

Sr. No.	Pg No	Point No	Tender Original Clause	Clarification	Responses
1	10	3.0. Scope of Work	Scope of work would require supply /implementation / support & Training of all the products as mentioned in RFP for the complete contract terms of 3 years and as per the SLA.	Please confirm how the installation will be done. Is it for 900 users at once or phase wise. Also elaborate more about the phases and no of users In each phase.	One time installation will be done by Bidder
2	31	9.0 Payment terms	a) License Cost will be advance payment within 30 days on actual quantity ordered by BFSL	Please clarify on payment terms. It should be 100% against the delivery of licenses ,	As per RFP
3	31	9.0 Payment terms	b) Support cost will be paid on completion of work or monthly basis within 30 days.	Support cost should be paid on 100% Yearly advance basis	Support cost will be paid on completion of work on yearly basis.
4	31	9.0 Payment terms	c) One time cost will be paid in a phase manne	one time cost should be paid 100% against the installation of all licenses and all the licenses mentioned in the BOQ will be install at once and not in phases.	As per RFP
5	9	2.2 Year on Year Volume Projections (Tentative)	*The above projections are only indicative figures and may be revised upwards or downwards. Hence, these should not be treated as commitment from the Company. Rates quoted by the Bidder will be valid even then when the Company does not meet these projections.	The quantitiy should be fix as the price will be depend quantity of licenses. Also as you are considering the 900 quantities for 3 years, then how will you release the payment. Kindly calrify. Kindly also fix the number of licenses you are going to deploy per year.	The 900 quantity is fixed and one time PO will be release for 900 users.
6	9	2.3 Tenure	The tenure of the contract initially would be for [3 Years] years from the date of the issuance of first purchase order by the Company. Company can further extend this at its discretion at mutually agreed terms.	Please fix the tenure period. In case tenire extend beyond 3 yrs, there will be possibilities of changes in commercials after 3 Yrs.	No Change
7	10	1.3.2Integration	The selected vendor will be responsible for developing integration scripts, upload scripts, testing, and rectification with the electronic data available	Please clarify and elaborate on the given clause and terms like developing integration scripts, upload scripts, testing, and rectification	This clause removed from RFP
8	10	2.4 Training	The Vendor is required to provide training to the Company's teams on the proposed [RFP for Selection of vendor for implementation & support of End User Security (Email Security )], provide a training schedule and furnish training details as per the RFP requirements at all major locations.	Kindly clarify on training module, is it online or onsite. Also confirm the number of employees who will join the training. Also confirm on Location of training required in case of Onsite training	Based on situation at the time of training, it will be onsite or online. The number of employee tentatively 10-15.
9	10	3.0. Scope of Work	Scope of work would require supply /implementation / support & Training of all the products as mentioned in RFP for the complete contract terms of 3 years and as per the SLA.	Kindly confirm on the location where supply /implementation / support & Training required.	Goregaon/Jogeshwari

