements for Data Identification & Classification Tool (DICT): Point - 61	The Solution Should Work with below operating systems: 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.	Macintosh OSX support is in under development and in the Final Stage expected to release in Q1-2021, Hence Bank's support is required for Make in India, MSME company to enable this feature request in our Solution.	No Change in the RFP Clause.
205	104	2.2	Windows NT / 2000, 2003, 2008	Request Bank to clarify support on Windows NT/2000, 2003. However Microsoft OEM has already declared End of life and support.	Refer "corrigendum for changes in RFP" for more details
206	104	1.2 Technical and Functional Requirements for Data Identification & Classification Tool (DICT): Point -65	Solution should support enforcing policies like encrypt all documents which has PCI information by integrating with IRM solutions	Please confirm which IRM solution is being deployed in the Bank. We have an inbuilt integration with Seclore IRM/DRM solution.	IRM Solution is in the roadmap of Bank. Details will be shared with the successful bidder.
207	104	1.2 Technical and Functional Requirements for Data Identification & Classification Tool (DICT): Point -66	The solution should have the ability to integrate with archival solutions and take actions on archival based on classification label	Please confirm which Archival solution is being deployed in the Bank. We make the data smart by default by applying the classification levels to it through metadata. If Archival solution has the ability to read and leverage the classification of the data, actions can be defined on the archival solution based on the classification.	Details will be shared with the successful bidder.
208	104	65 - Technical Requirements (DICT)	Solution should support enforcing policies like encrypt all documents which has PCI information by integrating with IRM solutions	Request for Clarification Which is the IRM solution utilised by the Bank	IRM Solution is in the roadmap of Bank. Details will be shared with the successful bidder.
209	107	40	Shall have ability to protect proposed databases based on older DBMS versions that are no longer supported	Request bank to elaborate this clause for better understanding	If any database is installed on older version i.e for example on ORACLE 8i for which there is no longer support from OEM. For such databases also to be supported by the Solution.
210	107	Annexure 1 1.3 Technical and Functional Requirements for Database Monitoring Solution (DAM): Sr no: 44	Solution shall be able to integrate with the SIEM solution, Dashboard and Incident Management solution implemented at Bank.	Provide Clarification on integration with dashboard. DAM solution has its own inbuilt dashborad for system event and incidents visibilty . So request to remove this point if there is requirement to integrate with external dashboard system.	Integrate with the SIEM is Mandatory and with others are preferable or optional.
211	107	40	1.3 Technical and Functional Requirements for Database Monitoring Solution (DAM): Shall have ability to protect proposed databases based on older DBMS versions that are no longer supported		If any database is installed on older version i.e for example on ORACLE 8i for which there is no longer support from OEM. For such databases also to be supported by the Solution.
212	107	44 - Technical requirements (DAM)	Solution shall be able to integrate with the SIEM solution, Dashboard and Incident Management solution implemented at Bank.	Request for Clarification Which is the SIEM Solution & Incident Management Solution used by the Bank	Details will be shared with the successful bidder.
213	108	11	Should support all the latest supported versions of the desktop windows operating system	Kindly provide the list of Windows Operating systems to be considered.	Windows 7 and above.
214	108	4	Solution should support for different PKI mechanisms.	Kindly provide the list of all the different PKI mechanisms required	List will be shared with the successful bidder.
215	108	4.9	Solution should provide password synchronization with domains to simplify having accounts on multiple machines	Kindly mark this as good to have as this feature is not a core component and need of End point encryption. Endpoint Encryption is an independent solution which does not require password sync capability to deliver it's functionalities.	No change in the RFP Clause. Solution must have tight integration with Active Directory.

Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
216	108	4.8	Solution should provide single sign on capability	Kindly mark this as good to have as this feature is not a core component and need of End point encryption. Endpoint Encryption is an independent solution which does not require single sign on capability to deliver it's functionalities.	No change in the RFP Clause. Solution must have tight integration with Active Directory.
217	110	1	Minimum Technical requirements for Endpoint Encryption (EE) Solution: : The Solution should be IPv6 compliant	Request bank to remove this clause from RFP, as Drive Encryption is a data-at-rest and has not need to use IPv6	No change in the RFP Clause.
