



भारतीय लघु उद्योग विकास बैंक
Small Industries Development Bank of India

RfP for Procurement of various IT Security Solutions

टेंडर सं. / Tender No.	500/2021/1577/CBO/ITV
टेंडर जारी करने की तिथि / Tender Issue Date	August 03, 2020 / अगस्त 03, 2020
पूर्व-बोली बैठक / Pre-Bid meeting	August 08, 2020 / अगस्त 08, 2020
पूर्व-बोली स्पष्टीकरण की तारीख /pre-bid clarification date	August 20, 2020 / अगस्त 20, 2020
बोली जमा करने की अंतिम तिथि / Last date for submission of bids.	September 03, 2020/ सितंबर 03, 2020

PRE-BID CLARIFICATIONS

- Bidders are requested to note the pre-bid clarifications as follows.
- Based on pre-bid clarifications, RfP has been updated. Revised RfP and pre-bid clarifications are published on the Bank's website and CPP portal. The bidders are required to refer to both these documents and submit their bids accordingly.

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1	5	1	1.1(9)	Bid validity – 180 days from date of bid submission.	90 days from date of bid submission	No Change
2	5	1	1.1(5)	Last date for submission of bids August 24, 2020 by 3 pm	We request extension of 10-15 days considering present pandemic situation. Also, if you can consider online submission option instead of physical copy submission.	Change <u>The revised clause to be read as:</u> Last date for submission of bids is September 03, 2020.
3	6	1	1.1(11)	Address for Pre-bid meeting, Bid Submission and bid opening Small Industries Development Bank of India, IT Vertical, Overseas Towers, 2nd Floor, 756-L, Anna Salai, Chennai – 600002, Tamil Nadu Phone: 044 - 66636005	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(e.g. E-mudhra, Safescrypt,	No Change

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					ncode, etc). Also request bank to consider online submission for this RFP response.	
4	8	3	3.2	RfP Objective	Since the existing setup is in outsourced DC and DR, how are we planning to do with the new security solution?	Refer to section 6 of revised RfP for the detailed scope of work.
5	8	3	3.2.1	<p>Bank intends to procure security solutions to enhance its security posture and the purpose of RFP is to shortlist bidder for supply, implementation, rollout, maintenance and operations of the five (5) Security and management solutions. The details of solutions which the bank proposes to procure, and implement are:</p> <ul style="list-style-type: none"> • EndPoint Encryption Solution (Disk/folder /file/ USB encryption) • MultiFactor Authentication Solution • File Integrity Monitoring Solution • Database Activity Monitoring Solution • Patch and Asset Management Solution and • Preparation of encryption policy for the bank. 	<p>Database base being crucial and core to business, bank is looking for Security solution like DAM. The DAM is standard solution which is being accepted industry wide for Databases. Other solutions mentioned indicate infrastructure and application security solutions which are independent of each other. DAM solution which is critical to Database and which should be tightly coupled with the Database would face integration issue if multiple solutions come in play and the compatibility as per road map of each solution.</p> <p>Having combinations of such solutions would give commercial advantage to specific OEM's. Further, more having number of solutions as per the RFP with different make and versions/ compatibilities in future, SIDBI will have difficulty in support for various versions and upgrades of each solution. Hence request to consider as a separate RFP component</p>	No Change
6	9	3	3.9.1	A Recipient will, by responding to the bank for RfP, be deemed to have accepted the terms of this RfP	We request you to relax this term so as to propose alternate terms on the material terms and conditions of the RFP. Also, we submit that the contract will be signed based on mutually agreed terms between the parties.	No Change
7					A Recipient will, by responding to the bank for RfP, be deemed to have accepted the terms of this RfP (subject to any deviations to the terms which have been subsequently discussed and mutually agreed between the parties).	
8	13	4	4.6.7	<p>The bid security (EMD) may be forfeited:</p> <p>4.6.7.1 If a Bidder withdraws its bids during the period of bid validity.</p> <p>4.6.7.2 If a Bidder makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of the contract.</p> <p>4.6.7.3 In case of successful Bidder, if the Bidder fails to:</p> <ol style="list-style-type: none"> 1. Accept the LOI / Purchase order or sign the contract OR 2. Furnish the performance guarantee. <p>4.6.7.4 In all the above cases, the bidder would also</p>	<p>We seek to clarify that the EMD will not be forfeited if the parties are unable to reach a mutual agreement on the terms and conditions of the governing contract.</p> <p>Delete the complete clause</p>	No Change
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				be banned for a period of 3 years from subsequent bidding in any of the Bank's (SIDBI) tenders.		
10	15	4	4.12.3	Existing outsourced vendors of the bank, who are carrying out management of DC/DR or CSOC, are not eligible to participate in this RfP.	As per the Eligibility Criteria, SOC Experience will be considered for Evaluation. Request Bank to Consider Existing CSOC Vendor also to Participate in this RFP.	No Change
11	15	4	4.13.1	Manufacturer Authorisation Form	Whether exemption can be given to "The bidder has to provide MAF for all the products including hardware, software and databases from respective OEMs".	Yes, the bidder has to provide MAF from OEM for all the proposed products.
12	15	4	4.13.2	In case the successful bidder is not ready to provide the support during the warranty/ AMC period, support will be provided by OEM directly or through their other authorized partners for the remaining period of warranty/ AMC for their respective products without any additional cost to the Bank.	More clarity on	Please refer to section 4.13 and Annexure - V (MAF) of revised RfP.
13	15	4	4.14	Undertaking of Authenticity	Whether letter from Partner will do?	The undertaking has to be submitted on the letter head of the bidder for the proposed hardware as per the format given in Annexure -VI of revised RfP, duly signed, stamped and dated.
14	15	4	4.15.3	Software Integrity Certificate	Whether it can complete by OEM ? All OEM's before releasing their product undergo a thorough VA/PT and APP Sec testing. Any subsequent tests should be conducted by the OEM. More importantly a bidder can never guarantee a product being bug free or free of malware.	The certificate has to be issued by respective OEMs.
15	15	4	4.16.1	The Bidder must take care in filling price information in the commercial bid, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly. In case of any item not applicable for the solution(s) proposed by the bidder "NA" or 0 to be filled.	This statement is contradictory to Section 7.3.6: which is "If the cost for any line item is indicated as zero, it will be assumed by the Bank that the said item is provided to the Bank at free of cost". Request Bank to clarify in case any item is not applicable can we input "NA" in commercial annexure.	If the line item is required for the solution and the cost is indicated as zero, it will be assumed by the bank that the said item is provided to the bank at free of cost. However, in case the line item is not applicable for the solution proposed by the bidder , for such line items NA to be mentioned against the line item.
16	15	4	4.16.4	The AMC/ATS cost has to be a <u>minimum of 8%</u> of the cost of respective line item given in Part- I of the commercial bid. All 4 Years' AMC/ATS to be same i.e. same percentage.	Is it minimum or maximum ?	The AMC/ATS cost quoted by the bidder for respective line item given in Part-I of commercial bid should be minimum 8% per annum.
17	21	5	5.1	Datacenter of the bank is at Mumbai and DR Site at Chennai. Both the locations are collocated to third party datacenters	In Which third party DC and DR are hosted	The data will be shared with shortlisted bidder.
Does the both datacenter are interconnected for site level redundancy?					Yes, both DC and DR are interconnected.	
19	21	5	5.2	The environment at DC & DR is mix of physical and virtual servers. The hardware used by the bank is of heterogenous make	By any chance can we get the details of heterogenous hardware and existing setup	The details will be shared with shortlisted bidder.
20	21	5	5.8	The details of various operating systems (Standard / Enterprise edition & 32/64bit) deployed in DC & DR,	Requesting bank to update Operating Systems which are gone out of support, we will face compatibility	The bank is in the process of upgradation of operating systems.

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				includes both physical and virtual servers	issue in terms of FIM, Encryption, DAM & APM tool. This is a risk in terms of overall security posture, as OEM is not providing patches to vulnerabilities found in OS as this OS are "out of support"	
21	21	5	5.12	Point to Point links are deployed between DC and DR for log replication. The bank uses Oracle active data guard for database replication.	Bank is already using P2P link between DC & DR, requesting bank to upgrade the existing P2P link for data replication. Bidder will provide respected bandwidth required to replication the security logs between DC & DR.	The bank has deployed P2P links for log replication between DC and DR. Based on the requirements of proposed solutions in the revised RfP, the same would be upgraded by the bank. The bidder to note that provision of P2P link for replication of databases of the proposed solutions is not in the scope of current revised RfP.
22					DC and DR log replication link will able to cater the replications of logs and configurations of new security solutions ?	
23	21	5	5.17	The bank has deployed Veritas Net-Backup Data Centre (NBU) as Enterprise Backup Solution (EBS) at DC and DR.	Bank is using & managing existing Veritas Netbackup solution to maintain backup policies at DC & DR. Bidder will provide Veritas Netbackup license as per RFP clause at DC & DR, but we request bank to consider management of new Veritas Netbackup license and entire backup policies for new setup consider under bank's responsibility instead of bidder, it will help for both the parties to maintain backup policies under centralized control. We request bank to use & manage existing tape library and tapes to store backup of new FIM, Encryption, DAM & APM tool.	The scope of the bidder is to provide requisite Veritas Netbackup licenses. The offline backup would be managed by the Bank and/or its existing outsourced partner managing DC and DR.
24	22	5	5.21	The Bank is currently using HP-SM tool for ticketing. However, during the period of contract the Bank may upgrade/replace the same. Further, as part of the solutions should provide and manage service desk software, which should be part of APM solution. The SoW and functionality of service desk is given in Section 6.5.7.	Kindly confirm when SIDBI is planning to replace HP-SM tool. Does SIDBI want to integrate APM Solution tool with HP-SM tool? Please confirm the expected requirement. As bank mentioned, Bank recently closed SOC RFP. Kindly confirm, bank is using HP-SM ticketing tool for all operation like SOC, internal IT or they are using different tool for different operation? If Yes, is bank required integration of new Service desk tool with existing tool? Integration completely depends upon existing tool API's, if API's are not allowed, bidder not able to do any kind of integration with existing SM tool.	Change <u>The revised clause to be read as:</u> The bidder has to integrate the proposed security solutions with the Bank's existing HP Service Manager tool (version 9.40) for achieving automatic ticketing, incident management, SLA Management, Service desk etc, as mentioned in Section 6.5.5.5 in the revised RfP. In case the bidder's proposed solutions does not support the above integration, the bidder is required to provide additional service desk tool as part of APM solution, as mentioned in Section 6.5.5.5 in the revised RfP. The licensing of the tool should be provisioned in such a way that : 1. All 1500 self-service users of the Bank

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						<p>are able to log the tickets manually and monitor their progress. and</p> <p>2. 20 help desk agents / analyst users are able to concurrently manage the service desk calls/tickets, SLA and other functionalities.</p> <p>3. This tool will be used by the Bank for all service desk purposes in future.</p>
25	23	6	6	Scope of work	Is the operation expected to run by ISO 27001 framework?	The operations to be run based on RBI cyber security circular no RBI/2015-16/418 dated 2nd June 2016, ISO 27001, PCI DSS, CIS etc., whichever are applicable to be bank.
26	23	6	6.1.3	The proposed security solutions should be in adherence to the guidelines provided in the RBI cyber security circular no RBI/2015-16/418 dated 2nd June 2016 and its amendments (in present and in future).	If future circulars result in required additional scope/upgrades, NTT India will adjust its pricing accordingly.	No Change
27	23	6	6.1.4	The shortlisted bidder should assure the compliance to the Indian regulatory requirements, industry best practices, IT Security policy of the bank. The shortlisted bidder is expected to study the regulations and comply with them.	Our understanding is that SIDBI will own such regulatory requirements / industry best practices. As bidder we can support SIDBI with information available through the implementation and maintenance of this solution. Kindly confirm.	Once the Bank decides to implement such regulatory requirements and industry best practices, the bidder has to study, comply, implement and maintain in the solutions as per requirement of the bank.
28	23	6	6.1.5	The proposed security solutions should be able to seamlessly integrate with the Bank's CSOC for log correlation, existing security solutions (PIM, SIEM, NAC, AV etc.) & infrastructure, directory services & applications for authentication, endpoints, any future solutions procured by the bank etc., during the contract period. The Integration work will be responsibility of bidder and OEMs of new solutions, the costs, if any, should be included in RFP quotes.	Is the bank expecting the bidder to do any customization if required in the existing solutions like PIM, SIEM, NAC, AV etc.? Or support for the solution supplied by the vendor for integration requirement. Please clarify.	The proposed solutions be able to forward the logs to SIEM as per the format recognised by the Bank's SIEM. Any parser required for the same is to be provided by the bidder.
29					Bidder will provide require support and details required for integrations of new solution. In case of any changes on existing security solution (PIM, SIEM, NAC, AV etc.) it will be SIDBI responsibility. Please confirm if we share the same understanding. SIEM side of integration should be SIDBI or existing partner's responsibility. Bidder will ensure	Further, for integration of the proposed solutions to the existing solutions like PIM, NAC, AV etc., the bidder should ensure that the proposed solutions are compatible with the existing solutions of the Bank and all necessary support, technical assistance are to be provided.
30	23	6	6.1.6.	All the solutions must be able to send logs in the format recognised by the Bank's SIEM for correlation.	Request you to share the required /supported format type?	The existing SIEM deployed in the bank is RSA Netwitness and some of the formats supported by it are syslog / SDEE etc.
31					Please confirm format type supported by existing SIEM.	
32					Solution will be sending the logs to SIEM and in case of any logs are not recognised by SIEM, SIEM vendor has to develop the custom parser to make this logs understandable by SIEM. Is bank expecting the Bidder to do this activity?	