10	10 - 11	3.1. Project Objective	The Vendor should ensure that all systemic changes or new requirements necessitated out of Government / other regulatory guidelines or other Company requirements as per the RFP are made available from day one of the [RFP for Selection of vendor for implementation & support of End User Security (Email Security )] going live. Any new government/ regulatory requirements that impact the provided [RFP for Selection of vendor for implementation & support of End User Security (Email Security ) ] to the Company need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Company at no additional cost during the period of the contract.	This is the responsibility of OEM as all the fetures and uogrades will be related to the products only and bidder is not the OEM here.	The bidder is resposible for feature and patch upgrade as on available and required
11		3.3 Interface & Integration requirements	Must support integration with office365/exchange 7 g-suite	kindly confirm is the Gsuite integration is also required or not.	Currently we are using Office 365 however solution should be supporting for other mailing solution as well
12	13	3.7. Customization	The Selected Bidder has to carry out all the customization as per the Appendix 01 - Techno Functional Specification without any additional cost to the company.	Please clarfy on Customization and what is the scope of customization	This clause removed from RFP
13	16	6.4. Bid Security and Performance Guarantee	Bid Security □ Bidders are required to submit an Bid Security/ Earnest Money Deposit (EMD) for Rupees [Two Lakh] by way of Bank Guarantee (Appendix 05 – Pro forma for Bank Guarantee) issued in favor of "BOB Financial Solutions Limited" valid for 180 days from the last date of submission of the bidaalong with Technical Offer. The Bank Guarantee should be of a Scheduled Commercial Bank only and will be accepted subject to the discretion of the Company.	Please confirm the actual amount of EMD/BG is it 2 Lakhs or 1 Lakh. lte mentioned different at different pages- page no 16 and 7.	EMD will be for the amount of Rs 1Lac
14	19	6.6. Other RFP Requirements, Point 7	No Commitment to Accept Lowest bid or Any bid – Company shall be under no obligation to accept the lowest price bid or any other offer received in response to this RFP. Company will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations in respect of the rejection.	Kindly confirm the commercial selection process. Is it L1 basis or is it through Reverse Auction.	As per RFP
15		Appendix 02 – Bill of Materials	Qty 900	Kindly clarify if 900 units you will going to procure in 3 years step by step or at once only	The 900 license will installed one time in first year, however if any requirement from BFSL then bidder has to provide licenses as per final ratecard The license unit rate cart should provide along with commercial bid and should valid till contract period..

16	36	Data Migration	The selected Bidder will assist the company in migration exercise without any cost to the company.	Kindly elaborate on the detailed scope for Data Migration	This clause removed from RFP
17		Annexure 02 – Credential Strengths	Should have experience in having implemented End user security ( Email security ) in least one bank/FI in last 3 years	Should have experience in having implemented	Bidder should have e-mails security implementaion experience.
18		ANNEXURE A1 – ELIGIBILITY CRITERIA	The vendor should have the experience of deploying Email Security solution for at least 2 years.	The vendor should have the experience of deploying Email Security solution or EMS (Enterpeise Mobility Solution) for at least 2 years.	Bidder should have e-mails security implementaion experience.
19		Appendix 01- Techno-Finctional Requirement	Additional points to the existing points	<p>Please add below points in the Techno functional requirement as these are important features :</p> <ul style="list-style-type: none"> <li>-ATP for Internal mail flow. (Internal Phishing/Malware campaigns)</li> <li>-Native Coverage of Sharepoint, Onedrive, Teams and Microsoft Office Documents.</li> <li>-Sandbox Detonation Delay</li> <li>-Missed Email Automatic Threat Investigation and Response for the below scenarios.</li> <li>User Reported Phish Messages</li> <li>URL click verdict change– change in previous verdict</li> <li>Email messages containing malware detected post Delivery</li> <li>Email messages containing phish detected post Delivery</li> <li>Suspicious email sending patterns detected (Preview</li> <li>-User Attack Simulation, Readiness assessment and training</li> </ul>	No Change
20	13	4.0. Service Levels	Support Model:	All the support provided by bidder should be Online only. NO onsite support should be provided.	Online / Remote support
21	5	1.1	Complete set of tender documents may be downloaded by eligible bidder from the website of the Company, the cost of tender document should be paid in the form of Bankers' Cheque / Demand Draft for [1000] favouring BOB Financial Solutions Limited payable at Mumbai along with the bid responses. The Company reserves the right to reject any or all offers without assigning any reason.		Yes

