Selection of vendor for implementation & support of End User Security(DLP / Encryption & Email Security) - RFP NO: CO: BFSL/SYS RFP/20-21/04

Dated: 4th Aug, 2020

Pre-Bid Responses Dated 28.08.2020

| | | 1 | T | | Request for Change / | |
|---------|-------|--|---|---|--|---|
| | | | | | Modification / Addition / | |
| Sr. No. | Pg No | Point No | BFSL Clause | Clarification | Deletion | BFSL Comments/Clarification |
| 51. NO. | Pg NO | POINT NO | BrSL Clause | Clarification | Deletion | BFSL Comments/Clarification |
| | 10 | 3.0 Scope of | 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 | What is the email solution used , is it Office 365 / Exchange or both. Request you to clarify the same so that we will accordingly design the solution and | | Office 201 Enterprise |
| 1 | 10 | Work | detailed requirement refer Annexure E | right product | NA | Office 365 Enterprise |
| 2 | 10 | 3.0 Scope of Work | Encryption Solution: Tool capable to encrypt content immediately as it is created. Synchronized Encryption proactively will protects our data by continuously validating the user, application, and security integrity of a device before allowing access to encrypted data. Full disk encryption using Windows BitLocker. Seamlessly manage keys and recovery functions. Intended to use only on laptops at our locations to secure sensitve data. For detailed requirement refer Annexure G | Please clarify the following: 1. Encryption solution is required only for Laptops or any other technologies such as Database, Storage etc 2. It is mentioned that Device integrity also needs to be checked, this cannot be achieved through the encryption solution. Please let us know if we need to provision other solution than Encryption | | Encryption is only required on the laptops and the count for 1st year to be considered as 350 / 2nd year 550 / 3rd Year 725. Please refer Addendum 04. |
| | | 3.0 Scope of | Annexure E,F G have been referred in | Annexure E,F & G details are not | | |
| 3 | 10 | Work | Scope of work | present in the RFP documents | Annexure E,F & G details | Point to be ignored |
| 4 | 23 | 7.9 Submission of Bids | communication details etc.) | Requesting you to consider softcopy submission via email considering the COVID crises | Requesting you to consider softcopy submission via email considering the COVID crises | Please refer Addendum 03 towards Guidelines for submitting online bids |
| 5 | 6 | 1.7 Important Details | Last date & time for submission of Bids: 25th Aug 2020, 3 PM | Requesting you to consider submission timelines as 31st Aug | consider submission timelines as 31st Aug | Request rejected as of now |
| 6 | 1 | Annexure 02 – Credential Strengths | d. Credentials for under implementation projects will not be considered | Requesting you to consider credentials for ongoing projects as we will have implementation support for longer duration for 3 years | Requesting you to consider credentials for ongoing projects as we will have implementation support for longer duration for 3 years | Rejected |
| | | 1.7 Important | | Requesting you to share NEFT account | | Please refer Addendum 03 towards |
| 7 | | Details | EMD | number for DD | | Guidelines for submitting online bids |

| 8 | 9 | 2.1 Application | | Detailed Scope of Work not inlcuded in RFP | Kindly share the detailed SOW included in this project | Expectation from Bidder 1) L1 resource 2) 3 Years Managed Support 3) End to End Management. We are looking complete Managed Services for end user security, bidder are responsible for complete management of All Security tools should be managed Properly and a dash board to be shared to Management, Bidder need to put one resource at Bob Financial SIte with additional Cost along with Back to back L2 and L3 Support. |
|----|----|-----------------|--|---|---|--|
| 9 | 10 | 2.4 Training | The Vendor is required to provide training to the Company's [Please include details of the team requiring Training] teams on the proposed [RFP for Selection of vendor for implementation & support of End User Security (DLP / Encryption & Email Security)], provide a training schedule and furnish training details as per the RFP requirements at all major locations. | Kindly confirm the detail Agenda of Training . Also confirm the locatio of training and no of people join the training | Training will be done on a "Train the Trainer" concept. This will be done to only the Trainer team, if online or at the BOB Head office. Also Bank has to clarify on how many days of effort this will take (need to include any reserve trainings if needed). How many people will involved in Training. | Agenda will be operational knowhow/Finetuning/Product Features of the products and KT for first level trouble shooting. Helpdesk Team & BFSL IT Team members |
| 10 | 15 | 6.2 | The prices and other terms offered by vendors must be firm for an acceptance period of 180 days from the opening of the commercial bid. | Please make the period as 90 days | The prices and other terms offered by vendors must be firm for an acceptance period of 90 days from the opening of the commercial bid. | Rejected |
| 11 | 31 | 9 | Payment terms | Payment terms are not mentioend clearly | Kindly clarify on how the payment will be release. The percentage of payment release as per task. 100% payment should be released for licenses agains the delivery of licenses. | Payment of 60 % Upon delivery of the product software/Licenses and remaining on completion of implementation. This will be applied to every individual product being procured |

| | 1 | ı | Toy submitting the bia, the biader | T | T | |
|-----|-------|-------|---|--|--------------------------------|--|
| 1 | | | represents and acknowledges to the | | | |
| Į. | | | Company that it possesses | | | |
| | | | necessary experience, expertise and | | | |
| | | | ability to undertake and fulfill its | | | |
| Į į | | | obligations, under all phases | | | |
| Į. | | | involved in the performance of the | | | |
| | | | provisions of this RFP. The Bidder | | | |
| | | | i · | | | |
| | | | represents that all services | | | |
| | | | supplied in response to this RFP shall meet | | | |
| Į į | | | the proposed RFP for Selection of vendor | | | |
| | | | for | | | |
| 1 | | | implementation & support of End User | | | |
| | | | Security (DLP / Encryption & Email | | | |
| Į į | | | Security) requirements | | | |
| | | | of the Company. The Bidder shall be | | | |
| 1 | | | required to independently arrive at a | | | |
| | | | Solution, which is | | | |
| 1 | | | suitable for the Company, after taking into | | | |
| 1 | | | consideration the effort estimated for | | | |
| | | | implementation | | | |
| Į į | | | of the same. If any services, functions or | | | |
| Į. | | | responsibilities not specifically described | | | |
| | | | in this RFP are an | | | |
| Į. | | | inherent, necessary or customary part of | | | |
| į. | | | the deliverables or services and are | | Bidder will execute the | |
| į. | | | required for proper | | task as per mentioned in | |
| | | | performance or provision of the | Bidder will execute the task as per | the SOW and Projest | Accepted. Read it as any additional |
| Į. | | | deliverables or services in accordance | mentioned in the SOW and Projest | Scope. Anything apart | requirement of manpower/Licenses & |
| Į. | | | with this RFP, they shall be | Scope. Anything apart from SOW and | from SOW and Project | Software apart from the existing RFP |
| 1 | | | deemed to be included within the scope | Project Scopw will be chargeable at | Scopw will be chargeable | requirements will be out of scope and |
| 12 | 17 | 6.5 | of the deliverables or services, as if such | actuals. | at actuals. | seperately chargeable. |
| 12 | 17 | 0.5 | or the deliverables of services, as it saen | detadis. | at actuals. | seperately enargeasie. |
| | | | | | | |
| | | | Right to Alter requirements – Company | | | |
| Į į | | | reserves the right to alter the | | | |
| | | | requirements specified in the RFP. | | | |
| Į. | | | Company also reserves the right to delete | | | |
| 1 | | | one or more items from the list of items | | | |
| | | | specified in the RFP. Company will inform | | | |
| [' | | | | | | |
| 1 | | | all Bidders about changes, if any. The | | | |
| 1 | | | Bidder agrees that Company has no limit | | | |
| 1 | | | on the additions or deletions on the items | | | |
| 1 | | | for the period of the contract. Further the | | | |
|] | | | Bidder agrees that the prices quoted by | | | Rejected. Also have shared that since this |
| | | | the Bidder would be proportionately | | | is pandemic situation we cannot commit |
|] | | | adjusted with such additions | | | for additional or 2nd & 3rd Year |
| 1 | | | or deletions in quantities. The Company | | | requirement. Details for the mentioned |
| 1 | | | will have the right to increase or decrease | | The Prices we will quote | period are estimates. The first Year count |
| [' | | | any quantities in | | depend upon the qty | given will be confirmed at the time of |
| | | | | The Prices we will quote depend upon | mentioend in the RFP. IN | order release and Bidder will be given PO |
| | | | be applicable for such alterations in | the qty mentioend in the RFP. IN case | case the Qty changes or | as Mention in the List however 2nd and 3r |
| 1 | | | quantities till the | the Qty chenges or alter, it will also | alter, it will also affect the | year will be on need basis there is no |
| 13 | 19-20 | 6.6-9 | period of the contract. | affet the pricing of the product | pricing of the product | Commitment |