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33	23	6.	6.1.7.	The proposed endpoint solutions (MFA, EPE & APM) should be hosted on Bank's premises and should be available for internal and remote users.	Request you to elaborate on the use case here?	All endpoint solutions should be deployed in such a manner that they are available for internal and remote users.
34	23	6	6.1.9	The bidder should not propose open source tools/ software/ utilities/ solutions. Any bid submitted with Open Source tools/ software /utilities /solutions will be rejected	We submit to relax this clause to include any open source software that may come embedded as part of the software/ solution.	No Change
35	23	6	6.1.11	The Successful bidder will have to certify the adequacy of licenses supplied to Bank and will have to indemnify the Bank in case of any adverse finding during OEM Audits.	We submit that we will indemnify if there are any third party claims brought against the bank for infringement of third party intellectual property rights.	No Change
36	23	6	6.1.14	The solutions should be supplied along with all the components viz. hardware – servers & storage, Operating System, VMWare virtualization licenses and Veritas Netbackup licenses etc., required for successful installation, commissioning & operationalization of the proposed solutions.	Please confirm the Netbackup license part, it should be taken care by SIDBI.	No Change Veritas Netbackup license are to be provided by the bidder. Refer revised RfP for details.
37	24	6	6.1.19	The solutions should be scalable both horizontally & vertically and should be able to address Bank's requirements during the period of contract. The scalability should be achieved by addition of licenses without upgradation of hardware, to cater to future requirement of the bank. The procurement of additional licenses would be as per the contracted rate.	Can you please help us understand "the scalability without hardware upgradation"?	The bank proposes to have all software based solutions which should be installed on virtual machines created on the proposed servers. The specifications of the servers and storage given by the bank are minimum requirement. In case of any additional requirements for scalability of the proposed solutions as asked for in revised RFP, the same should be provisioned by the bidder from day one.
38	24	6	6.1.20	The Management of all the solutions should be in failover setup, i.e. if primary console goes down secondary at disaster recovery site should start controlling.	Please confirm as per SIDBI for all the security components DR site need to be considered ? HA we can consider within DC itself but if same number of endpoints needs to be communicated for DR as well, we need to check the feasibility of the deployment.	Refer Section 6.4.1.2 page no.29 of revised RfP for the details of requirement, scalability, High Availability, Management console redundancy etc.
39	24	6	6.1.21	The Bank will have the right to use the licenses for the functions provided by the tools in any manner and for any number of offices/locations, irrespective of the geographical location of the devices being monitored. Bank will also have a right to relocate any one or all the tools to different locations. Post closure of contract, the bank will remain legitimate owner of licenses delivered.	Usage of license will be limited only to office machines and roaming user laptops. They will not be extended to personal or home machines of the end users . Does SIDBI has any plan to relocate tools to any other location. Please let us know in advance.	The license will be used only on the assets approved by the bank. Tools would be installed in DC and DR. Currently there are no plans for relocation of DC and DR. However, during the period of contract the bank may relocate DC and/or DR to alternate location/locations based on its operational requirements.
40	24	6	6.1.22	If a solution fails to meet the technical requirements of RFP during the implementation / before sign-off phase, Bank reserves the right to reject the solution with no cost to the Bank and recover all liquidated damages from the amount payable for other solutions procured.	We submit that Bank may recover liquidated damages (that are capped and cumulative of all instances). However, Bank to provide us with cure period prior to invoking the PBG. Bidder requests for a cure period of 30 days before the Bank reserves the right to reject	No Change

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41				Even after, the Bank is unable to recover the amount, the bank at its discretion can invoke Performance Bank Guarantee as submitted. However, in such cases the bidder may offer alternate solution to the Bank which fulfils technical specifications/ requirements of the RFP with no extra cost to the Bank. Liquidated damages shall be applicable for delay beyond the stipulated timelines	the solution and recover the liquidated damages If a solution fails to meet the technical requirements of RFP during the implementation / before sign-off phase, Bank reserves the right to reject the solution with no cost to the Bank and recover all liquidated damages from the amount payable for other solutions procured. Even after, the Bank is unable to recover the amount, the bank at its discretion can invoke Performance Bank Guarantee as submitted. However, in such cases the bidder may offer alternate solution to the Bank which fulfils technical specifications/ requirements of the RFP with no extra cost to the Bank. Liquidated damages shall be applicable for delay beyond the stipulated timelines	
42					EOS means End of Support only. Request Bank confirmation on this.	EOS means End of Sale.
43	24	6	6.1.23	During the period of the contract, all upgrades/updates of software, licensing, implementation of upgrades/ patches/ version changes etc., due to whatsoever reason including but not limited to EOL or EOS, shall be done by the bidder without any additional cost to the bank.	During the period of the contract, all upgrades/updates of software, licensing, implementation of upgrades/patches /version changes etc., due to whatsoever reason including but not limited to EOL or EOS, shall be done by the bidder without any additional cost to the bank	No Change
44	25	6	6.1.28	Any interfaces required for integration of the proposed solutions with existing applications / infrastructure within the bank should be developed by the bidder for successful implementation of the project, without any additional cost to the bank.	Is the bank expecting the bidder to do any Application development and customisation to the existing infrastructure? Bidder anticipate that all changes required do the integration, bidder will make required changes in the solution supplied and the existing application / infrastructure changes to be done by the respective vendor. Please clarify.	Any interfaces required for integration of the proposed solutions with existing applications / infrastructure within the bank should be developed by the bidder for successful implementation of the project, without any additional cost to the bank. The data/inputs required for integration would be provided by the Bank.
45				Data/inputs required for integration to be provided by the Bank		
46				If any customization required on those products which are with Bank for integration or management part that needs to be take care by bank only.		
47	25	6	6.1.29	The shortlisted bidder is responsible for developing and implementing security configuration hardening of all the solutions that are procured under this RfP and also should periodically review the guidelines and configure as and when required.	Bank will provide risk acceptance in a scenario if hardening parameter is not in line with Bank's security policy/ network/IT Infra and Application requirements and is not to be implemented.	Agreed However, the bidder to provide proper written justification on the same to the bank.
48					Can we consider this as part of AMC ?	Post implementation implies operational phase. Refer revised RfP for details.
49	25	6	6.1.30	Post implementation of the solution, the scope includes support for the following activities, but not limited to, from time to time, in relation to maintenance and upgrades/updates/patches: (a) Firmware Upgrades, (b) Faulty Parts replacement (c) Hardware System monitoring (d) Troubleshooting & Performance Tuning (f)Upgrades of supplied software	Post implementation of the solution, the scope includes support for the following activities, but not limited to , from time to time, in relation to maintenance and upgrades/updates/patches: (a) Firmware Upgrades, (b) Faulty Parts replacement (c) Hardware	No Change

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				(g) Advisories on software upgrades & vulnerabilities (h) Support during DR Drills (i) OS Administration & patching as per OEM guidelines(j) Management of solutions including regular backups (l) Any support required to make systems & software up and running (m) Operational support (n) user support and troubleshooting(o) Preventive health check (p) Monitor quality and risk related activities on solution under their preview etc.	System monitoring (d) Troubleshooting & Performance Tuning (f) Upgrades of supplied software (g) Advisories on software upgrades & vulnerabilities (h) Support during DR Drills (i) OS Administration & patching as per OEM guidelines (j) Management of solutions including regular backups (l) Any support required to make systems & software up and running (m) Operational support (n) user support and troubleshooting(o) Preventive health check (p) Monitor quality and risk related activities on solution under their preview etc.	
50					For this requirement, bank has not stated the required resources. Mentioned resources in RFP (3 L1 and 2L2 will not be able to manage all technologies). We request the bank to allow the bidder to provision additional resources as appropriate to manage the mentioned technologies and SLA and also provide provision in the commercial section to quote for the same.	The resource proposed by the bank are minimum requirements. However, the bidder is free to propose more number of resources to meet the SLA requirements of revised RFP. The exact number of resources proposed by the bidder are to be indicated clearly in the bid response and commercial bid should be in-line with the same. Further, the resource should meet all other conditions as specified in section 6.7.6 of revised RfP.
51	25	6	6.1.31	The Bidder should provide changes (updates) and upgrades (including version upgrade) with regard to changes in regulatory /statutory/governing bodies' requirements at the earliest (to complete the activity before the deadline set by the authority) and free of cost during the contract period.	Bidder requests that upgrades which are chargeable shall be passed on as cost to Bank, if they are not factored as a part of the pricing at the start of the contract	No Change The bidder is to factor the cost for all the requirements and have highest level of back to back agreements with the OEM. No additional cost whatsoever would be paid by the bank during the contract period.
52	25	6	6.1.32	The Bidder should provide and implement functionality changes as required by the Bank during the contract period, without any cost to the Bank	Based on complexity, we and Bank will mutually discuss any cost increases. Is bank expecting the future design changes to be done without any additional cost? Please clarify	No Change
53	25	6	6.1.33	The Bank at its discretion, reserves the right to shift the equipment (the solution) to a new location during the contract period (within Data Centre or outside Data Centre) depending upon the requirement. Accordingly, the bidder will arrange to shift the same and install and commission at new location without any additional cost to the Bank. Transportation and insurance of the solution components being shifted to new location, would be arranged by the bank	We submit that any relocation services will be at mutually agreed cost. Bidder requests that if there are additional charges incurred for shifting of equipments, it shall be mutually decided on the cost to be passed on to the bank, which will be reimbursed to the bidder	No Change The solutions would be installed in DC and DR of the Bank. Relocation of solutions (hardware and software) would happen only in case of shifting of DC and DR.
54					NTT India will charge an installation charge for the same	The scope of bidder during relocation would be deinstallation at old location and installation at new location. The bank would take care of physical shipment, insurance etc. No additional cost whatsoever would be
55					Any planned activity?	
56					We would request the bank to restrict the scope of equipment shift to metro cities within India. Also we would request the bank to provision a separate line	

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					item in the commercial bid as rate card for such migration of equipments.	paid by the bank.
57					Request Bank to pay Bidder for shifting, installation & commissioning of equipment to new location, as we do not have insight or details as to where or how many times shifting will be done	
58					Once product is deployed, shift of the deployment solution will be considered as a separate project	
59				The shortlisted bidder shall install the agents on all the in-scope devices in coordination with bank's personnel and outsourced partners.	Does SIDBI has the centralize tool like SCCM for rollout of agent?	The bank currently has AD only.
60	26	6	6.1.36		Request the bank to share the list of locations and number of devices to install the agents.? Is the bank having any centralised tool to push the agents to the devices?	As part of revised RfP, the bank has asked for APM solution which should have the required functionality as mentioned in revised RfP. The number of locations are 83 spread across the country. The list of locations along with number of devices / endpoints in each location would be shared with shortlisted bidder.
61	26	6	6.1.38	The services/ solutions in scope should be designed with adequate redundancy and fault tolerance to meet the Business Continuity requirements/BCP plan of the Bank.	Is the expectation to provide HA in both DC and DR? Kindly confirm.	Refer section 6.4.1.2 of the revised RfP.
62	26	6	6.1.40.	The Solutions should be configured as per threat perception of the system under monitoring. System should generate alerts, register and send the same through message formats like SMTP, SMS, Syslog, SNMP as per user configurable parameters to SIEM tool.	For SMS bank should have existing SMS gateway, pls confirm.	The bank has basic SMS gateway. However, in case of any additional requirement, the same would be provided by the bank. The shortlisted bidder to assist the Bank in procurement of additional gateway, if required. The payment towards procurement additional gateway would be separately made by the Bank.
63	26	6	6.1.45	6.1.45. The bidder to note that: 6.1.45.1. The bank during the period of contract, may change its network topology / architecture, required modification in the solutions architecture shall be done by the bidder at no extra cost. 6.1.45.2. The bank may add additional endpoints, servers (physical / virtual), databases, users, IDAM etc., during the period of contract. The bidder is required to deploy the solutions on the same and integrate, without any additional cost to the bank. However, any additional solution licenses required	Bidder requests if there is any out of scope solution change which impact major change in-scope solution , modification etc, the cost of the same shall be mutually decided to be passed on to the bank, which will be reimbursed to the bidder	No Change

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				in this regard, would be procured by the bank as per contracted rate.		
64	26	6	6.1.45.2	The bank may add additional endpoints, servers (physical / virtual), databases, users, IDAM etc., during the period of contract. The bidder is required to deploy the solutions on the same and integrate, without any additional cost to the bank. However, any additional solution licenses required in this regard, would be procured by the bank as per contracted rate.	Please share projected additional scope for number of endpoints and Number of server, Number of databases, Number of users.	Refer section 6.4.1.2 of revised RfP for scalability requirement of each solution.
65	27	6	6.1.49	Considering the nature of the tools, it may happen that the bidder may propose a solution suite consisting of multiple features, functionalities suiting to the RFP requirements and in compliance of RBI cyber security circular no RBI/2015-16/418 dated 2nd June 2016 and its amendments (in present and in future). The bidder shall provide the solutions with all such features (over and above to technical specifications) without any extra cost to the Bank. All the available functionalities should be available to the Bank. The bidders are requested to make necessary provisions and include complete cost in the respective line items of price schedule of the solution.	May not be feasible for future changes in RBI guidelines. Hence, we request the bank to allow the bidder to comply as per the current RBI policies.	No Change
66	27	6	6.1.50.	During the contract period, the shortlisted bidder and its employees shall at all the times comply with & abide by the security policy of the bank.	Request Bank to share the security policy for the compliance of the same.	The same would be shared with shortlisted bidder.
67	27	6	6.2.1	The shortlisted Bidder should perform a detailed study of the Bank's existing IT Infrastructure and architecture for integration of the proposed security solutions (FIM, DAM, EPE, MFA and APM).	Please help with complete IT Network and Security Architecture of Bank for clarification	The same would be shared with shortlisted bidder.
68	27	6	6.3.2.1.(4)	Implementation Phase - Ensure customization of solution in line with Bank's requirements	What kind of customization bank will be expecting for FIM solution? Need more clarity from customization standpoint.	The customisation is required in the solution being provided under the scope of revised RfP for integration with the existing infrastructure of the bank.
69	28	6	6.3.2.1.(5)	Implementation Phase - OEM Certificate for Deployed Architecture & Configurations done at the bank Setup is necessary after implementation of its products for Bank Sign-Off. The OEMs have to give the certificate to the Bank post implementation, confirming the implementation of their products with best industry practices & the standards and no zero-day threats or malware in the installed device or appliance. OEM will also confirm in its certificate that implementation has been done in line with the software licenses procured by Bank	FIM solution would be a software, FIM OEM can assure that the software solution provided, would be malware free. The Hardware and software required to deploy supplied FIM solution has to be provisioned by Bidder/Bank. Hence ensuring that these components are malware free would be not possible for the FIM OEM	No Change
70	28	6	6.3.2.2(2)	The Support should be of production/ Enterprise	Request Bank to change the resolution time to 4 Hours	No Change