22	16	6.4	Bidders are required to submit an Bid Security/ Earnest Money Deposit (EMD) for Rupees [Two Lakh] by way of Bank Guarantee (Appendix 05 – Pro forma for Bank Guarantee) issued in favor of “BOB Financial Solutions Limited” valid for 180 days from the last date of submission of the bid along with Technical Offer. The Bank Guarantee should be of a Scheduled Commercial Bank only and will be accepted subject to the discretion of the Company		Will be waived upon producing of certificate
23		ANNEXURE A1 Eligibility Criteria	The Vendor should have existing customers in India out of which 2 should be from BFSI/PSU sector in last 2 years. Copies of the purchase order issued by the Bank, Financial Institutions or a certificate/ letter from the Bank/ Financial Institutions for having undertaken/completed the project successfully and its satisfactory performance. Client references ( eg contact person, contact number and email ID)		Ok agreed
24		Appendix 02-BOM	Pricing should be fixed for the initial licenses for all of the three years		The 900 license will installed one time in first year, however if any requirement from BFSL then bidder has to provide licenses as per final rate card. The license
25		Appendix 02-BOM	License cost will paid on the basis on actual consumption on no# of quantity		The 900 license will installed one time in first year, however if any requirement from BFSL then bidder has to provide licenses as per final rate card. The license
26		Appendix 09: Experience format	Appendix 09: Experience format		PO will be accepted.
27	10	3.0. Scope of Work	Email Protection . Solution which will prevents email spam, viruses via email, malware, malicious links, phishing attacks, spoofing and other email borne malicious threats and visibility into all messages. Outbound controls include encryption and data loss prevention while continuity		Email Protection . Solution which will prevents email spam, viruses via email, malware, malicious links, phishing attacks, spoofing and other email borne malicious threats and visibility into all messages. Outbound controls if required should have
28	14	4.0 SLA Penalty Calculation	Resolution Time for the Issues being managed by the Vendor 100 % of the calls which are registered under various Severity level to be resolved within the resolution mentioned		ok
29			Routing of Non-Vendor supported actions to the appropriate Service Provider on immediate basis or within 10 Minutes		Routing of Non-Vendor supported actions to the appropriate Service Provider on immediate basis or within 30 Minutes
30	31	9.0. Payment Terms	b) Support cost will be paid on completion of work or monthly basis within 30 days.		Support cost will be paid on completion of work on yearly basis.
31	31	9.0. Payment Terms	c) One time cost will be paid in a phase manner.		One time cost will paid after completion of work.

32	Appendix1 (Email Security)	2	Solution should possibly be able integrate with MS O365 seamlessly for implementing the Email Security/Email DLP Solution.	The bank will have to provide infra in azure. Is the flexible at doing the same	Bank will not provide any infra in azure, bidder should consider all required infra and elements which will be require for successful implements of proposed
33	Appendix1 (Email Security)	5	Solution should have option to Delete/ Quarantine or Move detected emails to Junk Folder	Once the email is quarantined, the user is notified & the end user has the option to release the email	No Change
34	Appendix1 (Email Security)	6	Solution should have complete analysis and reasoning of spear phishing email and why it is detected by the solution	Request bank to provide clarity on what is required as part of analysis & reasoning details here.	No Change
35	Appendix1 (Email Security)	25	In case of incidents like security breaches, the solution should support to notify Bank on real time basis	Need expectation as what is expected as part of the realtime notification.	Alert and Notification is required
36	Appendix1 (Email Security)	26	No data should be kept outside the boundaries of India at any point of time.	As part of the solution, only user information from the AD is synced back to the cloud service along with quarantined Emails.	No Change
37	Appendix1 (Email Security)	26	No data should be kept outside the boundaries of India at any point of time.	The Email is quarantined & then is destroyed when the quarantine mail is released.	No Change
38	Appendix1 (Email Security)	27	A clear demarcation should be available for the data hosted by the Bank in the cloud, with the data of other organizations/customers.	How is the cloud service provider expected to show this demarcation	No Change
39	Appendix1 (Email Security)	26	No data should be kept outside the boundaries of India at any point of time.	The Email is quarantined & then is destroyed when the quarantine mail is released.	No Change
40	Appendix1 (Email Security)	31	The solution should Conform to Bank's IT/IS policy guidelines, RBI Cyber Security Policy & other relevant Guidelines, IDRBT & Cert-In recommendations/ guidelines during the entire Contract Period.	Banks needs to share this point & a blanket compliance cannot be agreed to. Request to remove this point.	Required to share Certification
41	Appendix1 (Email Security)	33	Bank has right to audit the data centres/premises where-in the proposed solution is hosted or bank's data is kept/to seek latest IT/IS audit reports /audit certificates by reputed Security auditors / regulators.	OEM maintains its certifications as per their security requirements which are published & updated from time to time. We ask to remove this point of physical audit.	As on when required then OEM has to furnish certificate.