| | | | T | T | | T |
|------|---------------|---------|---|---|-------------------------------|---|
| | | | The bids shall remain valid for a period of | | | |
| | | | 180 days from the last date of submission | | | |
| | | | of bids. All | | | |
| | | | responses including commercial and | | | |
| | | | technical bids would be deemed to be | | | |
| | | | irrevocable | | | |
| | | | offers/proposals from the Bidders and | | | |
| | | | shall, if accepted by Company, form part | | | |
| | | | of the final contract | | | |
| | | | between Company and the selected | | | |
| | | | Bidder. Company may seek further | | | |
| | | | extensions of the bid | Please make the validity period as 90 | | |
| 1.4 | 23 | 7.6 | | | The hide shall assess a salid | Deigeted |
| 14 | 23 | 7.0 | validity, if required. | days | The bids shall remain valid | Rejected |
| | | | | | | |
| | | | | | | |
| | | | | | Considering the Pandemic | |
| | | | | | situation, please share the | |
| | | | | | please give us an option | |
| | | | | | of online money trasfer. | |
| | | | | | Please share the Account | |
| | | | | Please clarify if online payment us | details with IFSC Code and | |
| | | | | possible and share the Account details | Beneficialry name to | |
| | | | | with IFSC Code and Beneficialry name | make online transfer of | |
| | | | Regarding the Payment of Tender fee and | to make online transfer of Tender fee | Tender fee and EMD/BG | Please refer Addendum 03 towards |
| 15 | | General | EMD/BG | and EMD/BG amount | amount | Guidelines for submitting online bids |
| | | | , | , | Please clarify on the | Ŭ |
| | | | | | licenses delivery timeline | |
| | | | | Delivery time of project is not | and project delivery | |
| 16 | | General | Regarding the Delivery timeline of Project | mentioned in the RFP/ | timline. | T + 6 Weeks |
| - 10 | | General | The agent should Monitor content | mentioned in the KiTy | Request to modify this | 1 1 0 Weeks |
| | Appendix1(DLP | | 5 | Need to know why LPT is required. | point & remove LPT if not | |
| 47 | Appendix1(DLF | | traversing across the endpoint by I/O | ' ' | | LDT makes be associated as |
| 17 |) | 1 | channel (bus, Bluetooth, LPT, etc.) | Does the bank use LPT port printers ?? | required. | LPT not to be considered |
| | | | | Need clarity on what is meant by | | |
| | | | | online & offiline discovery mode. Does | | Currently we are not implementing DFA, |
| | | | | this relate to discovery when agent is | | however the tool should have a discovery |
| | Appendix1(DLP | | It should have the ability to disover data in | | | capablity and suggested to have it in |
| 18 |) | 22 | online and offline mode | ?? | | online and offline mode. |
| | | | The solution should have the capability to | | | |
| | Appendix1(DLP | | do OCR detection & prevention for Email | What is the proxy solution that the | | Fortifgate FW using as proxy. ICAP |
| 19 |) | 25 | & Web | bank is using ?? Does is support ICAP. | | supports. |
| | | | | | | |
| | | | The solution should be capable of | What are the cloud applications that | | |
| | Appendix1(DLP | | extending to the cloud if required without | the bank is looking to extend the DLP | | No Cloud Application as of now. CASB not |
| 20 |) | 27 | deploying full CASB. | to. Pls provide full details of the same. | | required |
| | | | The solution should be supported to be | | | |
| | Appendix1(DLP | | deployed in IAAS rather then on-prem if | What IAAS platform does the bank | | |
| 21 |) | 28 | required. | plan to use ?? | | No Plan to use IAAS |
| | <u> </u> | | | | | |
| | | | Solution should have capability to | | | |
| | | | integrate with data classification and | | | |
| | | | | Request the bank to montion if | | DEA is not to be implemented in the first |
| | Annondiv1/DLD | | tagging solutions such as Titus, Boldon | Request the bank to mention if | | DFA is not to be implemented in the first |
| | Appendix1(DLP | 44 | James and other natively available in | possible the classification solution that | | phase but the solution should have |
| 22 |) | 41 | cloud services such as Box and Office365. | needs to be integrated with. | | capability |
| | | | Solution should possibly be able integrate | | | |
| | [] | | with MS O365 seamlessly for | | | This is opex based hence any infra cost |
| | Appendix1(Ema | | implementing the Email Security/Email | The bank will have to provide infra in | | required should for procurement and |
| 23 | il Security) | 3 | DLP Solution. | azure. Is the flexible at doing the same | | maintenance should be borne by Bidder |
| | | | | • | | |