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				support level. For Highest Priority Calls response to be provided by OEM within 15 minutes. The Expected resolution Time is 2 hours (maximum).		
71	28	6	6.3.2.2(3)	The OEM should carry out annual health check-up of the DAM solution during the period of contract	Please change it to Bidder responsibility instead of OEM.	No Change
72	28	6	6.4.1.1	Integration	Bank's IEM for SIEM, PIM and NAC should provide integration support to us. We request the bank to enable the same.	The bidder should ensure providing all the necessary APIs, connectors, parsers etc., and forwarding the logs in the format recognised by the Bank's SIEM for integration of proposed solutions with the existing solutions of the bank. Integration support wherever necessary, will be provided by the SIEM vendor.
73					Sectona Identity management solution will be responsible for AD and LDAP integration?	
74	28	6	6.4.1.1(1)	Integration - Proposed solutions must integrate with RSA Netwitness SIEM and should send full request needed by SIEM for correlation. The solution should also support sending of logs in CEF standard	Some solution support syslog standard to integrate with SIEM. Hence SIDBI should also consider alternative way of integration.	
75	29	6	6.4.1.2(A) FIM	FIM Size is :-No. of Servers – at DC - 150 Nos. & at DR – 75 Nos. To be deployed at DC and DR site of the Bank in active-active manner. In case the solution goes down at DC, the function being performed by the solution should be taken over by a corresponding device at DR site and vice versa	Is it contradictory ?	No.
76	29	6	6.4.1.2(B) DAM	HA in DC and standalone in DR No of Databases – 30 databases	Is it including both DC & DR ?	Yes
77					We request bank to share no. of Cores for each database application, as few DAM solution licensing works on no. of Cores. Kindly share Big Data database details of bank is using.	<ul style="list-style-type: none"> Refer section 6.5.1.2(B) of revised RfP for the details. Currently, bank does not use big data databases, however during period of contract may go for the same.
78					For DAM solution please provide total number of database instances with type and version. Also provide no of CPU cores. Please confirm in all Instance HA is configured and it is A-A or A-P ?	
79	29	6	6.4.1.2 (B.ii)	General	What are the existing type of Databases? E.g. MS SQL, Oracle etc.	Main database is Oracle and there also few instances of MS SQL.
80	29	6	6.4.1.2 (B.ii)	General	Is DR 1:1 of Prod DC?	DR is defined as per the Bank's operational requirements.
81	29	6	6.4.1.2 (B.ii)	Database Activity Monitoring	Provide bifurcation of database in DC & DR & also number of CPU cores details for designing solution	Refer to Section 6.4.1.2(B) of revised RfP, for revised requirements.
82	30	6	6.4.1.2 (C)	EPE No of endpoints / servers – 1500	Need clarification on the above point, number of license count for patch management and asset management is 2500 where is for endpoint management it is 1500, why this difference?	The difference is due to inclusion of non-networked assets in APM solution.
83	30	6	6.4.1.2 (D)	No of endpoints and servers – 2500 (2000 agent based and 500 agentless for non-networked devices)	Need more clarity. Assets management includes both branch assets and IT assets in addition to data Centre assets	Asset management includes all IT Assets of the Bank.
84	30	6	6.4.1.2(D) MFA	MFA	Which systems/Applications does the customer want to Authentication Services for, Kindly share model no.	Refer section 6.5.4.4(3) of revised RfP.

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					and version details of each application/Device? (e.g. Firewall, VPN devices, Routers, Web servers, Database etc)	The details will be shared with shortlisted bidder.
85	30	6	6.4.1.2(E) MFA	Software Tokens (App. based) – 1500 Scalability – the solution should support upto 2500 users during the period of contract, by addition of licenses and without upgradation of solution software or hardware. The bank may during period of contract, procure hardware based tokens. However, the solution proposed by the bidder should support the same from day one without any upgradation in software	Need More clarity on this	The solution should support from day one both software and hardware based tokens. Initial requirement is 1500 software tokens (app. based). Hardware tokens would be procured as and when required by the bank. Further, the solution should have option and be configured in such a manner, that in case of failure of app., the user should be able to use alternate mechanism (other than hardware based token) for authentication.
86	30	6	6.4.1.3	The bidder to provide two servers in DC and one server at DR to achieve the functionality as specified in above section.	Any Specification on the make and model ?	Minimum technical specifications of the hardware (servers and storage) are given in revised RfP. However, based on the scalability factor specified in the revised RfP for each solution, the bidder to consider the same and size the hardware over and above the minimum requirements given in revised RfP. SAN switch and Network switch will be provided by the Bank.
87					Bidder will provide Server, Storage, Vmware, OS, DB & backup license to install new Security applications, we request bank to provide SAN Switch/Port & Network Switch/Ports to connect server & storage.	
88	30	6	6.4.1.4	SAN storage	Bidder will provide Server, Storage, Vmware, OS, DB & backup license to install new Security applications, we request bank to provide SAN Switch/Port & Network Switch/Ports to connect server & storage.	
89	31	6	6.4.1.3	The bidder to provide two servers in DC and one server at DR to achieve the functionality as specified in above section.	is it mandatory for all the security components ?	All the solutions should be software based solutions. Hence, the bidder is required to provide 2 servers at DC and 1 server at DR and create VMs for individual solution taking into account redundancy as defined in revised RfP.
90	33	6	6.4.8	Wherever external databases licenses are proposed by the bidder, they must be enterprise edition of SQL Server and number of licenses should be provided to license all the cores of the server on which the database would be hosted. The database licenses provided by the bidder should fully comply with the database OEM prevailing licensing policy. The management of databases provided by the bidder is under their scope.	Each application works in a different binaries, backend of each application is might different. We request bank to relax this clause, instead of MS SQL Enterprise Edition only, bidder can use any Enterprise class database tool to install security application.	Change The revised clause to be read as: Wherever external databases licenses are proposed by the bidder, they must be ENTERPRISE EDITION and number of licenses should be provided to license all the cores of the server on which the database would be hosted. The database licenses provided by the bidder should fully comply with the database OEM prevailing licensing policy. The management of databases provided by the

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91				Log Storage - The bidder should maintain 3 months of logs on-box, in addition, up to 9 months on near line storage and offline storage up to 9 years i.e., total 10 years log must be available.	Is the Offline storage is expected to be supplied by the bidder?	bidder is under their scope. Offline storage need not be provided by the bidder.
92	34	6	6.4.9		As the contract period is for 5 years, do we still need to provide storage for 10 years We request bank to remove this clause, bank is already using SIEM solution, where all logs gets stored and maintain/retain for long terms and bank requested to integrate all solution with SIEM. If we maintain logs at application level as well, it will be a duplicate entry, so we request bank to maintain & manage logs at SIEM level.	Offline log storage will be taken care by the bank.
93					As all security devices will get integrate with SIEM tools so logs will be available centralized SIEM server. Do bidder need to provide log space required for 10 years ?	No
94	34	6	6.4.10	The bidder should use the Bank's existing backup solution (Veritas), as detailed in current setup section, for backup and restoration whenever required by solution's application	Kindly clarify on the bank's backup team support in the configuration and setup	The bidder is required to provide Veritas licenses and the Bank's backup team will assist the bidder in configuration and setup. Further, the backup would be taken by the Bank's backup team.
95	35	6	6.5.1.2	The shortlisted bidder has to install and commission the solution on servers, integrate with Bank's SIEM and other security tools. Implementation of FIM should confirm to Industry best practices such as ISO27001 standards, Regulatory guidelines and Bank's Information Security policy.	Which Bank Information security policy is referred? Can Bank provide more clarity on this	Bank's internal security policy, which is based on RBI guidelines, ISO 27001 standards and Industry best practices. The same would be shared to the shortlisted bidder.
96	35	6	6.5.2	Database Activity Monitoring	How much more database is expected to be added approx..?	Please see section 6.4.1.2 of revised RfP for the number of databases instances /cores, scalability etc.
97	36	6	6.5.2.6	Proposed DAM solution should not violate bank's entitlement vis-a-vis Oracle Licence policy in any way.	Please specify Oracle license agreement mentioned here	The DAM solution licensing should not violate the database licensing.
98	36	6	6.5.2.7.7	Virtual patching of database for missing known patches	Is this need to be handled on database without applying patches?	Virtual patching is required to protect the databases from threats even before installation of patches released by database vendor, to deal with a known vulnerability.
99	36	6	6.5.2.7.8	Complying with relevant regulatory guidelines	Please help us with guidelines to comply with	The guidelines to be complied are of ISO27001, CIS, PCI-DSS and regulatory.
100	36	6	6.5.3.	EndPoint Encryption	Bank should own the backup & restore of the endpoint device during encryption phase. Pls clarify.	Agreed. However, the bidder should provide any technical assistance, if needed.
101	35	6	6.5.4.1	Objective - The objective of the RFP is to strengthen the overall information security posture with Multifactor Authentication Solution working in tandem with the deployed Active Directory (AD)/LDAP etc.,	MFA solutions are usually utilized by a centralized "Access Control System" to provide SSO to various applications/ systems using AD/ LDAP for primary authentication and MFA for additional authentication.	Currently, the bank does not have solution such as IDAM. However, the same may be implemented during the period of current contract. The bidder's proposed solution

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				infrastructure.	Is such a "Access Control System" intended to be procured? Or is it that such a system is already in place and a pure MFA solution required to equip it with 2-factor authentication functionality?	should support major IDAM solutions available in the market as on date.
102	36	6	6.5.4.2	The Solution Should support Soft, Hard, SMS, email, App tokens, push notifications, on-demand Short Message Service (SMS) authentication or more from day one. The bank should be able to use any combination of tokens based on grouping of users.	Please provide the bi-fabrication of different types of MFA like Soft token, hard token as it required for the solution built up	As per revised RFP, the initial requirement is for soft tokens (App based). However, the solution proposed by bidder should support hardware based tokens also from day one.
103	37	6	6.5.4.3	The bank proposes to use initially App. based tokens for all users. However, during the period of contract, the bank may use hardware based token. Order for hardware tokens would be placed as per the contracted rate.	Can the need for hardware based token be dropped? Because, nowadays with smart phones being a common device everyone is moving away from hardware tokens.	The bank would procure hardware based tokens based on its operational requirements.
104					Please let us know the number of Hardware based token required.	
105	37	6	6.5.4.4	The scope of work includes total responsibility for Supply, Installation, Configuration, Commissioning, Integration, Demonstration, Management, Maintenance, Monitoring of MFA Authentication Solution and would include but not limited to the following	Please provide the number and detail of applications where MFA needs to be integrated.	The details will be shared with shortlisted bidder.
106	37	6	6.5.4.4 (3)	Integrate the Authenticator with the back-end user repository which can be LDAP, AD, TDS, Radius, Citrix Gateway, Microsoft Azure Active Directory etc. to fetch the user credential from there	A MFA solution can only provide 2-factor authentication mechanism to a system performing primary authentication. Which system is available which performs the primary authentication leveraging the mentioned repositories?	Currently, the Bank uses AD, TDS and Microsoft Azure AD (Outlook 365 SaaS) for authentication. In addition to the above, the Bank has also local authentication defined in some of its applications.
107	37	6	6.5.4.4 (4)	Integrate the Authenticator with the mail, Citrix Gateway, NAC, AD, internal application (during period of contract) where two factor Authentication need to be enabled for the internal users to access that application.	Requesting to specify the MFA integration possibility available with your internal applications, in case if it is not available it can be done with the feature available in the product proposed.	For applications, it should be done as per the features available with the proposed products.
108	37	6	6.5.4.5	The proposed solution should be able to support and seamlessly integrate with any Fraud Management and Risk-based authentication solution if Bank opts to deploy in the future. No additional cost whatsoever would be paid by the Bank for integration.	Kindly specify the Fraud Management and Risk-based authentication vendors if available, if not can it be specified from the product proposed	Currently bank does not have these solutions, however during period of contract the bank may procure and implement the same based on its operational requirements.
109					What is the current solution ?	
110	37		6.6.4	The bidder would be responsible for updates, patches, bug fixes, version upgrades for the entire infrastructure supplied as part of this RfP, without any additional cost to the bank.	Is it an OEM responsibility ? Bidder cannot be responsible for the same	No Change
111	37	6	6.6.5	The Bidder should provide the latest version of the Solutions. The bidder would be responsible for replacing the out-of-support, out-of-service, end-of-life, undersized, infrastructure elements at no extra cost to the bank during the contract period.	Is it an OEM responsibility ?	No Change
112	37	6	6.5.5.1	Objective - Bank intends to implement enterprise wide	As the functionality for Asset management, CMDB and	Single CMDB will help bank for simplified

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				IT Asset Management from procurement to salvage through single configuration management database (CMDB) including patch management solution for real time tracking and management of all its IT Assets (including servers) and patching and software asset management. All the components should be in integrated form from same OEM	Patch management are entirely different and unique request you to change this to two separate agents, where in the Asset management, CMDB and Patch Management solution will integrate seamlessly.	management for both Asset and Patching. The Bank's experience with similar solution having two separate agents has been found ineffective.
113	37	6	6.5.5.2	The solution should manage both hardware and software installed across the banks network. The solution should provide ongoing IT inventory management, IT Asset Management (ITAM), Software Asset Management (SAM), Software Distribution, Service Desk Management etc., remote problem troubleshooting & diagnosis, self-portal for users to download and use whitelisted applications, with robust reporting and alerting for Windows, Linux, UNIX etc.	As the key requirement for Patch management states the following platform support: Windows Server (2008 to 2019), RedHat Linux (3.x to 7.x), Ubuntu, MAC etc	Change <u>The revised clause to be read as:</u> The solution should manage both hardware and software installed across the banks network. The solution should provide ongoing IT inventory management, IT Asset Management (ITAM), Software Asset Management (SAM), Software Distribution, Service Desk Management etc., remote problem troubleshooting & diagnosis, self-portal for users to download and use whitelisted applications, with robust reporting and alerting for Windows, Linux etc
114	38	6	6.5.4.6 (2)	Police verification (PV) - of all the resources deployed onsite at the bank and submit certificate.	Request the bank to relax the Police verification certificate.	No Change
115	38	6	6.5.5.5	Service Desk	Is it tool or people or both. ? commercial template doesn't cover this. Kindly clarify the same. Can we leverage bank's existing Service desk tool and people ? PI confirms.	Refer S.N. 24 above for the clarifications
116				Encryption Policy	We kindly request to confirm if the Is bank having that. If so can we follow the same. PI confirms.	No.
117	39	6	6.5.6		RBI guidelines will be followed for policy creation. Is there any other standards/ framework that Bank adopted which we need to follow while creating the policy? Once policy created, guidelines will be provided by us but implementing the policy in the existing and new technologies will be responsibility of bank. Please confirm.	The bidder to create the policy based on the RBI guidelines, Industry best practices, ISO 27001 etc., which are applicable to banking industry and Banks existing environment. Implementation of policy is not under the current scope of revised RfP. Refer section 6.5.6 for scope of work.
118					Training on new encryption policy will be provided post creation of policy for group of 5 people. Please provide if any other expectation on the training part for policy creation.	The bidder to provide training to a group of 5 people on the encryption policy and its implementation.
119					Please provide more detail about the current environment, architecture and security framework related to Encryption technology	Refer Section 5 of revised RfP for details on current setup. Current architecture, IT security policy etc., will be shared with shortlisted bidder.