218	111	2	The solution must provide management support in the form of a management station at remote sites without the need for dedicated servers (ie – existing systems) to provide this support; also the solution must support utilizing workstations and laptops at remote sites that have no servers located there.	Please provide details of the workstations & servers needs to be patched along with the pathcing cycle details like monthly, quarterly, etc.	Please refer Point# 10, Page# 112 for requested details.
219	111	8	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.	Which tool is currently used for database patching?	Information will be shared with sucessful bidder
220	112	10.d	Solution should support following Databases	Kindly share list of Database with types that Bank has which are to be considered for Patch Management	Please refer Point# 12, Page# 112 for requested details.
221	112	10.a	Solution should support following OS	Kindly share list of devcies with OS types that Bank has which are to be considered for Patch Management	Detailed information will be shared with sucessful bidder
222	112	10.a	10. Solution should support following OS	Kindly share list of devices with OS types that Bank has which are to be considered for Patch Management	Detailed information will be shared with sucessful bidder
223	112	13	The solution must out-of-the-box support security Patches and Updates for standard desktop applications including (but not limited to): Adobe® Reader Mozilla Firefox Apple iTunes, Quicktime etc. Oracle Java™ Skype Real Networks WinZip, 7 ZIP, Winrar Winamp Google Chrome MS Office	Please provide breakup count of the third party tools listed. Are these used on desktop/laptops or on servers?	Detailed information will be shared with sucessful bidder
224	112	12	The solution must support security Patches and Updates for standard Databases including (but not limited to): Microsoft SQL server (2000, 2005, 2008, 2012, 2016 and latest SQL versions released by Microsoft time to time) Oracle 11g, 12c MySql DB2	Please provide breakup of each database version numbers & current tool used for patching.	Detailed information will be shared with sucessful bidder
225	112	10	The solution must support the following OS: a. Microsoft Windows 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. b. Macintosh OSX c. UNIX i. Solaris ii. HP-UX iii. IBM AIX d. Linux i. Red Hat (Desktop, Enterprise) ii. Fedora iii. SUSE iv. CentOS v. Ubuntu e. VMWare i. ESXI Server	Please provide breakup of each OS numbers & how they are been patched (using tool or manual?) Also provide breakup of the breakup of Desktop/Laptops to be patched with location details.	Detailed information will be shared with sucessful bidder

Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
226	112	10 /Architecture Requirements	The solution must support the following OS: a. Microsoft Windows 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. b. Macintosh OSX c. UNIX i. Solaris ii. HP-UX iii. IBM AIX d. Linux i. Red Hat (Desktop, Enterprise) ii. Fedora iii. SUSE iv. CentOS v. Ubuntu e. VMWare i. ESXI Server	The Proposed solution is supported for Microsoft / Macintosh /Linux Server OS Platforms. Request to allow in supporting for Unix /Solaris/HPUX/IBM AIX/VMware ESXI OS Platform using Agentless or Script based Patch Management as these Platform require respective OEM Dependant Patching. Even Scripting based approach, we can provide Centralized reporting for all Patch Activity	Refer "corrigendum for changes in RFP" for more details
227	112	12 /Architecture Requirements	The solution must support security Patches and Updates for standard Databases including (but not limited to): a. Microsoft SQL server (2000, 2005, 2008, 2012, 2016 and latest SQL versions released by Microsoft time to time) b. Oracle 11g, 12c c. MySql d. DB2	The Proposed solution supports for Microsoft SQL Database Platforms. Request to allow supporting Oracle ,MySQL ,DB2 using Agentless or Script based Patch Management as these Platform require respective OEM Dependant Patching. Even Scripting based approach, we can provide Centralized reporting for all Patch Activity	Refer "corrigendum for changes in RFP" for more details
228	113	20	The solution must have built-in support for higher level of encrypted communications without requiring additional software/hardware.	Kindly share more information on types of encrypted communications used in Bank	Detailed information will be shared with sucessful bidder
229	113	1	Able to manage all agents from a central console. The central console users shall be able to perform the following tasks (including but not limited to)	What is the current tool been used for administration & management ?	Present Patch Management solution itself handling such operations.