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| | | | | | | |
| | | | | | Request to remove this | |
| | | | | | point & make it optional | |
| | | | | | to move the mail to the | |
| | | | | | Junk folder. Important is | |
| | | | | | ' | |
| | | | | | to quarantine & provide | |
| | | | | | the capability to | |
| | | | | | access/realease email | |
| | | | Solution should have option to Delete/ | Once the email is quarantined, the | which is provided. Moving | |
| | Appendix1(Ema | | Quarantine or Move detected emails to | user is notified & the end user has the | it to junk folder is a risky | |
| 24 | il Security) | 5 | Junk Folder | option to release the email | action. | Emails should be Quarantined |
| 24 | ii security) | 3 | Julik Folder | option to release the email | | Emails should be Quarantined |
| | | | | | The Solution detects | |
| | | | | | phishing email. There is | |
| | | | | | no reason provided, | |
| | | | | | request to remove this | |
| | | | | | point. However we can | |
| | | | Calution should have complete analysis | Dogwoot book to provide elevity on | l' | The hidder should provide all required |
| | . " | | Solution should have complete analysis | Request bank to provide clarity on | provide end user | The bidder should provide all required |
| | Appendix1(Ema | | and reasoning of spear phishing email and | what is required as part of analysis & | education on phishing | details for Investigation purpose as and |
| 25 | il Security) | 6 | why it is detected by the solution | reasoning details here. | emails. | when required |
| | | | | | | |
| | | | | | | H1/L1 Bidder will share the additional cost |
| | | | | | | of L1 support who will be placed at BFSL |
| | | | | | | |
| | | | | | A1 | premises for the contract service period |
| | | | | | Alerts, notifications | and L2/L3 support will be provided by the |
| | | | | | around the availability of | OEM or SME Team. L1 will be responisible |
| | | | | | the cloud service are | for monitoring alerts/incidents on all the |
| | | | In case of incidents like security breaches, | | available to the customer. | products put together. Also read the read |
| | Appendix1(Ema | | | Need expectation as what is expected | What is extra required | the statement as "Security Incidents" |
| 26 | | 25 | | · · · · · · · · · · · · · · · · · · · | · ' | • |
| 26 | il Security) | 25 | on real time basis | as part of the realtime notification. | apart from this. | instead of "Security Breaches". |
| | | | | | Is the bank fine with | |
| | | | | As part of the solution, only user | sending this data outside | Data center should be in India for services |
| | Appendix1(Ema | | No data should be kept outside the | information from the AD is synced | of india. This is non | from where services being availed for |
| 27 | il Security) | 26 | boundaries of India at any point of time. | back to the cloud service?? | financial data. | product |
| | ii Security) | 20 | boundaries of maid at any point of time. | back to the cloud service. | | product |
| | | | | | Is the bank find with this | |
| | | | | | approach?? Apart from | |
| | | | | The Email is quarantined & then is | this there is no email data | Data center should be in India for services |
| | Appendix1(Ema | | No data should be kept outside the | destroyed when the quarantine mail is | stored on the cloud | from where services being availed for |
| 28 | il Security) | 26 | boundaries of India at any point of time. | released. | service. | product |
| | ,, | - | A clear demarcation should be available | | | , |
| | | | | | | |
| | , ,, ,,_ | | for the data hosted by the Bank in the | | | |
| | Appendix1(Ema | | cloud, with the data of other | How is the cloud service provider | Pls provide the required | Data center should be in India for email |
| 29 | il Security) | 27 | organizations/customers. | expected to show this demarcation | clarity | Gateway |
| | | | | | | |
| | | | | | Is the bank open to using | |
| | | | | | on-prem email security | |
| | | | | | | |
| | | | | | solution if even AD data & | |
| | | | | | quarantined mail should | |
| | | | | The Email is quarantined & then is | not be taken outside of | Data center should be in India for services |
| | Appendix1(Ema | | No data should be kept outside the | destroyed when the quarantine mail is | India?? Pls provide the | from where services being availed for |
| 30 | il Security) | 26 | boundaries of India at any point of time. | released. | required clarity | product |
| 30 | ii occurrey) | 20 | Sources of maid at any point of time. | | . equired ciurity | product |
| | | | The religion should C. C. 1. D. 11 | | Danis | A |
| | | | The solution should Conform to Bank's | | Request to mention this | Accepted to remove partially. Except |
| | | | IT/IS policy guidelines, RBI Cyber Security | | points in the RFP as | sections of ISO27001 policies and |
| | | | Policy & other relevant Guidelines, IDRBT | Banks needs to share this point & a | blanket conformation to | configuration needs to be carried out by |
| | Appendix1(Ema | | & Cert-In recommendations/ guidelines | blanket compliance cannot be agreed | regulations cannot be | the partner once the policy framework is |
| 21 | il Security) | 31 | during the entire Contract Period. | to. Request to remove this point. | practically be provided | ' ' |
| 31 | ii Security) | JI | | to. request to remove this point. | practically be provided | ready. |
| | | | Bank has right to audit the data | | | |
| | | | centres/premises where-in the proposed | OEM maintains its certifications as per | | |
| | | | solution is hosted or bank's data is kept/to | their security requirements whichh are | | |
| | | | seek latest IT/IS audit reports /audit | published & updated from time to | | The required certification should be |
| | Appendix1(Ema | | certificates by reputed Security auditors / | time. We ask to remove this point of | Is the bank fine with this | available from the bidder as and when |
| | | 22 | | | | |
| 32 | il Security) | 33 | regulators. | physical audit. | approach? | required. |
| | | | | | | • |