42	Appendix 1 (Email Security )	35	Allow the Reserve Bank of India or persons authorized by it online/ in person to access the bank's documents, records of transactions, and other necessary information given to, stored or processed by the service provider within a reasonable time. This includes information maintained in paper and electronic formats with prior permission of the Bank.	Most of the information is in electronic format & maintained by the bank itself	As on when required then OEM has to furnish certificate.
43	SLA (Page no 13)	4	The bank has asked for the resolution time SLA	While the response time can be provided. Resolution cannot be guaranteed	No Change
44	Annexure A1 (Eligibility Criteria)	B3	The vendor should have the experience of deploying Email Security solution for at least 2 years.	We have capabilities to deliver on Email Security. PO copies of 2 years unavailable.	PO will be accepted.
45	Annexure A1 (Eligibility Criteria)	B4	The Vendor should have existing customers in India out of which 2 should be from BFSI/PSU sector in last 2 years		PO will be accepted.
46	Page 11 Project Scope Point 3	3.2	The Bidder will be required to fix any vulnerability in the [RFP for Selection of vendor for implementation & support of End User Security (Email Security )] at no additional cost during the entire tenure of the contract		This clause removed from RFP
47		Appendix 01 - Techno Functional Requirements (26)	No data should be kept outside the boundaries of India at any point of time.	Data center is out of India, however an appliance based or on prem solution can be deployed.	No data should be kept outside the boundaries of India at any point of time.
48		Appendix 01 - Techno Functional Requirements (24)	The bidder should also conduct regular audits, VAPT, etc. on his own and share the reports with BOB Financial.	Audits and VAPT are the separate products than the Email security solution as both have different OEM's. Kindly define the scope for both VAPT and audits including whether hardware/software platform required and that will be an additional cost over and above of email solution. If the cost to be included in the tender then please revise the commercial or price sheet with line item for audits/VAPAT services.	The Point has been deleted from RFP
49	11	3.2. Project Scope (1)	Based on the contents of the RFP, the selected vendor shall be required to independently arrive at a [RFP for Selection of vendor for implementation & support of End User Security (Email Security )], which is suitable for the Company, after taking into consideration the efforts estimated for implementation of the same and the resource and the equipment requirements	If the Data center of the OEM's isn't available in India, still BFSL would go ahead with cloud based solution? If not then On-prem solution to be provided either with Physical appliance or virtual appliance. Kindly confirm on this for bidders clarity.	Ok , provided Bidder have to manage all Infra related to email security Setup .. BFSL will pay only License Cost

50	6	1.7 Important Details (Schedule of Events, contact & communication details etc.) (10)	Bid document cost (non-refundable) INR 1000/-	We are an MSME	Ok
51	7	1.7 Important Details (Schedule of Events, contact & communication details etc.) (11)	Bid Security (EMD) INR 100000/-	We are an MSME	ok
52	9	2.2 Year on Year Volume Projections (Tentative)	Total Count for 3 years 900 *The above projections are only indicative figures and may be revised upwards or downwards. Hence, these should not be treated as commitment from the Company. Rates quoted by the Bidder will be valid even then when the Company does not meet these projections.		No Change
53	11	3.2. Project Scope (2)	Considering the extensive nature of the assignment and the envisaged relationship with the Bidder, any service, which forms a part of facilities management that is not explicitly mentioned in this RFP as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional costs to the Company. The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to the Company. The Company will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP.		No Change
54	31	9.0. Payment Terms	b) Support cost will be paid on completion of work or monthly basis within 30 days.	Kindly consider the payment revised payment terms as in this COVID phase payments are critical for vendors.	Support cost will be paid on completion of work on yearly basis.
55	31	9.0. Payment Terms	c) One time cost will be paid in a phase manner	Kindly consider the payment revised payment terms as in this COVID phase payments are critical for vendors.	One time cost will paid after completion of work.
56		ANNEXURE A1 – ELIGIBILITY CRITERIA, (B) Bidder Qualification Criteria, (B2)	The bidder should have a minimum annual turnover of at least Rs.50 Lacs in each of the last three (3) years		No Change
57		ANNEXURE A1 – ELIGIBILITY CRITERIA, (B) Bidder Qualification Criteria, (B3)	The vendor should have the experience of deploying Email Security solution for at least 2 years.		No Change
58		ANNEXURE A1 – ELIGIBILITY CRITERIA, (B) Bidder Qualification Criteria, (B4)	The Vendor should have existing customers in India out of which 2 should be from BFSI/PSU sector in last 2 years	Any project purchase order from these 2 customers(BFSI/PSU) is fine for confirmation? Please suggest	No Change
59		Appendix 01 - Techno Functional Requirements (21)	The solution should support Advanced Sandboxing capabilities to detect Malicious Emails including attachments from Day one.	Additional Content analysis system is required for sandboxing	No Change