230	114	4	Allow console users to initiate ad-hoc (on-the- fly) custom inventory collections for the agents.	Kindly share more information on custom inventory collection types for agents planned.	The solution should be able to detect and collect the installed applications in endpoints and servers and able to asses the endpoint and servers based on the patch compliance.
231	114	1.5 Minimum Technical requirements for Patch Management Solution (PMS):	Security event & inventory information collection from the agents shall be done without inventory or Patch Scans and shall be accurate to the last hour for active client computers.	"Security event & inventory information collection from the agents shall be done without inventory or Patch Scan" this is an OEM specific clause. Please remove this clause	This clause is talking about Polling/Reporting mechanism. Bidder can propose any solution which offers defined polling interval which fetches accurate information from endpoint.
232	114	1.5 Minimum Technical requirements for Patch Management Solution (PMS):	Administrators have the ability to customize console to fit their individual requirements by adding, removing column headers	Please clarify if the ask here is to add or remove columns in reports generated from end point management system	In Report view, the solution should provide the feasibility for Choosing (adding and removing) columns as per the bank requirement.
233	114	1.5 Minimum Technical requirements for Patch Management Solution (PMS):	Security event & inventory information collection from the agents shall be done without inventory or Patch Scans and shall be accurate to the last hour for active client computers.	Please elobrate more on parameters that need to be collected for security event	This clause is talking about Polling Interval Accuracy. Bidder can propose any solution which offers defined polling interval which fetches accurate information from endpoint.
234	115/116	4/Management of Distribution Points	The Distribution Point should be able to run on other shared computers running non windows platforms like RHEL, SOLARIS,AIX, SUSE, Apple Mac OSX etc.	The Proposed solution supported for Microsoft / Macintosh /Linux OS platform. Request you to remove the Solaris/ AIX as these not Cost Optimized Servers to be placed only for Patch or Software Distribution purpose	Refer "corrigendum for changes in RFP" for more details
235	116	5/Management of Distribution Points	Ability to On-the-fly move the Distribution Point content cache folder to a different drive having highest space if current drive is out of space.	Pleae Add On demand Patch Download on Distribution Point along with On-the-fly to avoid add-on Storage Consumptions	Refer "corrigendum for changes in RFP" for more details
236	117	5.1 5.3	5.1. Number of vulnerabilities detected by month; 5.3. Top 10 most common vulnerabilities detected;	Kindly share more information on types of vulnerabilities expected to be captured by Patch Management Solution	Solution should be capable of scanning the endpoints and provide the count of applicable endpoints for a specific security advisory in the form of CVE or other sources.
237	117	16	Able to render the status of selected agents based on a selected retrieved property or vulnerability status.	Kindly share more information on types of vulnerabilities expected to be captured by Patch Management Solution	Solution should be capable of scanning the endpoints and provide the count of applicable endpoints for a specific security advisory in the form of CVE or other sources.
238	117	6/General Reporting Requirements	Allows console users to create and save graphical reports (e.g. pie, bar, line charts)	Allow to propose 3rd Party Integration to Achieve this functionality	Bidder may propose the solution which meets the Bank's requirement.
239	117	1.5 Minimum Technical requirements for Patch Management Solution (PMS):	Solution should provide out-of-box patch assessment without the need to setup/schedule and maintain scan process, if any this assessment should report back near real- time (within minutes) once the agent has downloaded its policies.	This point is OEM specific. Please change this clause to mention "Application should mention patch assessment capability"	Refer "corrigendum for changes in RFP" for more details
240	117	1	Solution should provide out-of-box patch assessment without the need to setup/schedule and maintain scan process, this assessment should report back near real- time (within minutes) once the agent has downloaded its policies.	Which tool is used for patch management? Is it used for all OS versions?	Detailed information will be shared with sucessful bidder
241	121	1	The bidder should have back to back support arrangement with the OEM and provide highest premium support offering 24 * 7 for the solution during the contract period.	What is the patch support window to be considered for Bidder? Are there any freeze periods to be considered ?	RFP Clause is self-explanatory.
242	122	Annexure 2: Technical Bid Format	We confirm that we will abide by all the terms and conditions contained in the RFP. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.	We confirm that we will abide by all the terms and conditions contained in the RFP subject to deviation submitted as per Annexure 12	No change in the RFP Clause.

Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
243	126	Annexure 5.3	The minimum annual turnover of Bidder should not be less than INR 75 crores in each of the last three financial years, viz., 2016-17, 2017-18 and 2018-19 from India operations	As per MSMED act 2006, PPP 2017, NSIC and DPIIT Norms, MSME/Startup is exempted from Business continuity or no of years of existence. Pls refer the necessary attachments for the same. OR Change the clause as Min annual turnover of bidder should be average of 50 crores for the last 3 financial years.	No Change in the RFP Clause.
244	126	Annexure 5.2	The bidder should have been in existence for a minimum period of five years in India as on 31-Mar-2020	Pls change it to bidder should have been in existence for a min period of 5 years as on 5th Aug 2020 OR As per MSMED act 2006, PPP 2017, NSIC and DPIIT Norms, MSME/Startup is exempted from Business continuity or no of years of existence. Pls refer the necessary attachments for the same.	No Change in the RFP Clause.
245	126	Annexure 5.5	The Bidder should be an authorized partner with the highest partnership level of OEM for at least the last 3 years from the date of this RFP. This partnership may be Indian or Global	Pls change the clause as The bidder should be anuthorized partner of quoted OEM. This will help more partners to participate rather than just selected and preferred one's	Refer "corrigendum for changes in RFP" for more details
246	126	Annexure 5: Eligibility Criteria Compliance Pt. 4	Bidder should have positive net worth for last three financial years i.e. 2016-17, 2017-18 and 2018-19	Request Bank of Maharashtra to kindly revise the clause as below : "Bidder/Bidder's parent company should have positive net worth for last three financial years i.e. 2016-17, 2017-18 and 2018-19	No Change in the RFP Clause.
247	126	Annexure 5: Eligibility Criteria Compliance Pt. 5	The Bidder should be an authorized partner with the highest partnership level of OEM for at least the last 3 years from the date of this RFP. This partnership may be Indian or Global.	Request Bank of Maharashtra to kindly revise the clause as below : "The Bidder should be an authorized partner with the highest partnership level of OEM as on date.. This partnership may be Indian or Global.	Refer "corrigendum for changes in RFP" for more details
248	128	Annexure 5.10	The Bidder should have the experience of implementing at least 3 out of the 5 solutions in at least one at least one Govt. Sector/Scheduled Commercial Bank/PSU's in India. The credentials provided could be in the same or different Govt. Sector/Scheduled Commercial Bank/PSU's in India. 1. DLP 2. DICT 3. DAM 4. EE 5. PMS The solutions deployed may not necessarily have to be the same proposed product.	As per MSMED act 2006, PPP 2017, NSIC and DPIIT Norms, MSME/Startup is exempted from prior experience. Pls find supporting document for the same.	No Change in the RFP Clause.
249	128	11	The bidder should have a minimum of 10 individuals with prior experience in implementation of proposed security solution. All resources must be on the payroll of the bidder.	Can bidder consider subcontracting of resources required?	No. RFP Clause is self-explanatory.
250	128	Annexure 5: Eligibility Criteria Compliance	The bidder should have a minimum of 10 individuals with prior experience in implementation of proposed security solution. All resources must be on the payroll of the bidder.	Count 10 is per technology or for all solutions	Bank's expectation: Total 10 individuals (Minimum 2 resources per solution).
251	128	Annexure 5: Eligibility Criteria Compliance Pt. 11	The bidder should have a minimum of 10 individuals with prior experience in implementation of proposed security solution. All resources must be on the payroll of the bidder.	Request Bank of Maharashtra to kindly revise the clause as below : "The bidder/bidder's parent company should have a minimum of 10 individuals with prior experience in implementation of proposed security solution. All resources must be on the payroll of the bidder/bidder's parent company."	No Change in the RFP Clause.
252	128	Annexure 5: Eligibility Criteria Compliance Pt. 13	The bidder should have minimum 2 skilled OEM trained/ certified staff for the Security solution proposed under this RFP.	Request Bank of Maharashtra to kindly revise the clause as below : "The bidder/Bidder's parent company should have minimum 2 skilled OEM trained/ certified staff for the Security solution proposed under this RFP.	No Change in the RFP Clause.