| Appendix (Eras Appendix (Eras | | 1 | | | | | 1 |
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| persons authorized by a content processor of accessor behavior documents, records of transactions, and other recessary information of the persons to street or processed by the service provider within a formation of the persons to street or processed by the service provider within a formation of the persons to street or processed by the service provider within a formation of the persons to street or processed by the service provider within a metallic processed by the service provider within a metallic p | | | | Allow the Reserve Bank of India or | | | |
| to a scees the bank a documents, records of answardinary and other measures information given to, stored or processed y information is required. Appendix Liferia and a stored or processed y information of the Bank. St.A (Page no 3 St.A (Page no 4 St.A (Page no 4 St.A (Page no 5 St.A | | | | | | | |
| Information given to, stored or processed by the service provider within a reasonable time. This includes information maintained in page and electronic formats with prior permission of the Bank. Information is in electronic formats with prior permission of the Bank. Information is in electronic formats with prior permission of the Bank. Information is in electronic formats with prior permission of the Bank. Information is in electronic formats with prior permission of the Bank. Information is in electronic formats with prior permission of the Bank. Information is in electronic formats with prior permission of the Bank. Information is not electronic formats with prior permission of the Bank itself. While the response time can be provided and the provided soft and the provided and the provided soft and the provided and the provided and the provided and the provided soft and the provided and the provided and the provided soft and the provided and the provided and the provided and the provided soft and the provided | | | | | | | |
| Appendix (Error associate time. This includes information maintained in paper and electronic maintained in paper and electronic formats with prior premission of the Bank. Most of the information is in electronic formation in required? 3.5 Fage no 3.4 Fage no 3.5 The bank has asked for the resolution time provided information in required? The bank has asked for the resolution time provided in the propose time can be solved in the propose time can be solved in the provided | | | | of transactions, and other necessary | | | |
| Appendix (Erra ministration is page and electronic formats with prior permission of the Bank. In formation is required? SLA (Page no 33) SLA (Page no 33) Appendix (Erra SLA) SLA (Page no 33) Appendix (Erra SLA) SLA (Page no 33) Appendix (Erra SLA) Appendix (Erra | | | | information given to, stored or processed | | | |
| Appendix (Firm 3 maintained in paper and electronic formats with prior permission of the Bank (beaff formats in the bank (self formats and when required?) SLA (Page no 3 | | | | by the service provider within a | | | |
| 33 If security 35 formats with prior permission of the Bank. Incomat & maintained by the bank itself of firemation is required? SJA (Page no 3L) 34 If security and the second of the | | | | reasonable time. This includes information | | | The required certification should be |
| SIA (Page no 31) SIA (Page no 4 The bank has asked for the resolution time guaranteed While the response time can be guaranteed SIA (Page no 31) Payment 1 | | Appendix1(Ema | | maintained in paper and electronic | Most of the information is in electronic | What additional | |
| While the response time can be SLA (Page no 13) A 13) A 14 SLA presolution time bush has asked for the resolution time provided. Resolution cannot be guaranteed Payment SLA presolution time requirement. Payment Terms(Pno 31) A 15 Terms(Pno 31) A 15 Terms(Pno 31) A 16 Bidder should have at least One year experience in implementation/support of end user security solutions and should have implemented for User Security (PLP J Encyption & Email Security (PLP J Encyption & Email Security) in one Bank Solution swhether the SLA security in End user security solutions on the deployed solution can be deployed and solution centrally. A 16 Criteria Criteria Console to deploy the solution centrally. A 17 Security Secu | 33 | il Security) | 35 | formats with prior permission of the Bank. | format & maintained by the bank itself | information is required? | required. |
| While the response time can be SLA (Page no 13) A 13) A 14 SLA presolution time bush has asked for the resolution time provided. Resolution cannot be guaranteed Payment SLA presolution time requirement. Payment Terms(Pno 31) A 15 Terms(Pno 31) A 15 Terms(Pno 31) A 16 Bidder should have at least One year experience in implementation/support of end user security solutions and should have implemented for User Security (PLP J Encyption & Email Security (PLP J Encyption & Email Security) in one Bank Solution swhether the SLA security in End user security solutions on the deployed solution can be deployed and solution centrally. A 16 Criteria Criteria Console to deploy the solution centrally. A 17 Security Secu | | | | | | | |
| SLA (Page no The bank has asked for the resolution time provided. Resolution cannot be guaranteed 93% for Platform Availability and requirement. Payment 934 SLA resolution time requirement. Payment 95% payment to be may against delivery and remaining 10% against invalidation and Sign Off Platform Availability and product software/Litenses and remaining 10% against invalidation and Sign Off Platform Availability and product of the product software/Litenses and remaining 10% against invalidation and Sign Off Platform Availability and product of the product software/Litenses and remaining 10% against invalidation and Sign Off Platform Availability and product of the product software/Litenses and remaining 10% against invalidation and Sign Off Platform Availability and product of the product software/Litenses and remaining 10% against invalidation and Sign Off Platform Availability and product of the product software/Litenses and remaining 10% against invalidation and Sign Off Platform Availability and product of the product software/Litenses and remaining 10% against invalidation and Sign Off Platform Availability and product of the product software/Litenses and remaining 10% against invalidation and Sign Off Platform Availability and product of the product software/Litenses and remaining 10% against invalidation and Sign Off Platform Availability and product of the product software/Litenses and remaining 10% against invalidation and Sign Off Platform Availability and product of the product software/Litenses and remaining 10% against the broad and software/Litenses and remaining 10% against the product software/Litenses and remaining 10% against the product software/Litenses and remaining 10% against the product software/Litenses and remaining 10% against the local software/Litenses and remai | | | | | | | |
| 24 13) 4 SLA guaranteed requirement. Notification systems SLA | | CLA /Daga na | | The hank has asked for the resolution time | ************************************** | · · | 000/ for Diotform Availability and |
| Payment of 60 % Upon delivery of the products oftware/Licenses and remaining 10% against delivery and remaining 10% against discovery and remaining 10% against delivery and remaining 10% against discovery and remaining 10% against discovery and remaining 10% against discovery individual product being procured. The Bidder should have at least One year experience in implementation/support of end user security solutions and should have implemented for User Security (o.P.) Eligibility / Encryption & Email Security (o.P.) Financial Institutions in India Del Per Encryption or Emails Security, 10 Per Per Encryption or Famils All Institutions in India Solution in one deployed centrally. Whether 68F ask is either a Solution in the FRP ask is either a Solution in the FRP ask is either a Solution in the FRP ask is either a Solution in one deployed centrally. Whether 68F ask is either a Solution in one deployed centrally. Whether 68F ask is either a Solution in one deployed central involved the FRP ask is either a Solution in one deployed central involved to deploy the solution centrally. General General Whether onsite engineer is required for Facility Management of Solution in General Whether onsite engineer is required for Facility Management in the solution of Solution in General Genera | 24 | | 4 | | | | - |
| Payment Payment Payment Payment Payment Read Clarification on Payment terms Read Clarification of Dayment terms read on Support and payment terms read of Submitted Clarification of Land Clarification of Read Clarification of Read Clarification of Read Clarification Read | 54 | 13) | - | JEA . | guaranteeu | requirement. | Notification Systems SEA |
| Payment Payment Payment Payment Payment Read Clarification on Payment terms Read Clarification of Dayment terms read on Support and payment terms read of Submitted Clarification of Land Clarification of Read Clarification of Read Clarification of Read Clarification Read | | | | | | | Payment of 60 % Upon delivery of the |
| Payment 35 Terms(Pno 31) Need Clarification on Payment terms Need Clarification on Payment terms Need Clarification on Payment terms Intelligibility The Bidder should have at least One year' experience in implementation/support of end user security solutions and should have implemented for Jesus advise whether the Bid Pask is either Terms and the product of the provided by All Payment of Solution on the deployer the S | | | | | | 90% payment to be made | |
| Payment Need Clarification on Payment terms Segment Will be applied to every individual product being procured bein | | | | | | | - |
| The bidds shall remain valid for a period of 90 days from the last date of submission of this. All responses including commercial and technical bids would be deemed to be revocable last date of submission of this. All responses including commercial and technical bids would be deemed to be revocable last section (subport of end user security). The place clarify in Education of the products put to grow the products put to grow the products put to grow the control of the products put to grow the control of the products put to grow the control of provided by RFS. The bidder should have experience in all three technology at least 2 in BFSI solutions whether the RFP ask is either products put the products put to grow the control of the size of the products put to grow the control of the size of the products put to grow the prod | | Payment | | | | | · |
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| The Bidder should have at least One year experience in implementation/support of end user security of the provision of the pr | | | | | | The bids shall remain valid | |
| The Bidder should have at least One year experience in implementation/support of end user security solutions and should have implemented and technical bids would be deemed to be irrevocable offers/proposals from the Bidders and shall, if succepted by Company, from the Bidders and shall shall three technology at least 2 in BFSI. In case issue hands | | | | | | | |
| The Bidder should have at least One year experience in implementation/support of end user security solutions and should have implemented End User Security (DLP) / Encryption & Email Security (DLP) / Encryption or Email Security (DLP) / Encryption or Email Security (DLP) / Encryption or Email Security (DLP) or E | | | | | | | |
| The Bidder should have at least One year' experience in implementation/support of end user security solutions and should have implemented find User Security (DIP or Encryption or Email Security (IP) Please clarify in End user security Bidders and shall, if accepted by Company, of Frinancial Institutions in India Please advise whether the said solution can be deployed centrally. Whether BOB Financial will provide central console to deploy the solution centrally. Please advise whether the said solution can be deployed central console to deploy the solution centrally. Whether BOB Financial will provide central console to deploy the solution centrally. Application of the provided by BTSL in a provided by the OEM or SME Team. L1 will be praced at BTSL premises for the contract service period and L2/L3 support will be provided by the OEM or SME Team. L1 will be responsible for monitoring alerts/incidents on all the products put together. Also read the read the statement as "Security incidents" instead of "Security Breaches". Application of the provided by BOB Financial or Bidder needs to incorporate in the solution or provide exemptions on bid cost for MSME communication of the provided by BOB Financial or Bidder needs to incorporate as this clause is bidders as this clause is bidder sate that can be deployed centrally. Application of the provided by BOB Financial or Bidder needs to incorporate as this clause is bidder as the statement as "Security Incidents" instead of "Security Breaches". Partner to take care of maintenance of any additional resources Partner to the care of cost of support and also take care of maintenance of any additional resources Partner to take care of cost of support and also take care of maintenance of any additional resources Partner to take care of cost of support and also take care of maintenance of any additional resources Partner to take care of cost of support and also take care of maintenance of any additional resources Partner to take care of cost of support | | | | | | | |
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| communicatio 10. Bid document cost (non-refundable) - As per MSME/NSIC, exemptions are bidders as this clause is | | | | | | ' | |
| | | | | | | | |
| 40 6 n details etc.) INR 5000/- given to MSME bidders on Bid cost not applicable to us. Accepted as per MSME Exemption | | | | , , , | · · · · · · · · · · · · · · · · · · · | | |
| | 40 | 6 | n details etc.) | INR 5000/- | given to MSME bidders on Bid cost | not applicable to us. | Accepted as per MSME Exemption |