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120	40	6	6.6	Warranty, AMC & ATS	SIDBI to kindly confirm that warranty conditions in respect of products/software supplied will be as per the OEM/OSD warranty terms and conditions only and Bidder being an authorized reseller, will pass on such warranties "As-Is". All implied warranties are hereby specifically excluded. All support, maintenance, upgrades, patch/bug fixes, version upgrade/ customizations, preventive maintenance to be provided by the OEM.	Refer section 6.6 of revised RfP for details on warranty and AMC/ATS.
121	40	6	6.6.1	A comprehensive onsite warranty / ATS for a period of one year and comprehensive on-site additional AMC/ATS for 2nd to 5th year shall be there on all the solutions, Hardware, Software, Operating system, Databases etc. supplied by the bidder to the Bank. The warranty period would commence from the acceptance date of Phase-1 UAT signoff from Bank. All warranty and AMC should be comprehensive on-site, back to back with OEM and 24X7X365 basis	We seek to clarify that the warranty period will commence as per the standard warranty statement for the solution provided along with the hardware/software /solution.	No Change
122	41	6	6.7.1	The service provider has to arrange to provide separate resources for:- (1) Implementation phase and (2) Operation phases	Resources mentioned in commercial template is not adequate to support operations with the mentioned SLA's. Hence, we request the bank to allow provision for quoting additional resources as appropriate in the commercial bid to manage operations and SLA.	The number of resource mentioned are minimum requirement. However, the bidder is free to provision over and above the same to meet the SLA. All other terms and conditions of the resource should be as per Section 6.7.6 of revised RFP.
123	41	6	6.7.3	All team resources included in implementation should be on the payroll of Bidder or OEM.	Would it not be possible for having the deployment done by an implementation partner and has to come from OEM only incase TCL is not doing the deployment	Change The revised clause to be read as: All team resources included in implementation should be on the payroll of Bidder or OEM or implementation partner of OEM. In case of implementation partner of OEM, the OEM should submit declaration on its letterhead duly signed by authorised personnel that the implementation partner has requisite experience in deployment. The declaration is to be submitted from respective OEMs as part of technical bid and should contain the details of partner and their experiences in such projects. In such case complete responsibility and ownership of implementation would lie with the OEM.
124	41	6	6.7.5.2	One Dedicated Project Manager with minimum	Is CISSP certification mandatory. Can we have a	Change

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				qualification B.E/B.Tech /MCA, five (5) years of experience in IT Security solutions implementation and having CISSP certification shall be assigned by the Bidder at the Bank's Site in Chennai to ensure implementation timelines are met to achieve desired results.	resource with other certifications Request to remove the CISSP certification for the project managers.	<u>The revised clause to be read as:</u> One Dedicated Project Manager with minimum qualification B.E/B.Tech /MCA, five (5) years of experience in IT Security solutions implementation and project management shall be assigned by the Bidder at the Bank's Site in Chennai to ensure implementation timelines are met to achieve desired results.
125	41	6	6.7.5.3	The shortlisted Bidder will have to introduce the resources to Bank via formal communication on company letter head along with copies of qualification, experience, certifications and biodata. On receipt of the information, the bank would conduct interview of the resources before finalizing	Is this process for implementation resources or operations resources? Please clarify.	For all the resources during implementation and operational phase during the period of contract.
126	42	6	6.7.5.5	Implementation Phase - The roles and responsibilities of each resource	Ensure customization is in line with Bank's requirements. What kind of customization bank will be expecting for FIM solution? Need more clarity from customization standpoint.	The customization for integration of the solution with in-scope devices and the reports as per the Banks requirements.
127	42	6	6.7.5.6	The Bidder/OEMs shall provide on-site resources at bank's Chennai Office and one resource at DataCenter for implementation of their respective solutions during the implementation phase.	During Covid we cannot commit this. However dedicated staff can be provided for the project. Is it ok ?	No Change.
128					It is expected that the implementation resource will be placed at bank on requirement basis.	
129	42	6	6.7.6	Operation Phase	Can we request the bank to use their current monitoring and management environment to monitor and manage the installed base as part of this RFP? PI confirm.	No
130	43	6	6.7.6.1	The shortlisted Bidder shall deploy L1 and L2 resources, who should be in their OWN PAYROLL. Undertaking from company along with latest payslip to be submitted. No outsourced / sub-contracted staff to be deployed during any phase of the project (entire contract period).	Whether we can get exemption to that	No Change
131					The shortlisted Bidder shall deploy L1 and L2 resources, who should be in their OWN PAYROLL / bidder contract	
132	43	6	6.7.6.2	The number of resources required for managing the systems during operations phase	As Bank has defined the resources, we understand that no additional resources would be required, and SLAs would be monitored on best effort basis with these count of resources.	The number of resource mentioned are minimum requirement. However, the bidder is free to provision over and above the same to meet the SLA. All other terms and conditions of the resource should be as per Section 6.7.6 of revised RfP.
133					Bank has defined 2 shifts for operations phase. We	The tickets raised after shift hours are to be

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					understand that SLAs will be applicable only during these operational hours. In case of a ticket being raised in a time slot going beyond the shift, the same shall be attended to in the next business hour.	attended in the next business hour in case the same are not classified as major.
134	43	6	6.7.6.4	Bank reserves the right to change shift timings during the period of contract based on its requirements	L1 & L2 rates have been provided based on current shift timings. Increases in Shift timings will warrant an additional charge to the Bank.	Currently, the shift timings defined are from 9am to 9pm. In case during the period of contract, if the bank intends to increase the shift timings, additional resources would be added at the contracted rate.
135	43	6	6.7.6.1	The shortlisted Bidder shall deploy L1 and L2 resources, who should be in their OWN PAYROLL. Undertaking from company along with latest payslip to be submitted. No outsourced / sub-contracted staff to be deployed during any phase of the project (entire contract period).	Please confirm the resource allocation for Mumbai & Chennai. As Mumbai is DC but resource required in Chennai is High.	The Banks project management team who would be driving and managing the project are stationed at Chennai. Hence, the number of resources required at Chennai are more than DC. The resource stationed at DC need to provide hands and eye support to the team at Chennai.
136	44	6	6.7.6.10	Qualification and Experience of On-Site Engineers - The resource should be trained on all the technologies, prior to deployment on-site	Request to change that resource should be trained on one or two technologies and should be trained on other technologies within 6 months of deployment.	No Change
137	46	6	6.7.6.12(2)	Technical Service Delivery Manager	While bank has identified the requirement of a Service Delivery Manager, there is no line item for same in commercial sheet. Please add.	Technical Delivery Manager during operations phase is not a full time resource to be allocated to the Bank. The bidder should identify one resource at their backend who will be acting as technical delivery manager and the roles and responsibilities would be as given in section 6.7.6.12.2(2).
138	46	6	6.7.6.13(1)	Overall monitoring and management of the project during and post installation for the full period of contract.	As all security devices will be integrated with SIEM tools so real time monitoring and use case development related to SIEM is not in Bidder scope.	This clause pertains to monitoring, management and support for the proposed security solutions under the scope of this revised RfP.
139	45	6	6.8.1	If the onsite resource is found not qualified / suitable or his performance is not satisfactory, bidder shall have to replace the engineer within 30 days of written e-mail communication from Bank regarding the same. Applicable amount, on pro-rata basis, for the service rendered shall be payable.	Resource replacement period has to be 60 days for L1 and 90 days for L2.	No Change
140	47	6	6.9	Audit Observations and Compliance	Please confirm that any audit shall be done with prior written notice to Bidder and should be restricted to the information and documents in relation to the services provided. Further, such audit shall be subject to the "Confidentiality" obligations upon the Bank, its auditors, employees making such audit. Also, we request confirmation that Bidder shall not be required to disclose its financial information, profits, books of accounts, costs breakups etc. and audit shall be strictly restricted to the services provided by the Bidder	Clarification This clause pertains to regular/ annual audit by the following agencies on the security posture of the Bank: <ul style="list-style-type: none"> Information Security Audit (IS Audit) carried out by third party engaged by the Bank Inspection by RBI

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141					to the Bank We submit that any audit costs to be borne by the Bank and the Bank to provide sufficient prior notice and scope of the audit.	<ul style="list-style-type: none"> • ISO 27001 Surveillance audit etc <p>The audit would be carried out at the Bank premises and the observations of respective auditor w.r.t the solutions deployed by the bidder at the Bank site are to be closed on high priority and enable the Bank to provide compliance on time.</p> <p>All costs towards the audit to the auditors will be borne by the bank. However, no additional cost would be paid to be bidder for compliance.</p> <p>Refer revised RfP for the final clause.</p>
142					Extreme care should be taken by the shortlisted bidder to ensure that the observations do not get repeated in subsequent audits. Such non-compliance by shortlisted bidder shall attract liquidated damages.	
143				Post installation of Solution with all its component including OS, VA & PT (Vulnerability Assessment & Penetration Testing) shall be conducted and report will be provided by Bank to bidder. All findings/issues pointed out in the report to be complied/fixed. Moreover, periodic review audit of the database and application is conducted by Information Security and other authorities on the installed components, and its report including VAPT Reports to be complied by bidder/OEM within the timelines, during the entire period of contract.	This activity will be carried out post Go Live. Remediation effort requiring any tool/additional effort will follow CR process	<p>The VA&PT of the deployed solutions will be carried out by the Bank post go live. The findings will be shared to the shortlisted bidder. The bidder is expected to close all the findings / observations.</p> <p>Further, during the period of contract, VAPT will be periodically carried out by the Bank through external vendor. The observations/findings of the same needs to be closed by the bidder within the timelines.</p>
144	47	6	6.9.3		Is the Bank expected the bidder to conduct the VA&PT and submit the report or Bidder to co-ordinate with banks audit team and consolidate the reports shared by them. Please clarify	
145					For VA of security products, we are assuming it is related to the product configuration. For the complete VA,PT we are assuming it is related to product OS only.	
146	48	6	6.14	User Acceptance Testing	We submit that an objective criteria for the testing and acceptance be agreed between the parties, including timelines, deemed acceptance, etc.	<p>UAT test cases will be mutually decided by the shortlisted bidder and the Bank.</p> <p>All other terms and conditions are as per section 6.14 of revised RfP.</p>
147				The bidder also to arrange for Introduction to Oracle database security training by OEM or its certified partner for 6 Bank personnel / team post Phase-2 signoff.	Need to know if this will be applicable to FIM vendor	<p>The training asked for in the revised RfP is on "Introduction to Oracle database security " as provided by Oracle or its certified/authorised training partner. The training should be as per official curriculum of database OEM.</p> <p>This is in addition to other trainings of the in-scope solutions and components. Refer section 6.15 for training requirements.</p>
148	49	6	6.15.5		It will from DAM OEM and specifically on product security feature in DAM solution.	
149	50	7.1	7.1.3	Necessary insurance shall be arranged by bidder covering damage, theft etc. for the goods being supplied by the bidder till the successful completion of installation of hardware / solutions at the delivery locations.	Who is responsible for Site Security? If client is responsible for Site Security, then bidder's responsibility ends once the goods are delivered at the site	<p>The bank is responsible for site security after delivery of the equipment at respective locations.</p> <p>Refer section 9.14 for insurance requirements.</p>
150	50	7	7.1.7	In the event of hardware /software failing to pass the	We request deletion of the imposition of interest on	No Change

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				acceptance test, a period not exceeding one week will be given to rectify the defects and clear the acceptance test, failing which the Bank reserves the right to get the corresponding component replaced by the Bidder at no extra cost to the Bank or to cancel the order and recall all the payments made to the bidder by the bank along with interest.	refund of payments. Bidder requests for a cure period of 30 days after failing to pass the acceptance test. We request deletion of the imposition of interest on refund of payments.	
151	51	7	7.2.1.3	The implementation Project Manager shall submit the project rollout plan of the solution after vetting/ validation of the same by the OEM and also present the same in kickoff meeting (within two weeks) with Bank	Please change it from 2 weeks to 4 weeks.	Change <u>The revised clause to be read as:</u> The implementation Project Manager shall submit the project rollout plan of the solution after vetting/ validation of the same by the OEM and also present the same in kick-off meeting (within four weeks) with Bank
152	51	7	7.2.2.	All hardware, software and other components supplied under the scope must be implemented as per project timeline. Implementation of various solutions should be carried out in phased manner as per following details:	Deployment of agent will be done by remote console only either through patch deployment tool or product centralized console and Bank will provide necessary approvals and technology to provision that.	The deployment of agents to be carried out by the bidder using the APM tool provided as part of solution in revised RfP. The bank has AD deployed in its environment, the bidder can also use the same for deployment, based on feasibility. In case any other tool is required, the same to be provided by the bidder as part of solution. In case of deployment of agents on databases at DC and servers at DC & DR, the bidder's engineer be present at respective sites. Necessary approvals, downtime etc., would be provided by the bank.
153	51	7	7.2.2.2	Integration of remaining in-scope servers & endpoints and submission of data encryption policy along with guidelines for implementation within 8 weeks from phase-1 sign-off.	1. Is the EPE policy implementation also expected within this 8 week period. 2. Dependency on SIDBI for integration completion within the required timeframe.	1. Refer clause 7.2 of revised RfP for the timelines. 2. The bidder would not be penalised for any delay on account of Bank.
154	51	7	7.2.3. (A1)	Submission of implementation and integration documents for all the solutions	Request to change the implementation timelines to 4 weeks from PO.	Change Refer to revised RfP for the timelines.
155					Submission of implementation and integration documents for all the solutions - 10Weeks from PO.	
156	51	7	7.2.3. (A2)	Pre-Implementation Training	Pre-Implementation Training – 10 Weeks from PO.	Change Refer to revised RfP for the timelines.