253	128	Annexure 5: Eligibility Criteria Compliance Pt. 10	The credentials provided could be in the same or different Govt. Sector/Scheduled Commercial Bank/PSU's in India.	Request Bank of Maharashtra to kindly revise the clause as below : "The credentials provided could be in the same or different Govt. Sector/Scheduled Commercial Bank/PSU's/BFSI/any financial institutions in India."	Refer "corrigendum for changes in RFP" for more details
254	129	7	The OEM should have been in existence for a minimum period of five years in India as on 31-Mar-2020.	Many OEM's are existent for over 10 years and even operating in India through partners for many years. Hence request change to 1yr instead of 5yrs	Refer "corrigendum for changes in RFP" for more details
255	129	7	The OEM should have been in existence for a minimum period of five years in India as on 31-Mar-2020.	Request removal of India or change as under: The OEM should have been in existence for a minimum period of 1yr in India as on 31-Mar-2020.	Refer "corrigendum for changes in RFP" for more details
256	129	Annexure 5: Eligibility Criteria Compliance, B 7	The OEM should have been in existence for a minimum period of five years in India as on 31-Mar-2020.	Request removal of India or change period from 5yrs to 1yr	Refer "corrigendum for changes in RFP" for more details
257	130	Annexure 6: Cover Letter	3. We agree to abide by this Tender Offer for 180 days from date of Tender (Commercial Bid) opening and our offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer.	Bidder request bank to make validity of tender offer for 180 days from the date of RFP closing and from the date of commercial bid opening. Please confirm	No change in the RFP Clause.
258	131	Annexure 7: Application Management Services	The bidder is expected to deploy online tool to track service incident and problem resolution and reporting of SLA.	Bidder presumes that the bank requires the bidder to propose tools for security areas mentioned. Other peripheral tools like those for service / ticket tracking etc. will be provided by the bank. Please confirm.	Bidder's Understanding is Correct. Bank shall leverage the ticketing tools already in place. Bidder has to adopt for the same.
259	146	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.	No change in the RFP Clause.
260	147	147 Annexure 15: Resource Deployment Plan	L1=4 (Pooled Resources Operates 24x7x365)	for 24x7x365 operation 5 number of L1 Resorce required. Request Bank to change this.	Refer "corrigendum for changes in RFP" for more details

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261	153	Annexure 17	Attach reference Letter	Can we share purchase order or project sign-off	Bidder must submit reference letter as mentioned in the Annexure.
262	153	Annexure 17	Attach reference Letter	Please confirm we can submit purchase order.	Bidder must submit reference letter as mentioned in the Annexure.
263	153	Annexure 17	Attach reference Letter	Can this be purchase order / reference letter / sign-off letter	Bidder must submit reference letter as mentioned in the Annexure.
264	154	Annexure 19	Performance Bank Guarantee	Bidder suggests below section be added: _____ This Bank Guarantee issued by _____ Bank, on behalf of Bidder in favor of Customer Bank is in respect of a new Contract dated_____. As communicated by the Bidder, on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to Bidder by Customer Bank, in respect of pervious contracts between Bidder and Customer Bank. As communicated by Bidder on the date of execution of this Bank Guarantee, there are no outstanding disputes related to any pervious contracts between Bidder and Customer Bank.	No change in the RFP Clause.
265	154	Annexure 19	Performance Bank Guarantee	Bidder suggests the section be modified as under; a) ~~To indemnify and keep indemnified the beneficiary bank for the losses and damages that may be caused to or suffered by the beneficiary bank in the event of non-performance of whatever nature on the part of the contractor in discharging their contractual obligations under the said contract by the contractor against the above referred engagement letter and~~ Bidder undertake this guarantee not exceeding Rs. _____/- (Rs. _____ only) without demur and without Beneficiary Bank needing to prove or to assign reasons for the demand so made for the sum specified therein and mere written claim or demand of the Beneficiary Bank shall be conclusive and binging on the guarantor Bank as to the amount specified under these presents.	No change in the RFP Clause.
266	158	Annexure 21	Non-Disclosure Agreement	Bidder suggests the section be added. _____ The obligations under this Agreement shall for a term of 2 years from the date of expiry or termination of this Agreement.	No change in the RFP Clause.