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|----|---|-----------------|--|-------------------------------------|-----------------------------|---------------------------------------|
| | | 1.7 Important | | | | |
| | | Details | | | | |
| | | (Schedule of | | | We request you to | |
| | | Events, contact | | | provide exemptions on | |
| | | & | | | bid cost for MSME | |
| | | communicatio | Bid Security (EMD) | As per MSME/NSIC exemptions are | bidders as this clause is | Accepted as per MSME Exemption but No |
| 41 | 7 | n details etc.) | | given for MSME bidders on EMD | not applicable to us. | exemption on PBG. |
| | | | | 8 | | |
| | | | | | We request you to revise | |
| | | | | | | |
| | | | | | it to 4 years 5 months. | |
| | | | | | However the company is | |
| | | | | | encororporated in 2003, | |
| | | | | | later it converted into Pvt | |
| | | | | | Itd and completed 5 years | |
| | | | | | on 4th Aug 2020 i.e on the | |
| | | ANNEXURE A1 | | | same day this RFP | |
| | | - ELIGIBILITY | | | published on your portal. | |
| | | CRITERIA, (B) | The bidder should be a Company | | Additionally as per MSME | |
| | | Bidder | Registered under Company act and should | | clause and start up | |
| | | Qualification | be in business for at least five (5) years as | | logevity of business is | Accepted basis of review of MSMSE |
| 42 | | | | | | · · |
| 42 | | Criteria, (B1) | on March 31, 2020. | | excluded | document |
| | | ANNEXURE A1 | | | | |
| | | – ELIGIBILITY | | | We have more turnover | |
| | | CRITERIA, (B) | | We have more turnover than expected | | |
| | | Bidder | The bidder should have a minimum | in the RFP but as MSME/NSIC/GOI | but as MSME/NSIC/GOI | |
| | | Qualification | average annual turnover of at least Rs.50 | MSME exempted from turnover | MSME exempted from | Accepted basis of review of MSMSE |
| 43 | | Criteria, (B2) | Lacs over the last three (3) years | criteria. | turnover criteria. | document |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | We request you revise the | |
| | | | | | clause as below: | |
| | | | | | 1) The Bidder or OEM, | |
| | | | | | should have at least One | |
| | | | | | year' experience in | |
| | | | | | implementation/support | |
| | | | | | | |
| | | | | | of end user security | |
| | | | | | solutions and should have | |
| | | | | | implemented End User | |
| | | | | | Security (DLP / Encryption | |
| | | | | | & Email Security) in one | |
| | | | | | Bank / Financial | |
| | | | | | Institutions in India. | |
| | | | | | 2) As per MSMED act | |
| | | | | | 2006/NSIC/IOE/DPIIT | |
| | | | | | exemptions granted | |
| | | | | | under MSME by govt we | |
| | | | | | are exempted from any | |
| | | | | | | |
| | | | | | prior experience, so this | |
| | | | | | clause is not applicable to | |
| | | | | | us. | |
| | | | | | 3) In order to substantiate | |
| | | | The Bidder should have at least One year' | | our claim we have | |
| | | – ELIGIBILITY | experience in implementation/support of | | attached the related | |
| | | CRITERIA, (B) | end user security solutions and should | | documents for your | |
| | | Bidder | have implemented End User Security (DLP | | reference. | No Change in the RFP terms for MSME |
| | | Qualification | / Encryption & Email Security) in one Bank | | | exemption will be applicable on |
| 44 | | Criteria, (B3) | / Financial Institutions in India | | | submission of documents. |
| | | -/ \ -/ | <u>r </u> | | I | |

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|----|----------------------------|--|---|--|---|---|
| | | ANNEXURE A1 | | | As per public procurement policy 2017, 2019 and DPIIT revised norms any tender which is below 200 cr published in India should deal and give preference to MSME and Made In India | |
| | 1 | - ELIGIBILITY | | | Product/Solution. | |
| | | CRITERIA - | | | Therefore we request you | |
| | | Additional | | | to add Make In India | |
| | | clause or | | | Clause in | |
| 45 | | suggestion: | | | addendum/corrigendum. | We require License |
| | | ANNEXURE A1 - ELIGIBILITY CRITERIA - Additional clause or | | | At any point of time if BFSL need any documents in order to substantiate our claims please let us know so we can provide the same from PSU/Banks/Govt/private | |
| 46 | | suggestion: | | | entities | ОК |
| 47 | 31 | 9.0. Payment Terms | | Payment release period is mentiond under payment terms. | Payment release period is mentiond under payment terms. | Payment of 60 % Upon delivery of the product software/Licenses and remaining on completion of implementation. This will be applied to every individual product being procured |
| | | 3.0. Scope of | | Please suggest timelines of | Please suggest timelines | |
| 48 | 10 | Work | | implementation | of implementation | T + 6 Weeks |
| | | | The agent should Monitor content | | Request to modify this | |
| 40 | Appendix1(DLP | 1 | traversing across the endpoint by I/O | Need to know why LPT is required. | point & remove LPT if not | IDT not to be considered |
| 49 | , | 1 | channel (bus, Bluetooth, LPT, etc.) | Does the bank use LPT port printers ?? Need clarity on what is meant by | required. | LPT not to be considered |
| 50 | Appendix1(DLP | 22 | It should have the ability to disover data in online and offline mode | online & offiline discovery mode. Does this relate to discovery when agent is | | Currently we are not implementing DFA, however the tool should have a discovery capablity and suggested to have it in online and offline mode. |
| | <u> </u> | | The solution should have the capability to | | | |
| | Appendix1(DLP | | do OCR detection & prevention for Email | What is the proxy solution that the | | Fortifgate FW using as proxy. ICAP |
| 51 |) | 25 | & Web | bank is using ?? Does is support ICAP. | | supports. |
| 52 | Appendix1(DLP | 27 | The solution should be capable of extending to the cloud if required without deploying full CASB. | What are the cloud applications that the bank is looking to extend the DLP to. Pls provide full details of the same. | | No Cloud Application as of now. CASB not required |
| 53 | Appendix1(DLP | 28 | The solution should be supported to be deployed in IAAS rather then on-prem if required. | What IAAS platform does the bank plan to use ?? | | No Plan to use IAAS |
| 54 | Appendix1(DLP | 41 | Solution should have capability to integrate with data classification and tagging solutions such as Titus, Boldon James and other natively available in cloud services such as Box and Office365. | Request the bank to mention if possible the classification solution that needs to be integrated with. | | DFA is not to be implemented in the first phase but the solution should have capability |
| 55 | Appendix1(Ema il Security) | 3 | 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 | | This is opex based hence any infra cost required should for procurement and maintenance should be borne by Bidder |