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157	51	7	7.2.3. (A.3)	Delivery of Hardware, Software, databases and other components forming the solutions. Four (4) weeks from the date of Purchase Order.	1. Hardware /software delivery requires additional time	Change Refer to revised RfP for the timelines.
					2. Solutions like DAM, FIM, APM will require additional time	
					3. what is the timeline expected for service desk readiness?	
					4. Due to COVID effect, most of the OEM delivering hardware in 8-10 Weeks of timeline, we request bank to relax the timeline clause of delivery of Hardware, Software to 8-10 weeks. And overall implementation period to 20 weeks.	
158					10 weeks from PO	
158					Time Period for Completion: Request bank to change this clause to " Eight (8) from the date of Purchase Order."	
160					Delivery of Hardware, Software, databases and other components forming the solutions. - 16 weeks from the PO Date.	
161	51	7	7.2.3. (A.4)	Installation, configuration, Integration, Commissioning and completion of UAT of the solutions & Signoff for Phase-1	12 weeks from date of delivery of hardware, software, databases and other components	Change Refer to revised RfP for the timelines.
162					Time Period for Completion: Request bank to change this clause to " Eight (8) weeks after delivery	
163					to install FIM, DAM, Encryption we have lot of internal dependencies like we need to review existing bank policies basis on compliances, bank need to take backup of each device before implementation of encryption etc. We request bank to relax this clause & make it to 8 weeks after successfully completing internal dependencies.	
164					16 Weeks after delivery	
165					4 to 8 weeks	
166	51	7	7.2.3.(A.5)	Integration of remaining servers/ endpoints, post-implementation training and submission of encryption policy. Eight (8) weeks from the date of signoff of Phase-1.	14 weeks from date of sign off phase-1	Change Refer to revised RfP for the timelines.
167					Time Period for Completion: Request bank to change this clause to "Twelve (12) weeks from the date of signoff of Phase-1."	
168					16 Weeks after phase 1.	
169					8 to 12 weeks	
170	52	7.3	7.3.1	Prices quoted by the bidder should include GST, duties, levies, transportation costs, back to back support with OEM, insurance costs, training etc., till the bid validity period.	Bidder has no control over GST. Prices submitted shall be excluding Tax	No Change. The clause to be read along with clause 7.3.2
171					Please exclude GST. All applicable taxes to be extra as applicable, Since the Taxes clause change as per regulations, hence for the remaining period of the	

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172	52	7	7.3.2	Once a contract price is arrived at, the same must remain firm and must not be subject to escalation during the performance of the contract due to fluctuation in foreign currency, change in the duty/tax structure, changes in costs related to the materials and labour or other components or for any other reason.	contract if any change should be taxes as extra Changes in Duty/Taxes as stipulated by Government of India is not under the control of NTT India. We hence will pass on any increases in taxes to Bank with an intimation	
173					We submit that any fluctuation in pricing due to reasons beyond our control will be discussed mutually between the parties. Further if there is any change in tax (GST), it shall be borne by Bank as mentioned in 7.3.4	
174	52	7.3	7.3.3	Bidder will be entirely responsible for all applicable present and future, duties, levies, charges, license fees etc. in connection with delivery of goods at respective sites including incidental services and commissioning	Bidder has no control over future duties. Prices submitted shall be excluding tax	
175	53	7	7.5.2	<p>7.5.2.1. 40% of the Solution cost on delivery of all solutions at respective locations, post verification and submission of delivery challan with invoice</p> <p>7.5.2.2. 20% of the solution cost Post successful completion of UAT, Phase-1 signoff and acceptance by the Bank and submission of back to back warranty, ATS/Support certificates from OEM and verification from OEM portal.</p> <p>7.5.2.3. 40% of the solution cost Post Phase-2 signoff.</p>	We request bank to amend this to industry standard of 70% on Delivery, 15% on UAT signoff and 15% on Phase 2 Completion	No Change
176					Request Bank to Consider below payment terms: -80% of the Solution cost on delivery of all solutions at respective locations, post verification and submission of delivery challan with invoice -10% of the solution cost Post successful completion of UAT, Phase-1 signoff and acceptance by the Bank and submission of back to back warranty, ATS/Support certificates from OEM and verification from OEM portal. -10% of the solution cost Post Phase-2 signoff. Request Bank to confirm the Payment which will be released as solution wise or Total according to the Phase 1 and Phase 2 signoff criteria. Request Bank to include site not ready clause as " If the site is not ready for installation for more than 30 days of delivery of material or License , Bank will release the pending payment towards the same. It will be bidder/ vendor responsibility to complete the installation once the site is ready."	
177					Bidder requests for payment of solution cost as below: 50% - of the Solution cost on delivery of all solutions at respective locations, post verification and submission	

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					of delivery challan with invoice. 30% of the solution cost Post successful completion of UAT, Phase-1 signoff and acceptance by the Bank and submission of back to back warranty, ATS/Support certificates from OEM and verification from OEM portal. 20% of the solution cost Post Phase-2 signoff.	
178					7.5.2. Payment for Solution Cost The payment towards cost of solution would be released as under: 7.5.2.1. 80% of the Solution cost on delivery of all solutions at respective locations, post verification and submission of delivery challan with invoice. 7.5.2.2. 10% of the solution cost Post successful completion of UAT, Phase-1 signoff and acceptance by the Bank and submission of back to back warranty, ATS/Support certificates from OEM and verification from OEM portal. 7.5.2.3. 10% of the solution cost Post Phase-2 signoff. Today Economic scenario the bidder needs to maintain the Right commercials cash-flow, the solution cost has to be paid to the vendor hence the applicable change as required.	
179	53	7	7.5.3	7.5.3 Payment for Trainings 7.5.3.1 20% of training charges post Phase-1 signoff 7.5.3.2 80% of training charges post Phase-2 signoff.	We request bank to amend this to 50% in phase 1 and 50% in phase 2	No Change
180					<ul style="list-style-type: none"> 70% of training charges post Phase-1 signoff 30% of training charges post Phase-2 signoff 	
181					<ul style="list-style-type: none"> 80% of training charges post Phase-1 signoff 20% of training charges post Phase-2 signoff. 	
182	53	7	7.5.4	Payment for preparation of encryption policy - 100% of the encryption policy preparation charges on submission of policy along with implementation guidelines etc., as defined in SoW and acceptance by the bank.	Payment for preparation of encryption policy 100% of the encryption policy preparation charges on submission of policy.	No Change
183	53	7	7.5.5	Payment for Deployed Resources Payment towards deployment of support resources (L1 & L2) during the contract period will be divided into equal quarterly instalments and will be payable to the Bidder quarterly in arrears on submission of invoice	Request to change the payment terms to Monthly in Arrears	No Change
184					Payment for Deployed Resources Payment towards deployment of support resources (L1 & L2) during the contract period will be divided into	

S.N.	Page No.	Section	Clause No.	RfP Clause	Bidder Query	Bank's Response
				and other supporting documents. This will start from the date of acceptance of resource. Payment for last quarter of the contract period will be released only at the end of the contract period after adjusting LD, if any.	equal quarterly instalments and will be payable to the Bidder quarterly in advance on submission of invoice and other supporting documents. This will start from the date of acceptance of resource. Payment for last quarter of the contract period will be released only at the end of the contract period after adjusting LD, if any.	
185	53	7	7.5.11	Payment in case of Termination of contract -In case the contract is terminated payment will be made on pro rata basis for the period for which services have been delivered, after deducting applicable LD, TDS and adjusting other pending charges, if any.	In case of termination, Bank should be make payment to bidder for services delivered along with payment for orders placed with OEMs which cannot be cancelled or where cancellation charge is levied.	No Change
186	53	7	7.5.12	Payment for procurement of Rate Contracted items 100% on supply, installation and commissioning and submission of back-to-back warranty/ ATS certificate and submission of invoice.	Payment for procurement of Rate Contracted items 100% on supply.	No Change
187	54	7	7.5.13	All payments will be released within 45 days from the date of receiving the undisputed invoice or from the date of receipt of credit note/invoice, if applicable, whichever is later.	We request the bank to Release payments within 30 days from the date of receiving the invoice	Change <u>The revised clause to be read as:</u> All payments will be released within 30 days from the date of receiving the undisputed invoice or from the date of receipt of credit note/ Invoice, if applicable, whichever is later.
188					We request that all payments be made within 30 days of invoice date.	
189					Request modification of clause to:- All payments will be released within 30 days from the date of receiving the undisputed invoice or from the date of receipt of credit note/invoice, if applicable, whichever is later	
190	54	7	7.5.17	The Bank shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the Bank.	We request deletion of the withholding of payment.	No Change
191	54	7	7.5.18	The Bidder must accept the payment terms proposed by the Bank. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accept.	We request you to relax this term so as to propose alternate terms on the material terms and conditions of the RFP. Also, we submit that the contract will be signed based on mutually agreed terms between the parties.	No Change
192	54	7	7.7	Termination	In the event of early termination of the contract, client need to pay the applicable termination charges. Can we limit circumstances of termination only to material breach?	No Change
193					Request bank to modify notice period in case of termination to 90 days instead of 30 days.	
184	54	7	7.7.1(1)	Termination for non-performance (not meeting SLA)	Please confirm that termination shall be affected only if the Bidder has failed to rectify or remedy the default within the notice period of 30 days. Further, please confirm that termination shall not affect the rights of Bidder accrued prior to termination and Bidder shall be	No Change

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					entitled to be paid for the work delivered successfully under the RFP.	
195	55	7	7.7.1 (1)(ii)	The bank's decision in this regard will be final. Bank will not bear any compensation for these exits as they are due to non-performance of service provider	we submit that in the event of termination, Bank will make all payments due and payable to us for the services delivered till the effective date of termination.	No Change
196					Suggest modifications "The bank's decision in this regard will be final. Bank will not bear any compensation for these exits as they are due to solely proved non-performance of service provider."	
197	55	7	7.7.1(3)	Termination for convenience of bank	We request a 90 day notice period for termination for convenience. Further, we submit that the bank will pay for all services/goods delivered and in production till the effective date of termination along with such standard charges as mutually agreed.	No Change
198					We request the bank to provide 60 days' notice	
199					the beginning of the clause to be amended as follows: Notwithstanding the provisions of the Contract and/or the Bid documents, the Bank at its sole discretion and without prejudice to any other right or remedy and without assigning any reasons, by written 90 days notice sent tot he bidder, may terminate the Contract, in whole or in part, at any time during the contract period. For the purpose of clarity, we request adding the following clause in continuation to the clause on Termination for Convenience. In case of termination for convenience, Bank shall also agree to pay, at a minimum: (i) all invoices issued by Dimension Data for the deliverables prior to the termination date; (ii) costs for performing or supplying deliverables as at the date of the termination notice; and (iii) costs that may be incurred by Dimension Data, which it is unable to mitigate or recover.	
200	55	7	7.7.2	The Selected bidder shall have right to terminate only in the event of winding up of the Bank.	The Bidder should also have the right to terminate the Contract if Bank defaults its payment obligation.	No Change
201	56	7	7.8.3	Where the termination of the Contract is prior to its stipulated term on account of a default on the part of the Bidder or due to the fact that the survival of the Bidder as an independent corporate entity is threatened/has ceased, the Purchaser shall pay the Bidder for that part of the equipment /services procured which have been authorized by the Purchaser and satisfactorily performed by the Bidder up to the date of termination, without prejudice any other rights, the Purchaser may retain such amounts	We submit deletion of this clause. The Bank has the right to terminate and in the event of default, the Bank has the right to impose liquidated damages or penalties, as applicable. We should not be held liable for any further losses.	No Change
202					The termination will done by the Bank hence we recommend Bidder shall not be held responsible, the penalty defined is uncertain, for any non-performance Bank always has remedy to claim penalty under scope or work. We request to delete this part of clause.	

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203				from the payment due and payable by the Purchaser to the Bidder as may be required to offset any direct losses caused to the Purchaser as a result of any act/omissions of the Bidder. In case of any loss or damage due to default on the part of the Bidder in performing any of its obligations with regard to executing the scope of work under this Contract the Bidder shall compensate the Purchaser for any such direct loss, damages or other costs, incurred by the Purchaser.	Moreover, any penalty shall be applicable only in case of issue being fully attributable to bidder	
					Kindly confirm that payments due to the Bidder upon termination may not be set-off against any losses if any, losses need to be dealt with separately. Only LD/Penalties maybe allowed to set-off against payments due.	
204	56	7	7.8.5	BANK reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the Bank guarantee under this contract	Kindly confirm that payments due to the Bidder upon termination may not be set-off against any losses if any, losses need to be dealt with separately. Only LD/Penalties maybe allowed to set-off against payments due.	No Change
205	57	8	8.2	Interpretation & General Instructions	If we fall short of SLA in Month 1, but in the quarter we are able to catch up, will NTT still be penalised?	No Change
206	60	8	8.3	Liquidated Damages	We submit that in the event of our failure to perform, the LD to be paid shall be subject to a cumulative cap of 5% of the affected deliverables. Liquidated Damages are to be paid only at the final milestone date. Liquidated Damages shall be the sole remedy for delay. Further, we request cumulative capping of SLA be at 10% of MCV of the respective month.	No Change
207	60	8	8.3.1.2	Delay in delivery	We request this to be amended to 0.5% of the delayed item value, subject to a maximum of 5% of total Product value. If the Delay occurs due to ongoing COVID pandemic, NTT cannot be penalised. Please confirm	No Change
208					Can we have the LD cap be at 5% of Phase 1, Phase 2 & Delivery respectively	
209					LD at the rate of 0.5% of the Component not delivered for every week's delay or part thereof, subject to a maximum of 5% of the Component Not delivered will be imposed by the bank.	
210	60	8	8.3.1.2(4)	If orders are cancelled due to non-delivery, the vendor will be debarred by Bank for participating in any future tenders floated by Bank for a period of 03 years	We suggest to delete this clause as being an harsh penalty when bank always have a right to claim damages or other remedies available in the contract.	No Change
211	60	8	8.3.1.3	Delay in Installation, Integration & Commissioning	Can we have the LD cap be at 5% of Phase 1, Phase 2 & Delivery respectively	No Change
212					Phase 1- In case of delay in installation, implementation, integration and commissioning beyond the specified timelines, LD at the rate of 0.5%	

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					of the TCO for every week's delay or part thereof, subject to maximum of 5% of 20% of phase 1 value.	
213	61	8	8.3.2.1	Security and vulnerability Management	Please provide the timelines for Patch, Minor and major upgrade also if not able to get the approval and downtime for upgradation from the bank due to any reason, LD is not applicable.	The Major upgrade patches to be deployed within 4 weeks and minor & regular patches within 2 weeks after confirmation by the Bank.
214	62	9	8.3.2	Liquidated Damages During Operation Phase – Resource Services	Request to provide 10 Days of casual Leave for each resources in an year and penalty has to be applicable if the resource exceeds this limits.	No Change
215	61	8	8.3.2.1	Liquidated Damages During Operation Phase – Incident Management. 1. High Incidence Resolution within 1 hour of the incident reporting.	We request the bank to consider 2, 4 and 8 hours as the resolution time for high, medium and low incidences respectively. Also kindly consider penalty at INR 1000, INR 500 and INR 250 for the penalties. Request Bank to consider following SLAs: • P1: Response - 1 Hour; Resolution 4 Hours. • P2: Response - 8 Hrs; Resolution 12 Hours. • P3: Response - 24 Hours; Resolution 24 Hours	No Change
216				Resolution within 2 working hours of the incident reporting.	Please modify the SLA resolution time, time mentioned in RFP bidder can provide the workaround, but resolution should be 2 Hrs , 4 Hrs and 8 working Hrs for respective High. Medium and Low Incident	
217				3. Low Incidence Resolution within 4 working hours of the incident reporting.		
218	61	8	8.3.2.2	Liquidated damages cap	We request the bank to cap the penalty at 3% of the MCV for each month.	No Change
219				Request SIDBI, to cap Liquidated Damages to maximum 5% of the MCV of the respective month		
220				Liquidated Damages Cap - The maximum monthly LD during the operation phase shall be capped to 5% of the MCV of the respective month.		
221	62	8	8.4.	Repeat Order	Request Bank to limit the Price validity for Repeat order for maximum 90 days from the Price Discovery date / Commercial Bid Opening date.	No Change
222				Bidder submits that pricing for this contract is specific for this scope of this RFP. These rates can be used for additional requirement under this RFP upto 2 years for the current scope. Any increase beyond this will require a change request negotiation.	No Change	
223	63	9	9.2.3	The bank reserves the right to extend the contract for additional period of 1 year or part thereof in single or multiple instance(s) beyond the contractual period of five years under the same terms and conditions and fifth year contract rate.	We are happy to extend the contract, however all pricing will be mutually discussed prior to the extension.	No Change