267	163	Annexure 25	End of Sale/ End of Support/ End of Life Information	End of sale does not apply to software solutions for which new versions of solutions are made available through upgrade/update path hence request exclusion of end of sale for software solutions.	RFP Clause is self-explanatory. Clause 4.1.4 may be referred for more detail.
268	163	Annexure 25	End of Sale/ End of Support/ End of Life Information	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.	RFP Clause is self-explanatory. Clause 4.1.4 may be referred for more detail.
269	163	Annexure 24	List of supported devices by OEM	Pls clarify this point on devices as DICT solution supports OS, Office, mailing platforms and endpoints type like laptop/desktop does not matter.	Bidder may specify the compatible SIEM, OS or any other product compatibility specific things.
270	163	Annexure 25	End of Sale/ End of Support/ End of Life Information	Generally software solutions/modules could be End of Sale over 5yrs because of enchancements and product evolution however they will not be end of support as it will be supported through upgrade/update program as long as the contract is valid. Request change/removal of end of sale.	RFP Clause is self-explanatory. Clause 4.1.4 may be referred for more detail.
271	163	Annexure 24	List of supported devices by OEM	Request clarification on whether this means supported OS platforms	Bidder may specify the compatible SIEM, OS or any other product compatibility specific things.
272	164	Annexure 26	Compliance Agreement Please note that Bank of Maharashtra may consider debarring a supplier in the event the supplier violates terms and conditions mentioned in this compliance agreement	Bidder suggests the section be deleted. _____ ~~Please note that Bank of Maharashtra may consider debarring a supplier in the event the supplier violates terms and conditions mentioned in this compliance agreement~~	No change in the RFP Clause.
273	164	Annexure 26 Compliance Agreement	9) Splitting of the award decision over a number of suppliers or parts or over time (as in the case of staggered deliveries) will be at Bank of Maharashtra's discretion.	Request Bank to Remove this clause	No change in the RFP Clause.
274	96	Technical and Functional Requirements for Data Loss/Leakage Prevention (DLP) Solution /Annexure 1.1/ Point 175	Solution must have the capability for bulk closure of incidents.	Request for Modification/ Change Modify / Change to :Solution must have the capability for bulk operation on incidents. Reason for change:-Bank should not only look at the closure of the incidents but multiple different operations to be performed on the same Requesting bank to consider the change	Refer "corrigendum for changes in RFP" for more details
275			General query	All the support is considered as remote support & no touch support is required. Please clarify if the understanding is correct.	Please refer Clause 4.7: Facilities Management - Warranty/AMC/ATS Support service, People deployment & OEM Services of proposed solutions.

Sl. No.	Page	Point/Section	Clarification point as stated in the tender document	Comment/ Suggestion/Deviation	Queries Reply
276		Public Procurement (Preference to Make in India), Order 2017	Not mentioned/covered	Bank is requested to follow the guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order), Order No. P-45021/2/2017-BEII dated 15.06.2017, as amended by Order No. P-45021/2/2017-BE-II dated 28.05.2018 and Order No.P-45021/2/2017-BE-II dated 29.05.2019 and revision issued vide letter No. P-45021/2/2017(BE-II) dated 04.06.2020.	Refer "corrigendum for changes in RFP" for more details
277		2.3 Project Scope in brief	Bank has already implemented DLP, DAM, EE & PMS Solutions from various OEMs and the product deployment details will be shared with the successful Bidder. Bidder has to arrange for migrating the existing policies/rules to the Solution provided by the Bidder.	Can bidder propose the products / solution from the same OEMs that are currently deployed	Bidder may propose any solution which meets the requirements specified in this RFP.
278		2.3.1 Project Schedule	Pre Implementation Training to bank staff / Post Implementation Training	Kindly provide the no. of associates for whom training needs to be arranged?	Refer "corrigendum for changes in RFP" for more details
279			Resource management	What is the currrent support window i.e. 24 x 7 or 16 x5?	Bank's resource requirement is already mentioned in the RFP. Bidder has to refer the same.
280			Addl suggestions	As per PPP 2017, request you to incorporate "Made in india" clause	Refer "corrigendum for changes in RFP" for more details
281			Addl suggestions	Request you to allow consortium	No change in the RFP Clause.