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|---|-----|--|----|---|--|--------------------------------------|---|
| | | | | | | | |
| | | | | | | Request to remove this | |
| | | | | | | point & make it optional | |
| | | | | | | to move the mail to the | |
| | | | | | | Junk folder. Important is | |
| | | | | | | · · | |
| | | | | | | to quarantine & provide | |
| | | | | | | the capability to | |
| | | | | | | access/realease email | |
| | | | | Solution should have option to Delete/ | Once the email is quarantined, the | which is provided. Moving | |
| | | Appendix1(Ema | | Quarantine or Move detected emails to | user is notified & the end user has the | it to junk folder is a risky | |
| | F.C | il Security) | 5 | Junk Folder | option to release the email | action. | Emails should be Quarantined |
| F | 56 | ii security) | 3 | Julik Foldel | option to release the email | | Emails should be Quarantined |
| | | | | | | The Solution detects | |
| | | | | | | phishing email. There is | |
| | | | | | | no reason provided, | |
| | | | | | | request to remove this | |
| | | | | | | point. However we can | |
| | | | | Salution should have complete analysis | Request bank to provide clarity on | i' | The hidder should provide all required |
| | | A | | Solution should have complete analysis | Request bank to provide clarity on | provide end user | The bidder should provide all required |
| | | Appendix1(Ema | | | what is required as part of analysis & | education on phishing | details for Investigation purpose as and |
| | 57 | il Security) | 6 | why it is detected by the solution | reasoning details here. | emails. | when required |
| Γ | | | | | | | |
| | | 1 | | | | | H1/L1 Bidder will share the additional cost |
| | | 1 | | | | | of L1 support who will be placed at BFSL |
| | | 1 | | | | | |
| | | 1 | | | | Alamba makifia e | premises for the contract service period |
| | | 1 | | | | Alerts, notifications | and L2/L3 support will be provided by the |
| | | | | | | around the availability of | OEM or SME Team. L1 will be responisible |
| | | j | | | | the cloud service are | for monitoring alerts/incidents on all the |
| | | | | In case of incidents like security breaches, | | available to the customer. | products put together. Also read the read |
| | | Appendix1(Ema | | , , , | Need expectation as what is expected | What is extra required | the statement as "Security Incidents" |
| | F.0 | · · · · · · | 25 | | | | • |
| L | 58 | il Security) | 25 | on real time basis | as part of the realtime notification. | apart from this. | instead of "Security Breaches". |
| | | 1 | | | | Is the bank fine with | |
| | | | | | As part of the solution, only user | sending this data outside | Data center should be in India for services |
| | | Appendix1(Ema | | No data should be kept outside the | information from the AD is synced | of india. This is non | from where services being availed for |
| | 59 | il Security) | 26 | boundaries of India at any point of time. | back to the cloud service?? | financial data. | product |
| H | | occurrey) | | seandaries or maid actury point or time. | back to the cloud service. | Is the bank find with this | product |
| | | | | | | | |
| | | | | | | approach?? Apart from | |
| | | | | | The Email is quarantined & then is | this there is no email data | Data center should be in India for services |
| | | Appendix1(Ema | | No data should be kept outside the | destroyed when the quarantine mail is | stored on the cloud | from where services being availed for |
| | 60 | il Security) | 26 | boundaries of India at any point of time. | released. | service. | product |
| t | | | | A clear demarcation should be available | | | |
| | | 1 | | for the data hosted by the Bank in the | | | |
| | | Appondiv1/Fr- | | · · · · · · · · · · · · · · · · · · · | How is the cloud somice provides | Die provido the required | Data contor should be in India for servi |
| | | Appendix1(Ema | 2- | cloud, with the data of other | How is the cloud service provider | Pls provide the required | Data center should be in India for email |
| L | 61 | il Security) | 27 | organizations/customers. | expected to show this demarcation | clarity | Gateway |
| | | 1 | | | | | |
| | | 1 | | | | Is the bank open to using | |
| | | 1 | | | | on-prem email security | |
| | | 1 | | | | solution if even AD data & | |
| | | 1 | | | | | |
| | | 1 | | | T - 11 | quarantined mail should | |
| | | [| | | The Email is quarantined & then is | not be taken outside of | Data center should be in India for services |
| | | Appendix1(Ema | | No data should be kept outside the | destroyed when the quarantine mail is | India?? Pls provide the | from where services being availed for |
| | 62 | il Security) | 26 | boundaries of India at any point of time. | released. | required clarity | product |
| t | | | | | | · | |
| | | | | The solution should Conform to Bank's | | Request to mention this | Accepted to remove partially. Except |
| | | 1 | | | | · | |
| | | 1 | | IT/IS policy guidelines, RBI Cyber Security | _ , , , , , , , , , , | points in the RFP as | sections of ISO27001 policies and |
| | | 1 | | , | Banks needs to share this point & a | blanket conformation to | configuration needs to be carried out by |
| | | Appendix1(Ema | | & Cert-In recommendations/ guidelines | blanket compliance cannot be agreed | regulations cannot be | the partner once the policy framework is |
| | 63 | il Security) | 31 | during the entire Contract Period. | to. Request to remove this point. | practically be provided | ready. |
| F | | | | Bank has right to audit the data | • | | , |
| 1 | | j | | centres/premises where-in the proposed | OEM maintains its certifications as per | | |
| | | 1 | | | • | | |
| | | 1 | | solution is hosted or bank's data is kept/to | | | |
| | | 1 | | seek latest IT/IS audit reports /audit | published & updated from time to | | The required certification should be |
| | | | | | | | |
| | | Appendix1(Ema | | certificates by reputed Security auditors / | time. We ask to remove this point of | Is the bank fine with this | available from the bidder as and when |
| | 64 | Appendix1(Ema il Security) | 33 | certificates by reputed Security auditors / regulators. | time. We ask to remove this point of physical audit. | Is the bank fine with this approach? | available from the bidder as and when required. |

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|------|---------------|------|---|---|------------------------------|--|
| | | | | | | |
| | | | 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 | | | The required certification should be |
| | Appendix1(Ema | | maintained in paper and electronic | Most of the information is in electronic | What additional | available from the bidder as and when |
| 65 | il Security) | | formats with prior permission of the Bank. | | information is required? | required. |
| - 03 | 5000(1) | - 55 | Torridge With prior permission of the Burnin | romat a mamanea sy the same teen | morniacion is regained. | requireat |
| | | | | | Request the bank to edit | |
| | | | | While the response time can be | this point & remove the | |
| | CLA /Daga na | | The bank has asked for the resolution time | | SLA resolution time | 99% for Platform |
| | SLA (Page no | | SLA | guaranteed | requirement. | |
| 66 | 13) | | | guaranteeu | Request to modify this | Availability and Notification Systems SLA |
| | | | The agent should Monitor content | | ' ' | |
| | Appendix1(DLP | | traversing across the endpoint by I/O | Need to know why LPT is required. | point & remove LPT if not | |
| 67 |) | 1 | channel (bus, Bluetooth, LPT, etc.) | Does the bank use LPT port printers ?? | required. | LPT not to be considered |
| | | | | Need clarity on what is meant by | | |
| | | | | online & offiline discovery mode. Does | | Currently we are not implementing DFA, |
| | | | | this relate to discovery when agent is | | however the tool should have a discovery |
| | Appendix1(DLP | | It should have the ability to disover data in | | | capablity and suggested to have it in |
| 68 |) | 22 | online and offline mode | ?? | | online and offline mode. |
| | | | The solution should have the capability to | | | |
| | Appendix1(DLP | | do OCR detection & prevention for Email | What is the proxy solution that the | | Fortifgate FW using as proxy. ICAP |
| 69 |) | 25 | & Web | bank is using ?? Does is support ICAP. | | supports. |
| | | | | | | |
| | | | The solution should be capable of | What are the cloud applications that | | |
| | Appendix1(DLP | | extending to the cloud if required without | the bank is looking to extend the DLP | | No Cloud Application as of now. CASB not |
| 70 |) ` | | deploying full CASB. | to. Pls provide full details of the same. | | required |
| | , | | The solution should be supported to be | | | - 41. |
| | Appendix1(DLP | | deployed in IAAS rather then on-prem if | What IAAS platform does the bank | | |
| 71 |) | | required. | plan to use ?? | | No Plan to use IAAS |
| /1 | , | 20 | required. | plan to use | | No Flan to use www |
| | | | Solution should have capability to | | | |
| | | | integrate with data classification and | | | |
| | | | tagging solutions such as Titus, Boldon | Request the bank to mention if | | DFA is not to be implemented in the first |
| | Appendix1/DLB | | | possible the classification solution that | | phase but the solution should have |
| 70 | Appendix1(DLP | | James and other natively available in | • | | · · |
| 72 |) | | cloud services such as Box and Office365. | needs to be integrated with. | | capability |
| | | | Solution should possibly be able integrate | | | This is soon board by the control of |
| | | | with MS O365 seamlessly for | | | This is opex based hence any infra cost |
| | Appendix1(Ema | | implementing the Email Security/Email | The bank will have to provide infra in | | required should for procurement and |
| 73 | il Security) | 3 | DLP Solution. | azure. Is the flexible at doing the same | | maintenance should be borne by Bidder |
| | | | | | | |
| | | | | | Request to remove this | |
| | | | | | point & make it optional | |
| | | | | | to move the mail to the | |
| | | | | | Junk folder. Important is | |
| | | | | | to quarantine & provide | |
| | | | | | the capability to | |
| | | | | | access/realease email | |
| | | | Solution should have option to Delete/ | Once the email is quarantined, the | which is provided. Moving | |
| | Appendix1(Ema | | Quarantine or Move detected emails to | user is notified & the end user has the | it to junk folder is a risky | |
| 74 | il Security) | | Junk Folder | option to release the email | action. | Emails should be Quarantined |
| ,, | | | · · · · · · · · · · · · · · · · · · · | | The Solution detects | |
| | | | | | phishing email. There is | |
| | | | | | no reason provided, | |
| | | | | | request to remove this | |
| | | | | | · ' | |
| | | | Colution should have | Degreet hank to provide electrica | point. However we can | The hidder should seed to a live of the |
| | A | | Solution should have complete analysis | Request bank to provide clarity on | provide end user | The bidder should provide all required |
| | Appendix1(Ema | | | what is required as part of analysis & | education on phishing | details for Investigation purpose as and |
| 75 | il Security) | 6 | why it is detected by the solution | reasoning details here. | emails. | when required |
| | | | | | | |