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224	64	9	9.4	Subcontracting	Kindly confirm that such consent shall not be unduly withheld or delayed. Further upon a Bank merger, amalgamation or change of ownership, Bidder would need to be intimated so any changes to scope or services may be aligned accordingly.	No Change
225					Request bank to allow for Bidder, OEM and OEM recommended partners for implementation/ support	Refer S.N.123 above of this pre-bid clarification document and the same incorporated in revised RfP.
226	64	9	9.5	Negligence	Can we remove this requirement and subject all negligence related issues to normal breaches in the contract?	No Change
227					SIDBI to kindly confirm that any cancellation or termination of contract will be done only after giving 30 days written notice to the Bidder to cure or remedy the default and only upon failure of the Bidder to remedy or cure such default.	
228	64	9	9.5.1	In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.	We suggest modification, that any claims for damages under this clause shall not exceed the aggregate amount paid by the Bank to Bidder for 12 months charges under any purchase order. We request limiting the liability to direct damages incurred due to negligence on our part and to limiting the risk purchase to the amount payable by the Bank to us for the affected deliverable.	No Change
229	65	9	9.10	Ownership of Delivered Services	Neither party will gain by virtue of this contract any rights of ownership of copyrights, patents, trade secrets, trademarks or any other intellectual property rights owned by the other. All copyrights patents, trade secrets, trademarks and any other intellectual property rights existing prior to the Effective Date or developed independent of this contract shall belong to the party that owned such rights immediately prior to the Effective Date or has developed such intellectual property right. Bidder will own all intellectual property rights, title and interest in any ideas, concepts, know how, documentation or techniques developed under this Agreement and provides SIDBI a non-exclusive, worldwide, royalty-free license for its internal use only during the term of the contract.	No Change

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230	66	9	9.11	Applicable laws	Bidder will only be able to comply with the regulations that are applicable to its line of business. Can you confirm to this understanding?	No Change
231					The bidder will comply with all applicable laws, rules, regulations and will obtain all necessary licenses and permissions as required. The bidder shall indemnify the Bank only with regards to breach of any applicable taxes and anti-bribery laws.	
232					We submit that in the event of non-compliance, we will be liable to indemnify only for regulatory fines payable by the Bank arising out of a direct breach of applicable laws on our part.	
233	66	9	9.11.2	Compliance with all applicable laws	We recommend modifications to this clause: "with respect to any claim of indemnity under this clause, the Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable Purchase Order giving rise to the liability;"	No Change
234	66	9	9.11.3	Compliance in obtaining approvals/ permissions/ licenses -	We recommend modifications to this clause: "with respect to any claim of indemnity under this clause, the Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable Purchase Order giving rise to the liability;"	No Change
235					Can we consider limiting the indemnities only to third party claims for violation of copyright?	
236	66	9	9.12	Performance Security	Bidder submits that the PBG will be submitted within 30 days from the date of execution of the governing contract. Till then the Bank retains the EMD.	No Change
237	66	9	9.12.1	The successful Bidder shall provide an unconditional and irrevocable performance bank guarantee in the form and manner provided by the Bank equivalent to 10% of the Total Contract Value (TCV) from a scheduled commercial bank. The performance guarantee will be valid till at least six months beyond the expiry of the contract period (i.e., 5 years + 6 months).	We suggest modification, validity should not exceed the contract period	The PBG should be valid for a period of 5 years with additional 6 months towards invocation period. Refer section 9.12 of revised RfP for complete details on PBG.
238	66	9	9.12.4	Notwithstanding anything to the contrary contained in the contract, SIDBI shall be at liberty to invoke the Performance Bank Guarantee in addition to other remedies available to it under the contract / order or otherwise if the Successful Bidder fails to fulfil any of the terms of contract / order or commits breach of any terms and conditions of the contract.	Notwithstanding anything to the contrary contained in the contract, SIDBI shall be at liberty to invoke the Performance Bank Guarantee in addition to other for remedies available to it under the contract / order or otherwise if the Successful Bidder fails to fulfil any of the terms of contract / order or commits breach of any terms and conditions of the contract.	No Change

S.N.	Page No.	Section	Clause No.	RfP Clause	Bidder Query	Bank's Response
					We suggest modification to this clause. can this be accepted?	
239	67	9	9.13	Forfeiture of Performance Security	We submit that prior to invoking PBG, the Bank will provide us with a cure period of 30 days.	No Change
240	67	9	9.13.2	In the event of non-performance of obligation or failure to meet terms of this PO / Contract, the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder	We request to delete this clause being too broad and vague.	No Change
241	67	9	9.14	Insurance	Once Product is delivered at client location, ownership will transfer to the Bank. We cannot provide Insurance for something we do not own, hence we can only provide insurance until delivery at doorstep. We hence request this clause to be deleted/ amended.	No Change The bidder has to obtain insurance for the goods as per section 9.14 of the revised RfP. Further, the bidder to note that, insurance certificate need not be submitted.
242					Can Bidder rely on its standard corporate policy for insurances and issue a certificate in your name than comply to the requirement elaborated here?	
243	67	9	9.14.1	The Bidder is responsible for acquiring insurance for all components, equipment and software. The goods supplied under the Contract shall be fully insured	We suggest that this should not include Standalone Software.	
244	67	9	9.14.2	The insurance shall cover "All Risks" (fire, burglary, natural calamities such as Earthquake, floods, power fluctuations etc.) till the successful completion of installation of hardware / solutions or 30 days from the date of delivery whichever is later. If the vendor fails to obtain insurance cover and any loss or damage occur, the vendor will have to replace the items with new ones without any cost to the Bank.	The insurance shall cover "All Risks" (fire, burglary, natural calamities such as Earthquake, floods, power fluctuations etc.) till the Delivery at SIDBI DC / DR.	
245	67	9	9.15	Right to Alter Quantities	In case of any decrease or deletion of work, SIDBI to pay bidder for all costs which bidder is unable to mitigate, e.g. Payment for orders placed with OEMs which cannot be cancelled or where cancellation charge is levied and addition charges incurred in case of alteration of work	No Change The Bank may alter the quantity while placing order. Refer to the clause 9.15 of revised RfP.
246					We submit that any change in the pricing due to the Bank exercising its right under this clause, the parties will mutually agree on the adjusted pricing. Bidder submits that Bank will have right to alter quantified only in a way to affect +/-10% of the scope of work. Any change beyond that will require a change request negotiation	
247	67	9	9.15.1	Alter the requirement (increase / decrease) specified in the RfP, at the time of placing the order.	At the time of placing the Order" - does this mean before signing the contract or client reserves the right to alter quantities after signing the contract	Contract would be executed after sign-off and acceptance of Phase-I.
248	68	9	9.16	No Employer – Employee Relationship	This should be a mutual clause applicable to both parties	No Change
249	68	9	9.18.1	Patent Rights	We request that provisions related to Indemnity be	No Change

S.N.	Page No.	Section	Clause No.	RfP Clause	Bidder Query	Bank's Response
250				In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods or any part thereof in India or abroad, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay.	<p>restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder.</p> <p>The liability of the Bidder shall not exceed 50% of the annual value of the contract, irrespective of whether the liability arises under contract, tort or indemnity.</p> <p>Neither party shall be liable for indirect and consequential loss and damages including but not limited to loss of profit, anticipated savings, loss of data, loss of business.</p> <p>In the event of a third party claim of intellectual property infringement under this clause, Bidder may, at its sole option, (i) obtain for Banks the right to continue using the Services, (ii) modify the Services so that the Services are non-infringing, (iii) replace the Services with a functionally equivalent, non-infringing service, or (iv) if the alternatives in Section 9.18 1. (i)-(iii) are not available, Bidder may so notify Bank & terminate such infringing Services without penalty to either Party. Notwithstanding anything in the agreement to the contrary, this Section 9.18 is Banks sole remedy for any intellectual property infringement claims. However, with respect to all intellectual property claims, Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder.</p>	
251	69	9	9.19	Corrupt and fraudulent practice	Bidder will comply with all CVC directives, guidelines and rules and will ensure strict compliance as per our very robust NTT Code of Conduct as well. Requesting the Bank to kindly remove the blacklisting portion.	No Change
252	68	9	9.19.4	The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.	We suggest part of clause to be applicable to both parties	No Change
253	70	9	9.23	Confidentiality	We recommend this clause to be mutual, as there will be confidential information shared from Bidder's end also.	No Change
254	70	9	9.23.10	The confidentiality obligations shall survive the expiry or termination of the agreement between the Bidder and the Bank.	The survival period should not be more the 3 years post termination.	No Change
255	72	9	9.24	IPR Infringement	We recommend below modifications to this clause, with respect to all intellectual property claims under this clause, the Bidder shall in no event be liable in an	No Change

S.N.	Page No.	Section	Clause No.	RfP Clause	Bidder Query	Bank's Response
256					<p>amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder.</p> <p>We request that provisions related to Indemnity be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder.</p>	
257				Indemnity	The bidder shall keep the Bank indemnified against 3rd party IPR claims leading to court awarded damages against the Bank from infringement of any law pertaining to patents, trademarks, copyrights etc. in respect of the Services provided by the Bidder; and for Breach of confidentiality obligations; and any death/bodily injury caused due to the negligence of the Bidder while providing services.	No Change
258					Can we consider limiting the indemnities only to third party claims for violation of copyright?	
259	73	9	9.25		<p>We suggest below modifications: <i>The Bidder/ successful bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of delete subclause (4). (being to broad scope in nature) And with respect to any claims under this clause, the Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder.</i></p>	
260					<p>We submit that we shall defend (settle and/or pay damages awarded by the court) the Bank against any third party claims arising from the following:</p> <p>a. Claims for loss or damage to third party tangible property;</p> <p>b. claim by any person in respect of bodily injury or death;</p> <p>c. claims by any third party in respect of any IP infringement; brought against or recovered from Bank by reasons of any act or omission on our part, our agents or employees in the performance of the contractual obligation.</p> <p>This will be subject to the Bank providing us prompt</p>	

S.N.	Page No.	Section	Clause No.	RfP Clause	Bidder Query	Bank's Response
					notice of such claim.	
261	73	9	9.25.4	The bidder shall indemnify the Bank and be liable for any loss or damage suffered by the Bank due to malfunctioning of the system as supplied and installed by them. The total liability of the selected bidder shall not exceed the total cost of the order value	We recommend the liability under this clause should not exceed 10% of the total cost of the order value.	No Change
262	73	9	9.25.5	However, indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.	We suggest to delete this portion of clause, as Bidder will not have the visibility for such claims and Bank to consider that it has the right to claim liquidated damages for the performance of services.	No Change
263	74	9	9.26	Limitation of Liability	Can we consider limiting all kinds of liabilities for all claims to total contract value?	No Change
264					The aggregate liability of the Bidder shall not exceed 50% of the annual value of the contract, irrespective of whether the liability arises under contract, tort or indemnity.	
265					We suggest Bank to consider below changes: Save and except the liability under Section of 'IPR Infringement' and/or indemnity provision (Clause 9.24 and / or clause 9.25), In no event shall either party be liable with respect to its obligations for indirect, consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product or any and all other commercial damages or losses whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. The aggregate liability of the Service Provider, arising at any time under this Agreement shall not exceed the total annual contract value.	
266	74	9	9.27	Vicarious Liability	Can we consider limiting all kinds of liabilities for all claims to total contract value?	No Change
267					Any vicarious liability shall be subject to the Indemnity & Limitation of liability clause as provide herein above.	
268					We request bank to consider to make this clause to be mutually applicable.	
269	74	9	9.28	Privacy and Security Safeguards	Bidder will only be able to comply with the regulations that are applicable to its line of business. Can you confirm to this understanding?	No Change
270	75	9	9.29.3	The Bank and its authorized representatives, including regulator like Reserve Bank of India (RBI) shall have the right to visit any of the Bidder's premises with prior notice to ensure that data provided by the Bank is not misused. The Bidder will have to cooperate with the	With prior written notice we can allow inspection	No Change

S.N.	Page No.	Section	Clause No.	RfP Clause	Bidder Query	Bank's Response
				authorized representative/s of the Bank and will have to provide all information/ documents required by the Bank.		
271	75		9.29 / 9.30	Rights to Visit & Audit	<p>We submit that: Auditors shall NOT be given access to: 1.any information not related to the Services; 2.locations/premises (or portions thereof) that are not related to the Services; or 3.records or documents relating to the makeup of our internal overhead calculations or direct costs, their relationship to the service charges, any financial cost model, calculation of service charges or our profitability; or 4. internal audit reports, or any summaries thereof. Bidder requires Independent Monitors to: 1. provide us with at least thirty (10) days' notice of its requirement for an Audit allowed once in a year, with such notice describing the issue(s) that will be the subject of the audit; 2. be subject to our site/premises security obligations and have their access controlled/monitored by us; 3.pay all our costs associated with the audit at current time and material rates and submit any requests for our assistance with an audit as a change request. A third party auditor/inspector shall: 1. not be a competitor of ours or a third party in dispute / conflict with us; 2. execute a confidentiality agreement acceptable to us; 3. be independent.</p>	No Change
272	75	9	9.30	Audit	<p>Please confirm that any audit shall be done with prior written notice to Bidder and should be restricted to the information and documents in relation to the services provided. Further, such audit shall be subject to the "Confidentiality" obligations upon the Bank, its auditors, employees making such audit. Also, we request confirmation that Bidder shall not be required to disclose its financial information, profits, books of accounts, costs breakups etc. and audit shall be strictly restricted to the services provided by the Bid224der to the Bank.</p>	No Change
273	75	9	9.30.1	The vendor shall allow the Bank, its authorised personnel, its auditors (internal and external), authorised personnel from RBI / other regulatory & statutory authorities, and grant unrestricted right to inspect and audit its books and accounts, to provide	With prior written notice we can allow inspection	No Change