60		Delivery of solution and implementation	Delivery of solution and implementation	Please mention the delivery of the solution and project implementation time in number week. We suggest 8 weeks.	this will be 4 to 6 week
61	5	1.1	Complete set of tender documents may be downloaded by eligible bidder from the website of the Company, the cost of tender document should be paid in the form of Bankers' Cheque / Demand Draft for [1000] favouring BOB Financial Solutions Limited payable at Mumbai along with the bid responses. The Company reserves the right to reject any or all offers without assigning any reason.		Agreed
62	16	6.4	Bidders are required to submit an Bid Security/ Earnest Money Deposit (EMD) for Rupees [Two Lakh] by way of Bank Guarantee (Appendix 05 – Pro forma for Bank Guarantee) issued in favor of “BOB Financial Solutions Limited” valid for 180 days from the last date of submission of the bid along with Technical Offer. The Bank Guarantee should be of a Scheduled Commercial Bank only and will be accepted subject to the discretion of the Company		Agreed
63		ANNEXURE A1 Eligibility Criteria	The Vendor should have existing customers in India out of which 2 should be from BFSI/PSU sector in last 2 years. Copies of the purchase order issued by the Bank, Financial Institutions or a certificate/ letter from the Bank/ Financial Institutions for having undertaken/completed the project successfully and its satisfactory performance. Client references ( eg contact person, contact number and email ID)		PO will be accepted.
64		Appendix 02-BOM	Pricing should be fixed for the initial licenses for all of the three years		The 900 quantity is fixed and one time PO will be release for 900 users.
65		Appendix 02-BOM	License cost will paid on the basis on actual consumption on no# of quantity		The 900 quantity is fixed and one time PO will be release for 900 users.
66		Appendix 09: Experience format	Appendix 09: Experience format		PO will be accepted.

67	10	3.0. Scope of Work	Email Protection : Solution which will prevents email spam, viruses via email, malware, malicious links, phishing attacks, spoofing and other email borne malicious threats and visibility into all messages. Outbound controls include encryption and data loss prevention, while continuity capabilities ensure business communications can continue as normal in the event of an email outage. Robust reporting and email tracking/tracing. For detailed requirement refer Annexure E		Ok
68	14	4.0 SLA Penalty Calculation	Resolution Time for the Issues being managed by the Vendor 100 % of the calls which are registered under various Severity level to be resolved within the resolution mentioned		Resolution Time for the known Issues being managed by the Vendor 100 % of the calls which are registered under various Severity level to be resolved within the resolution mentioned
69			Routing of Non-Vendor supported actions to the appropriate Service Provider on immediate basis or within 10 Minutes		Routing of Non-Vendor supported actions to the appropriate Service Provider on immediate basis or within 30 Minutes
70	31	9.0. Payment Terms	b) Support cost will be paid on completion of work or monthly basis within 30 days.		Support cost will be paid on completion of work on yearly basis.
71	31	9.0. Payment Terms	c) One time cost will be paid in a phase manner.		One time cost will paid after completion of work.