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|------|---------------|----|--|--|--------------------------------------|--|
| | | | | | | H1/L1 Bidder will share the additional cost |
| | | | | | | of L1 support who will be placed at BFSL |
| | | | | | | premises for the contract service period |
| | | | | | Alerts, notifications | and L2/L3 support will be provided by the |
| | | | | | around the availability of | OEM or SME Team. L1 will be responisible |
| | | | | | the cloud service are | for monitoring alerts/incidents on all the |
| | | | In case of incidents like security breaches, | | available to the customer. | products put together. Also read the read |
| | Appendix1(Ema | | the solution should support to notify Bank | Need expectation as what is expected | What is extra required | the statement as "Security Incidents" |
| 76 | il Security) | 25 | on real time basis | as part of the realtime notification. | apart from this. | instead of "Security Breaches". |
| | ,, | | | • | Is the bank fine with | , |
| | | | | As part of the solution, only user | sending this data outside | Data center should be in India for services |
| | Appendix1(Ema | | No data should be kept outside the | information from the AD is synced | of india. This is non | from where services being availed for |
| 77 | il Security) | 26 | boundaries of India at any point of time. | back to the cloud service?? | financial data. | product |
| - // | ii Security) | 20 | boundaries of maid at any point of time. | back to the cloud service | Is the bank find with this | product |
| | | | | | | |
| | | | | The Familie access that 0 there is | approach?? Apart from | Data contact the state of the s |
| | A 1: 4/5 | | | The Email is quarantined & then is | this there is no email data | Data center should be in India for services |
| | Appendix1(Ema | | No data should be kept outside the | destroyed when the quarantine mail is | stored on the cloud | from where services being availed for |
| 78 | il Security) | 26 | boundaries of India at any point of time. | released. | service. | product |
| | | | A clear demarcation should be available | | | |
| | | | for the data hosted by the Bank in the | | | |
| | Appendix1(Ema | | cloud, with the data of other | How is the cloud service provider | Pls provide the required | Data center should be in India for email |
| 79 | il Security) | 27 | organizations/customers. | expected to show this demarcation | clarity | Gateway |
| | | | | | | |
| | | | | | Is the bank open to using | |
| | | | | | on-prem email security | |
| | | | | | solution if even AD data & | |
| | | | | | guarantined mail should | |
| | | | | The Email is guarantined & then is | not be taken outside of | Data center should be in India for services |
| | Appendix1(Ema | | No data should be kept outside the | destroyed when the quarantine mail is | India?? Pls provide the | from where services being availed for |
| 80 | il Security) | 26 | boundaries of India at any point of time. | released. | required clarity | product |
| 80 | ii Security) | 20 | boundaries of mala at any point of time. | Teleasea. | required clarity | product |
| | | | The solution should Conform to Bank's | | Dogwood to montion this | Assented to remove partially Event |
| | | | | | Request to mention this | Accepted to remove partially. Except |
| | | | IT/IS policy guidelines, RBI Cyber Security | | points in the RFP as | sections of ISO27001 policies and |
| | | | | Banks needs to share this point & a | blanket conformation to | configuration needs to be carried out by |
| | Appendix1(Ema | | & Cert-In recommendations/ guidelines | blanket compliance cannot be agreed | regulations cannot be | the partner once the policy framework is |
| 81 | il Security) | 31 | during the entire Contract Period. | to. Request to remove this point. | practically be provided | ready. |
| | | | Bank has right to audit the data | | | |
| | | | centres/premises where-in the proposed | OEM maintains its certifications as per | | |
| | | | solution is hosted or bank's data is kept/to | their security requirements whichh are | | |
| | | | seek latest IT/IS audit reports /audit | published & updated from time to | | The required certification should be |
| | Appendix1(Ema | | certificates by reputed Security auditors / | time. We ask to remove this point of | Is the bank fine with this | available from the bidder as and when |
| 82 | il Security) | 33 | regulators. | physical audit. | approach? | required. |
| | | | | | | |
| | | | 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 | | | The constant cost (C. 11) |
| | , , | | reasonable time. This includes information | | | The required certification should be |
| | Appendix1(Ema | _ | maintained in paper and electronic | Most of the information is in electronic | | available from the bidder as and when |
| 83 | il Security) | 35 | formats with prior permission of the Bank. | format & maintained by the bank itself | intormation is required? | required. |
| | | | | | | |
| | | | | | Request the bank to edit | |
| | | | | While the response time can be | this point & remove the | |
| | SLA (Page no | | The bank has asked for the resolution time | provided. Resolution cannot be | SLA resolution time | 99% for Platform |
| 84 | 13) | 4 | SLA | guaranteed | requirement. | Availability and Notification Systems SLA |
| | , | | | - | | , |
| | | | | The penalty shall be calculated on total | | |
| | | | 1 | _ ,, | l | I |
| | | | | guarterly payment The total guarterly | Request you to can the | |
| 85 | RFP | 14 | Penalty Capping | quarterly payment The total quarterly deduction should not exceed 7% | Request you to cap the penalty at 5% | Rejected |