S.N.	Page No.	Section	Clause No.	RfP Clause	Bidder Query	Bank's Response
				copies of any audit or review reports and findings made on the service provider, directly related to the services, including Hardware, Software provided to the Bank and services under this RfP/subsequent PO and the bidder shall extend all cooperation in this regard.		
274	75	9	9.32	Compliance with statutory and regulatory provisions	Bidder will only be able to comply with the regulations that are applicable to its line of business. Can you confirm to this understanding?	No Change
275	76	9	9.35.3	The service provider shall at all times guarantee payment of wages not less than that prescribed under the Minimum Wages Act or any notifications passed thereunder and comply with the applicable labour laws in force and give an undertaking to that effect. It shall be the responsibility of the agency to ensure all labour law compliances with respect to the manpower deployed by it and shall keep the Bank indemnified against all claims, if any, arising from such manpower deployed by it or by any third parties or any authorities etc., arising out of the contract awarded in respect of the present tender.	We submit that in the event of non-compliance, we will be liable to indemnify only for regulatory fines payable by the Bank arising out of a direct breach of applicable laws on our part.	No Change
276	78	9	9.41.5	Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.	We suggest bank to consider "Mumbai" location for proceedings	Currently, the banks team handling the project is at Chennai. Hence, no change.
277	78	9	9.41.7	All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the courts in Chennai and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.	We suggest bank to consider "Mumbai" location for courts applicable.	
278	78	9	9.43	That the Vendor/ Bidder is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of Service(s) /Systems under the Contract/ Agreement/RfP. That there are (a) no legal proceedings pending or threatened against Vendor/ Bidder or its team which adversely affect/may affect performance under this Contract/Agreement; and (b) no inquiries or investigations have been threatened, commenced or pending against the Vendor/ Bidder or its team members by any statutory or regulatory or investigative agencies.	Bidder would be able to warrant regarding any potential or threatened litigation as It would not be under our control.	No Change
279	80	10	10.1 (3, 4)	3. The bidder should have minimum average annual turnover of INR 120 crore over the last three (3) Financial years.	Request Bank to consider Provisional Financial Details for FY 2019-20 since the auditing yet to complete. Or consider the details of FY 2016-17 , 2017-18 and	No Change

S.N.	Page No.	Section	Clause No.	RfP Clause	Bidder Query	Bank's Response
				<p>4. The bidder should have positive Net Profit in any two (2) of the last three (3) financial years and in the immediately preceding FY. Bidders should also have positive networth in immediately preceding three (3) financial years i.e. 2017-18, 2018-19 and 2019-20. This must be the individual company's financials and not consolidated or of any group of companies / subsidiaries. Documents to be submitted by Bidder</p> <p>(i) Audited balance sheet for last three years i.e. 2017-18, 2018-19 and 2019-20</p> <p>(ii) CA Certificate indicating turnover, net profit and networth for three years i.e.,</p>	2018-19.	
280	80	10	10.1 (3)	The bidder should have minimum average annual turnover of INR 120 crore over the last three (3) Financial years.	The bidder should have minimum average annual turnover of INR 1000 crore over the last three (3) Financial years.	No Change
281	81	10	10.1	The bidder should have experience in managed security / captive SOC for any BFSI / PSU /Government customer in India during last five years from the date of RfP in at least:	Would it be ok if we provide organization name or a masked PO copy? End user details sharing is not permitted under NDA with end users.	No Change
282				<p>a) One organization with minimum order value of atleast Rs.10 crore. OR</p> <p>b) Two organizations with minimum order value of at least Rs.6 crore each. OR</p> <p>c) Three organizations with minimum order value of at least Rs.5 crore each.</p>	<p>The bidder should have experience in managed security / captive SOC for any Enterprise Private Customer / BFSI /PSU /Government customer in India during last five years from the date of RfP in at least:</p> <p>a) One organization with minimum order value of atleast Rs.2 crore. OR</p> <p>b) One organizations with minimum order value of at least Rs.2 crore each. OR</p> <p>c) One organizations with minimum order value of at least Rs.50 Lakh each.</p>	No Change
283				<p>The bidder should have experience in managed security / managed SOC for any Enterprise customer in India during last five years from the date of RFP in at least:</p> <p>c) Three organizations with minimum order value of at least Rs.1 crore each</p>		
284	83	11	11.5.3	The technical bids submitted by the bidders will be evaluated based on the following Scoring Matrix	Whether it should be read as bidder / OEM or bidder ?	Should be read as bidder.
285	83	11	11.5.3	Bidder's Experience	The bidder should have implemented during last 7 years DAM/FIM/ MFA/ EPE/APM solution in BFSI/ PSU/Government organisation in India	No Change

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286	94	12	12.3.2 (A.1)	FIM Solution should be able to generate a baseline of a server(s) so that integrity is based on a known good state.	Our proposed solution has an ability to create baseline to original file. It stores the track records. It can apply the content tracking rule on files. Please correct if our assumptions different than actual requirement.	A file can range from simple text file to a configuration script. Solution should be able to help the bank create a recommended baseline configuration as per standards such as CIS, PCI DSS etc. It should help us identify the gaps in Bank's current configuration state against standards such as CIS PCI DSS, ISO 27001 etc. The solution should be able to display a baseline versus current configuration comparison to automatically detect discrepancies caused by change.
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290	95	12	12.3.2 (A.10)	FIM Console should be able to group agents on various parameters.	Kindly elaborate this use case for better understanding. Requesting to mention the required parameters.	When a new node is added to the FIM console, the solution should automatically link the node into one or more asset groups, depending on the characteristics of the monitored node and any node tagging rule that are automatically applied to it.
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294	95	12	12.3.2 (A.13)	FIM solution should be able to operate through firewall (ports opened).	Requesting to elaborate this business use case for better understanding. If proposed solution is an agent based, then it would become non-applicable to the proposed solution implementation strategy. Please correct if our assumptions different than actual requirement.	If FIM solution is deployed on assets which are in the restricted or untrusted zone, we would not want all our critical assets from these zones to communicate with the console directly. Irrespective of agent based or agent less deployment, the solution should have the ability to configure a proxy agent which can communicate with all the assets in these zones and transfer the required data to the console through a firewall.
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298	95	12	12.3.2 (A.14)	FIM solution should work well in low bandwidth connections.	Kindly add more information on this criteria for better understanding. If proposed solution is an agent based solution. Bandwidth factor would not affect here. Please correct if our assumptions different than actual requirement.	The solution should have an agent that utilizes significantly less network bandwidth by virtue of its messaging and compression methods.
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292	95	12	12.3.2 (A.15)	FIM Solution should be able to monitor snapshot of database from console.	Requesting to elaborate the business use case for better understanding.	<p>FIM solutions should help us gain visibility and control on unauthorized and unplanned changes to the database schema and/or its stored procedures (read, write or delete) to ensure unexpected changes to tables, indexes or links without affecting database's architecture and usability/performance.</p> <p>The solution should ensure privileges are configured properly, based upon standards such as CIS, PCI DSS etc., to avoid possibility of unintentional or malicious use</p>
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						(read, write, delete). It should also ensure some of the segregation of duty requirements for regulatory compliance (SOX, PCI, etc.) and data access to privileged users configured correctly (e.g. Developers have access rights to make upgrades, but no access to the data).
296	95	12	12.3.2 (A.18)	FIM should be able to auto-promote changes when real-time analysis of change indicates they are inconsequential or beneficial	Requesting to elaborate the business use case for better understanding. Requesting to make this pointer as optional.	FIM solution should have multiple options to automatically promote baseline. Options like <ul style="list-style-type: none"> Promote to baseline by reference Promote to baseline by match Promote to baseline by version This will help Bank reduce a lot of noise which may be caused due to expected changes.
297						
298						
299	95	12	12.3.2 (A.22)	FIM agents should operate on different flavours of Windows, different flavours of Linux and different flavours of Unix (such as HP-UX, AIX etc).	Requesting you to share Kernels version of HP-UX to check the compatibility.	HP Unix B.11.31
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302	95	12	12.3.2 (A.25)	FIM should be scalable to address requirements of both individual departments and entire enterprise.	Business use case not clear. Requesting share more information on this criteria.	Bank has multiple applications for different departments. In future the solution should be scalable to address requirements of other departments at enterprise level.
303						
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305	96	12	12.3.2 (A.42)	Integration or links to change ticketing systems to correlate and match requested change tickets to actual changes. The bank currently uses HP SM.	Generally, FIM management server gets integrated with SIEM solution & SIEM solution gets integrated with ticketing system. Please suggest if its mandatory requirement	FIM solution should have a strong integration with Bank's existing ticketing systems, in order to classify changes as authorised or unauthorised against change request records in said system. If there is a high risk critical change, this integration should be able to open a ticket automatically in the change ticketing system.
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309	96	12	12.3.2 (A.46)	FIM tool provided by the Bidder should be able to monitor network and security devices.	It seems out of box requirement for FIM solution proposal. Requesting to share more information on this criteria	The proposed FIM solution should have capability to monitor network and security devices such as Next Generation Firewalls, routers, switches, IPS etc.
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313	97	12	12.3.2 (A.57)	FIM should send alerts to a Web Console, Network Consoles, email, SMSs whenever a high-priority file, content or configuration change is detected.	Requesting to share the information of existing SMS gateway. Which SMS gateway is in use?	The bank has basic SMS gateway, the details of which will be shared to shortlisted bidder. However, in case of any additional requirement, the same would be arranged by the bank. The shortlisted bidder will assist the Bank in procurement of additional gateway, if required. The payment towards
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						procurement of such additional gateway would be separately made by the Bank.
317 318 319 320	97	12	12.3.2 (A.64)	FIM should identify all devices whose configurations differ from their designated baselines, or either contain or are missing specified configuration settings.	It seems out of box requirement for FIM solution proposal. Requesting to share more information on this criteria	The proposed FIM solution should identify configuration drift on all devices types.
321 322 323	97	12	12.3.2 (A.69)	FIM tool should provide sequence of events leading to security incident for deeper analysis of events.	This business use case can be achieved by integrating FIM with SIEM solution. SIEM solution can correlate the event logs from FIM management server to generate an alert. Please correct if assumption differs than actual business criteria	The proposed FIM solution should be able to capture and report context of the change. The solution should also have the ability to capture sequence of changes which may have lead to a security incident for deeper analysis.
324						
325 326 327	98	12	12.3.2 (A.73)	FIM should support, Centre for Internet Security (CIS) benchmarks out-of-the-box.	Requesting to elaborate this business requirement. Generally, ISO 27001 policy compliances are applicable to Network Devices, Databases or Application Servers & could be part of SIEM/ Vulnerability assessment solution. Please correct if our assumptions different than actual requirement.	Solution should be able to help the Bank create a recommended baseline configuration as per CIS. The solution should be able to display a baseline versus current configuration comparison considering mentioned standard.
328						
329 330 331	98	12	12.3.2 (A.74)	FIM should support, security standards (NIST, DISA, VMware, ISO 27001) out-of-the-box.	Requesting to elaborate this business requirement. Generally CIS benchmark compliances are applicable to Databases or Application Servers & could be part of data protection/ Vulnerability assessment solution. Please correct if our assumptions different than actual requirement.	Solution should be able to help the Bank create a recommended baseline configuration as per NIST, DISA, VMware, ISO 27001. The solution should be able to display a baseline versus current configuration comparison considering mentioned standard.
332						
333 334 335	98	12	12.3.2 (A.75)	FIM should support regulatory requirements(PCI, SOX, FISMA, FDCC, NERC, COBIT) out-of-the-box.	Requesting to elaborate this business requirement. Generally, PCI,SOX policy guidelines are applicable to Databases or Application Servers & could be part of data protection/ Vulnerability assessment solution. Please correct if our understand is wrong.	Solution should be able to help the Bank create a recommended baseline configuration as per PCI, SOX, FISMA, FDCC, NERC, COBIT. The solution should be able to display a baseline versus current configuration comparison considering mentioned standard.
336						
335	98	12	12.3.2 (A.76)	FIM should support operational/ performance policies out-of-the-box for business-critical applications.	Requesting to elaborate this business use case for better understanding.	The proposed FIM solution should have out of the box policies for business critical application, such as Database servers, exchange server, Web servers etc.
337						
338	98	12	12.3.2 (A.80)	FIM should provide out-of-the-box remediation guidance to help fix non-compliant configurations.	Requesting to elaborate this business use case for better understanding. Kindly update what are non-compliant configurations?	If the FIM solution detects any changes in configurations which do not comply with the best practice baseline such as CIS, PCI DSS etc. In this case the solution should suggest remediation advisory to fix the non-compliant configurations.
339						
340	99	12	12.3.2 (B)	DAM	Any specific timeline of log to be maintained?	Refer revised RfP for details.
341	99	12	12.3.2 (B.4)	Discovery of sensitive data in input and Masking of sensitive data in output.	Need clarity on masking of sensitive data in output. Does this mean sensitive data should get mask in DB	In log capture in DAM solution

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					response or in Logs capture in DAM solution? If it means in DB response, then again DAM solution is to do monitoring not modification in DB request / Response.	
342	99	12	12.3.2 (B.10)	The solutions should support Virtual patching of database for known missing patches	Is this concept compatible with all the RDBMS databases considered in the inventory? If "YES" what are the performance impact, availability issues and scalability results using this? This is a OEM specific feature, request for removing / modifying for open participation	No Change This feature is required to mitigate an immediate threat without having to worry about perpetrators exploiting an exposed vulnerability. This option will provide some time for the database team to test and implement vendor-provided patches in the interim.
343	99 99	12 12	12.3.2 (B.13)	The solution should support dynamic redaction for privileged user thus certain fields such as Aadhaar number, bank account number etc., could be easily hidden from the privileged DBA's	This is a part of Database native configuration. Suggesting to check with DB vendor to achieve this business criteria	Change
344					Database activity monitoring solution only does monitoring and capturing DB activities on database hence dynamic redaction i.e. masking data at DB level is not possible.	The revised clause to be read as:
345					Hence request to modify specs as: The Solution should provide visibility on privileged DBA's activity when accessing sensitive data such as Aadhaar number, bank account number etc., and Solution should have capability to mask sensitive data in logs/result.	The Solution should provide visibility on privileged DBA's activity when accessing sensitive data such as Aadhaar number, bank account number etc., and solution should have capability to mask sensitive data in logs/result.
346	99	12	12.3.2 (B.14)	Solution should continuously learn the user and application behaviour in respect of accessing database. Learning should be a continuous process and should not stop after a certain stage.	The clause seems to be pretty generic and does not highlight if you have any specific requirement or else looking for any functionality?	No Change
347	99	12	12.3.2 (B.17)	DAM solution should identify abnormal server and user behaviour and providing early detection of possible attacks using outliers.	Since you have mentioned this in RFP can you give any specific abnormal server behaviour in specifically your environment as it is pretty open ended requirement. This is a OEM specific feature, request for removing/modifying for open participation	No Change
348	99	12	12.3.2 (B.23)	The solution must be able to perform content scanning for regular expression and patterns and should monitor nested queries	Can you elaborate expected content scanning and requirement to monitor nested queries? Is this only for business logic or some other specific area? This is a OEM specific feature, request for removing/modifying for open participation	No Change
349 350	100	12	12.3.2 (B.27)	Solution should able to auto classify the database / database-objects based on sensitivity and	Vulnerability Assessment gives the score. Based on the baseline set by the solution it automatically sets	Change

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				confidentiality of data based on PII, SPDI, PCIDSS guidelines or customized parameters.	the severity of the alert. Requesting to remove 'auto classify' option for the maximum participation.	<u>The revised clause to be read as:</u> Solution should be able to classify the database/database-objects based on sensitivity and confidentiality of data based on PII, SPDI, PCIDSS guidelines or customized parameters.
351	99	12	12.3.2 (B.33)	Solution should detect attacks on network protocols, operating systems, as well as application layer DB activity.	What do you mean by detect attack on application layer DB activity? Are we looking for options other than detection? This is a OEM specific feature, request for removing/modifying for open participation	No Change
352	99	12	12.3.2 (B.39)	The solution should be able to virtually patch the known vulnerabilities automatically till a patch is installed for the same.	Is Virtual patch for vulnerabilities concept certified by all the RDBMS. If yes can you please share the matrix with respect to operating systems. This is a OEM specific feature, request for removing/modifying for open participation	This feature is required to mitigate an immediate threat without having to worry about perpetrators exploiting an exposed vulnerability. This option will provide some time for the database team to test and implement vendor-provided patches in the interim.
353	99	12	12.3.2 (B.42)	Solution should have capability to monitor local access & encrypted connections (Oracle ASO, SSL, IPsec etc.)	Are we saying Oracle databases would have ASO implemented as a baseline? If yes who and how keys would be managed? Also, are we saying we want to manage both encrypted & non-encrypted connections?	No Change
354	99	12	12.3.2 (B.51)	There should be no down-time of the OS or database for deployment of agents.	The underlying platform downtime would not be in our control. Else the deployment of agent does not require downtime. Who will hold accountability in case of system hang or kernel panic issue of OS?	The bidder should study complete details of the installed databases and the operating system on which they are deployed. Based on the study the deployment should be carried out to ensure no down-time during deployment
355	102	12	12.3.2 (B.57)	DAM solution should support integration with the Big Data platform and Data warehouse such as Exadata etc	Any specific Big Data platform and Data Warehouse solution?	Currently, the Bank does not have big data platform and data warehouse solutions implemented. However, during the period of contract, the Bank may implement the same. Your assumptions are correct.
356					Generally, DAM solution gets integrated with SIEM solution and SIEM can be integrated with Bigdata platforms. Please correct if our assumptions different than actual requirement.	
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358	99	12	12.3.2 (B.58)	The solution should provide information of DB links and should have capability to monitor the activity of DB links	Do you want to monitor DBLINK or queries which are coming through DBLINK? If yes in either of the case than what kind of details are expected as outcome?	The solution should have capability to monitor the activity of DB links
359	99	12	12.3.2 (B.60)	All the reports should be generated at least time (within 120 seconds)	Standard report achieve this timeline but if data increase timelines would effect. Can you clarify the complexity of source for reports which would be considered? Is there a penalty associated to this performance of	Refer section 8.3.2 for Liquidated Damages during operations phase.

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360	99	12	12.3.2 (B.66)	The solution support individual user access auditing for packaged applications like SAP, Peoplesoft etc., which the bank proposes to implement in future.	120 sec timeline Would this app be cloud based or on prem??? What would be the hosting method?? DB to be used? on prem or cloud??	Currently, the bank does not have these applications installed, it is future requirements. The applications may be cloud based or on-prem based, further can use any of the databases.
361	99	12	12.3.2 (B.69)	Bank's all databases are to be integrated without any limitation on the number of databases. Solution should support the deployment modes i.e. monitoring / blocking separately for each database.	For Integrating the database on monitoring and blocking, what would be the expected footprint various flavours of databases?	Currently, the bank uses Oracle and MS SQL server DB.
362	99	12	12.3.2 (B.79)	(i) In-built authentication in the solution	Is any specific in-built authentication we are looking for each environment? Kindly provide details	The authentication mentioned here is for accessing the solution.
363	104	12	12.3.2 (C)	Endpoint Encryption	Which AD do we have to consider?	Currently, the bank uses Microsoft AD.
364	107	12	12.3.2 (D.2) APM	Proposed solution must be pre-bundled with Operating System, Database by Single OEM and should NOT require any additional 3rd Party Software and Plugins. OEM of proposed solution should own and support all Components O.S, DB & Application to get faster RCA (Root cause analysis) when problem occurs.	Please clarify that the OS, DB, Patch and Asset management should be form a single vendor. As we are a pure product OEM and do not provide OS and DB capabilities request you to change or delete this clause.	Change <u>The revised clause to be read as:</u> Proposed solution is to be pre-bundled with Operating System, Database by Single OEM and should NOT require any additional 3rd Party Software and Plugins. OEM of proposed solution should own and support all Components O.S, DB & Application to get faster RCA (Root cause analysis) when problem occurs.
365	107	12	12.3.2 (D.3) APM	Asset and Patch Management should be done from Single Client Agent	As the functionality for Asset management and Patch management are entirely different and unique request you to change this to two separate agents , where in the Asset management and Patch Management solution will integrate seamlessly	No Change Bank needs simplified management with single agent.
366	111	12	12.3.2 (D.39) (APM)	Should have the capability to manage the entitlement of the licenses based on user (through AD/IP segment etc.)	Does a Report of License Usage based on Current Logon User of the Asset/Device is sufficient ?	The report should include the mode/type of the Licensed assets and applications. The solution should provide details of the applications and the type of license (freeware, client license, shareware, opensource, no license etc.).
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370	113	12	12.3.2 (D.61) (APM)	Solution should fetch the warranty information & the service tag automatically for the Hardware OEM like Dell, Acer, Lenovo, HP (Desktop, Laptop, Server) etc.	For Acer Device Warranty Information has to Entered under Contract to full fill the Spec Point	Change <u>The revised clause to be read as:</u> The solution should fetch the warranty information & the service tag automatically for the Hardware OEM like Dell, Lenovo, HP
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						(Desktop, Laptop, Server) etc. For other devices the bank should be able to enter the contract details manually.
374	115	12	12.3.2 (D) APM	The System should be able to recognize files with hidden attributes that is in the following: a) hidden files and b) hidden directories	This function will be available in Q3 2020	No Change The feature should be available as on date of bid submission
375	118	12	12.3.2 (D.124.c) (APM)	Flash Reports Summary Reports	As Flash is getting EOL by Dec 2020 and most of the browsers are stopping support for this technology, request you to delete this.	Change <u>The revised clause to be read as:</u> Flash Reports or Summary Reports
376	118	12	12.3.2 (D.126) (APM)	The resource utilization used by the agent on the system must be configurable and the agent footprint will be such that memory requirements will be under 10MB and CPU utilization on average be no more than 2%.	As the resource utilization on agent depends on the job executed it's not advisable to restrict the compute capacity for processing.	No Change This is not a mandatory requirement, but one of the many functionalities/ features mentioned in the revised RfP for this solution
377	118	12	12.3.2 (D.129) (APM)	The solution should support various discovery protocols based on network range, AD domain, LDAP directory structure and SNMP enabled devices	Please clarify that SNMP enable discovery is not a requirement for patch management	This clause is for ITAM Discovery requirement
378	119	12	12.3.2 (D.137) (APM)	The System should be able to do automatic identification of the following software attributes (not exhaustive): a) Product name, b) Product version c) Manufacturer d) Language e) File name f) Directory file time g) Executable type h) Internal name i) Known as j) File description k) File extension l) File path m) File date/time n) File size	This functions will be available by Q3 2020	No Change This functions should be available as on date of bid submission.
379	120	12	12.3.2 (D.147) (APM)	The Solution must also support the following OS platforms agentless and functionality coverage: All flavors of Windows Server and End point supported OS. HP-UX Solaris, Linux Red Hat (Desktop, Enterprise) versions.	As the key requirement for Patch management states the following platform support: Windows Server (2008 to 2019), RedHat Linux (3.x to 7.x), Ubuntu, MAC etc	Change <u>The revised clause to be read as:</u> The Solution must also support the following OS platforms agentless and functionality coverage: All flavors of Windows Server, endpoint supported OS., Linux Red Hat (Desktop, Enterprise) versions.
380	121	12	12.3.2, E.5	The solution should support integration with MAM	We request SIDBI to clarify which MAM solution do	Currently, the bank does not have any MAM

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381			(MFA)	solutions.	they currently have and if the MAM solution supports either RADIUS or SAML protocols. What is MAM solution? If we can get details	solution. However, during the period of contract, the Bank may implement the same. MAM stands for Mobile Access Management
382	121	12	12.3.2, E.7(MFA)	The solution should support MAC bypass functionality	We request SIDBI to clarify what devices do they want to implement MAC bypass functionality.	In case the solution supports 802.1x authentication then it should support MAC bypass functionality.
383	121	12	12.3.2, E.15(MFA)	The solution should support CA Certificates with at least 2500 No. of user certificate bindings	We request SIDBI to clarify if they require 2500 user certificate bindings to be used with the existing CA or does the bidder have to propose a new Certificate Authority with 2500 users.	The solution should support Certificate Authority feature. As of now there is no requirement for including certificate licenses.
384	121	12	12.3.2, E.17(MFA)	The solution should support Captive Portal Authentication	We request SIDBI to clarify that captive portal authentication is required for what devices.	Solution should have feature to offer captive portal.
385	121	12	12.3.2, E.20(MFA)	Support for Certificate Authority functionality to simplify the CA management and to deliver user certificate signing, VPN, or server x.509 certificates for use in certificate-based two-factor authentication	We request SIDBI to clarify if they require Certificate Authentication and signing using their existing PKI Certificate Authority or does SIDBI what the bidder to propose a new Public Key Infrastructure (PKI) as well.	The solution should have self-service certificate enrolment support to the devices using the protocols mentioned in revised RfP. Currently, new PKI system is not required to be proposed by the bidder.
386	121	12	12.3.2, E.23(MFA)	User self-service certificate enrolment support for specific devices using the following protocols and methodologies Phone/iPad to Automated SCEP via Mobile Configuration Android to Manual PKCS#12 Windows to PKCS#10 CSR Other to SCEP, PKCS#10 CSR, Manual PKCS#12	We request SIDBI to clarify if Certificate provisioning and enrolment is required to be proposed by the bidder as a new PKI system.	
387						Change
388						The revised clause to be read as:
389	123	12	12.3.2, E.47 (MFA)	"The proposed solution should provide reports based on Geo Location, Access type, access time, original IP etc., of the user making the access request."	Geo Location & Original IP address can be provided from Radius clients from where requesting is coming on MFA solution. So requesting you to remove this two points.	The proposed solution should provide reports based on Access type, access time etc., of the user making the access request.
390	123	12	12.3.2, E.48 (MFA)	The proposed solution should support Adaptive / Risk based authentication capabilities	This clause is restricting many MFA vendors to participate. Requesting to remove this clause.	Change The clause is deleted
391	123	12	12.3.2, E.51(MFA)	The solution should provide emergency login mechanism during solution malfunction.	By malfunction, does it mean the MFA solution is not available and which authentication method does SIDBI required as emergency login.	Yes The authentication of users to access the applications/services should not be hampered even if MFA solution malfunctions. Hence, the bidder should configure the solution such a way to ensure alternate authentication mechanism for users in case of malfunctioning of the solution.
392	129	12	12.3.4.	Bidder Experience	Will the OEM's PO/work order be considered if the bidder does not have a PO/work order for FIM?	It is bidders experience on any FIM solution. Please refer to section 11.5.3(2) .

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393	130	12	12.4(B)	Perpetual licenses - of DAM solution for monitoring of 30 databases at DC & DR, with ONE YEAR complete AMC, ATS, support and back lining with OEM. [B2]	Please let us know number of database cores	The requirement for DR is removed from revised RfP. Pl. refer to the revised RfP for final requirement.
394	154	12	12.12.6.1 (x)	Forfeiture of Performance Bond in case of decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.	We recommend to delete this clause, as per principle of natural justice, the party should provide reason or cause for taking action against other party, if Bank is forfeiting Performance Bond then Bidder is entitled to know the reason for doing so.	No Change
395	155	12	12.12.7	Annexure -XII, Fall Clause	<p>Can we consider removing the fall clause in the Integrity Pact (as the latest draft floated by the CVC does remove this provision)?</p> <p>There is no time reference for which this compliance will be applicable. We request for a clarification that the compliance will be required for the last one year of the date of submission of the proposal.</p> <p>This clause does not clarify the manner in which the price difference will be applicable. We request for a clarification that a price difference will be applicable prospectively for the remaining term of the project.</p> <p>We submit that we are proposing a solution and not individual HW/SW products. Hence, we propose that this clause will apply for the price for similar products/systems or subsystems for a comparable solution offered for other "Procurement of Various IT Security Solutions" bids.</p> <p>We agree to execute the Integrity Pact given by SIDBI under any RFP, provided that there is no Fall Clause in it. Please note that prices quoted are based on several factors, including quantity, location of delivery, dollar rates, discounts received from OEMs and other contractual risks. For all practical purposes, we request deletion of the Fall Clause from the Integrity pact. We also wish to bring to your notice, that by way of Office Order dated 4/12/2007, the Central Vigilance Commission (CVC) even circulated copy of an Integrity Pact, drafted by SAIL and vetted by the Additional Solicitor General, for reference of individual organizations. The same does not contain any Fall Clause.</p> <p>Additionally, CVC issued a Circular dated 13.01.2017, formulating standard operating procedure for adoption of Integrity Pact and the same does not include Fall</p>	No Change

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					<p>Clause as an essential ingredient of the Pact.</p> <p>Please refer to the enclosed Office Order and Circular, issued by the Central Vigilance Commission, for your information.</p> <p>We recommend to modify this clause to "Bidder to undertake that they are not supplying same quantity & same quality of products/systems or subsystems at a price lower than that offered in this bid"</p>	
396	NA	NA	NA	Additional Annexure / Clause	NA	The Bidders are required to submit declaration as per Annexure -XXIII – Procurement from a bidder of a country which shares a land border with India. This annexure is part of minimum eligibility bid.

Note:

1. Revised RfP and pre-bid clarifications are published on the Bank's website and CPP portal. The bidders are required to refer to both these documents and submit their bids accordingly.
2. All features and functionality of solutions proposed by bidder should be available as on date of bid submission.