| | | | I | | | T |
|------|------------|-----|---|---|---|--|
| | | | | The commercial bid submitted by the | Kindly specify the payment terms or confirm | Payment of 60 % Upon delivery of the product software/Licenses and remaining |
| | | | | bidder must be in conformity with the | that the payment terms | on completion of implementation. This |
| 2.5 | 252 | 24 | | payment terms proposed by the | proposed by vendor | will be applied to every individual product |
| 86 | RFP | 31 | Payment Terms | Company We use Windows native encryption to | would be accepted | being procured |
| | | | | authenticate the user. Using Native | | |
| | | | The Product should allow the | encryption does not allow to change or | | |
| | | | administrator to customize the Pre-Boot environment to tailor the UI to, for | modify the UI and any other authentication process. Native | | |
| | | | example, corporate graphics and/or | Encryotion is the fastest as it is | Request you to delete the | |
| 87 | Encryption | 4 | custom messages. | windows native service | clause | Clause can be removed |
| | | | | | Request you to ammend | |
| | | | The Solution should features a boot | Need clarification. Full disk encryption | it to "The Solution should | |
| | | | manager that can be enabled from the | encrypts entire drive. Our solution | features a boot manager | |
| | | | administrative console, thus allowing the user to choose which partition to boot | automcatically detects the boot partition and encrypts the data and no | that can be enabled from the administrative | |
| 88 | Encryption | 5 | from. | manual intervention is needed | console" | No change |
| | | | | | EAL4+, FIPS are | |
| | | | | | certication mostly for hardware based Soltuion. | |
| | | | | EAL4+, FIPS are certication mostly for | Encryption is complete | |
| | | | The product should have achieved EAL 4 | hardware based Soltuion. Encryption is | Software and does not to | |
| 89 | Encryption | 9 | certification along with FIPS 140-1 and 140-2 validations. | Complete Software and does not to be Common Criteria certified | be Commin Criteria certified | Good to have option |
| - 03 | | | | | | |
| | | | | Authorities is sockled for DOA | D | ļ |
| | | | The Solution should support for | Authentication is enabled for POA. Additionally the user also has to enter | Request you to ammend it to "The Solution should | |
| | | | multifactor authentication, including: | his domain credentials to accrss the | support for multifactor | |
| | | 4.4 | smart-cards, biometrics, and RSA tokens | data. 2FA is already a part of login | authentication like POA & | |
| 90 | Encryption | 14 | for the use in end user authentication | process | Windows authentication" | Good to have option |
| | | | | Removable Media is blocked in all the | | |
| | | | | organizations today. Allowing removable media possess a risk for the | | |
| | | | | threat to get in the network. | | |
| | | | The Solution should support for the | Additionally DLP monitors, block all | | |
| | | | encryption of removable media. (floppy | sensitve data to removable drives, so encryption of removable media does | Dogwood way to dalate the | |
| 91 | Encryption | 15 | disks, CD/DVDs, flash drives, external hard drives, etc). | not play a vital role for USB's CD's etc | Request you to delete the clause | No change |
| | | | | | EAL4+, FIPS are | - |
| | | | | | certication mostly for | |
| | | | | EAL4+, FIPS are certication mostly for | hardware based Soltuion. Encryption is complete | |
| | | | | hardware based Soltuion. Encryption is | Software and does not to | |
| 62 | Encountion | 16 | Full disk encryption (FDE) software should | complete Software and does not to be Common Criteria certified | | Good to have entire |
| 92 | Encryption | 16 | be FIPS 140-2 compliant, or FIPS certified. | common Criteria certified | certified EAL4+, FIPS are | Good to have option |
| | | | | | certication mostly for | |
| | | | | FALA: FIDC | hardware based Soltuion. | |
| | | | | EAL4+, FIPS are certication mostly for hardware based Soltuion. Encryption is | Encryption is complete Software and does not to | |
| | | | Full disk encryption (FDE) software should | ** | be Commin Criteria | |
| 93 | Encryption | 17 | be EAL L4 compliant. | Common Criteria certified | certified | Good to have option |
| | | | The product should prevent access to cached passwords, SAM file, temporary | Need clarification. The point does not | Request you to delete the | |
| 94 | Encryption | 18 | files, and other OS Files at Boot up. | look like Encryption feature point | clause | Clause can be removed |
| | | | The product should provide any form of | | | |
| | | | password synchronization with domains, or to simplify having accounts on multiple | | | The Product should be synchronized with |
| 95 | Encryption | 22 | machines | Need Clarifcation. | | ADS |
| | | | | | | |

| | 1 | | T | T | | 1 |
|-----|----------------|-----|---|---|---|---|
| 96 | Email Security | 5 | Solution should have option to Delete/ Quarantine or Move detected emails to Junk Folder | This feature is provided by the Email hosting provider. We can quarantine/delete or highlight suspected / confirm spam | Request you to ammend the point to "The solution should allow options to Quarintine, deliver, delete, tag subject line for mails identified as confirmed, Bulk or suspected spam emails" | Emails should be Quarantined |
| | | | Solution should have option to customize | Email alert has a defined format and cannot be customized. The email alertt has all the major information which is not recommended to tamper as it has information related to various attack | Request you to delete the | |
| 97 | Email Security | 15 | the email Alert template | vectors | clause | Good to have option |
| 98 | Email Security | 26 | No data should be kept outside the boundaries of India at any point of time. | All the vendors with sandboxing has to share the zero day paylods and the files having no footprint on the cloud - Most of them are outside India. These files generally are the ones with vilnerability and nothing related to bank data | Request you to ammend it to "No banking related data should be kept outside the boundaries of India at any point of time" | Data center should be in India for services from where services being availed for product |
| 99 | DLP | 5 | Solution should have option to Delete/ Quarantine or Move detected emails to Junk Folder | This feature is provided by the Email hosting provider. We can quarantine/delete or highlight suspected / confirm spam | Request you to ammend the point to "The solution should allow options to Quarintine, deliver, delete, tag subject line for mails identified as confirmed, Bulk or suspected spam emails" | Emails should be Quarantined |
| 100 | DLP | 15 | Solution should have option to customize the email Alert template | Email alert has a defined format and cannot be customized. The email alertt has all the major information which is not recommended to tamper as it has information related to various attack vectors | Request you to delete the clause | Good to have option |
| 101 | DLP | 26 | No data should be kept outside the boundaries of India at any point of time. | All the vendors with sandboxing has to share the zero day paylods and the files having no footprint on the cloud - Most of them are outside India. These files generally are the ones with vilnerability and nothing related to bank data | Request you to ammend it to "No banking related data should be kept outside the boundaries of India at any point of time" | Data center should be in India for services from where services being availed for product |
| 102 | 16 | 6.4 | EMD 2Lakh need to be submitted | Would there be an exemption of EMD for companies registered with NSIC (The National Small Industries corporation Limited) | Request for an Exemption of EMD for companies registered with NSCI (The National Small Industries corporation Limited) | MSME Exemption |
| 103 | Encryption | 4 | The Product should allow the administrator to customize the Pre-Boot environment to tailor the UI to, for example, corporate graphics and/or custom messages. | We use Windows native encryption to authenticate the user. Using Native encryption does not allow to change or modify the UI and any other authentication process. Native Encryotion is the fastest as it is windows native service | Request you to delete the clause | Clause can be removed |

| 112 | Email Security | 5 | Solution should have option to Delete/ Quarantine or Move detected emails to Junk Folder | This feature is provided by the Email hosting provider. We can quarantine/delete or highlight suspected / confirm spam | Request you to ammend the point to "The solution should allow options to Quarintine, deliver, delete, tag subject line for mails identified as confirmed, Bulk or suspected spam emails" | Emails should be Quarantined |
|-----|----------------|----|---|---|---|---|
| 111 | Encryption | 22 | The product should provide any form of password synchronization with domains, or to simplify having accounts on multiple machines | Need Clarifcation. | | The Product should be synchronized with ADS |
| 110 | Encryption | 18 | The product should prevent access to cached passwords, SAM file, temporary files, and other OS Files at Boot up. | Need clarification. The point does not look like Encryption feature point | Request you to delete the clause | Clause can be removed |
| 109 | Encryption | | be EAL L4 compliant. | EAL4+, FIPS are certication mostly for hardware based Soltuion. Encryption is complete Software and does not to be Common Criteria certified | EAL4+, FIPS are certication mostly for hardware based Soltuion. Encryption is complete Software and does not to be Commin Criteria certified | Good to have option |
| 108 | Encryption | 16 | Full disk encryption (FDE) software should be FIPS 140-2 compliant, or FIPS certified. | EAL4+, FIPS are certication mostly for hardware based Soltuion. Encryption is complete Software and does not to be Common Criteria certified | certified | Good to have option |
| 107 | Encryption | | The Solution should support for the encryption of removable media. (floppy disks, CD/DVDs, flash drives, external hard drives, etc). | Removable Media is blocked in all the organizations today. Allowing removable media possess a risk for the threat to get in the network. Additionally DLP monitors, block all sensitve data to removable drives, so encryption of removable media does not play a vital role for USB's CD's etc | Request you to delete the clause | No change |
| 106 | Encryption | 14 | The Solution should support for multifactor authentication, including: smart-cards, biometrics, and RSA tokens for the use in end user authentication | Authentication is enabled for POA. Additionally the user also has to enter his domain credentials to accrss the data. 2FA is already a part of login process | Request you to ammend it to "The Solution should support for multifactor authentication like POA & Windows authentication" | Good to have option |
| 105 | Encryption | | The product should have achieved EAL 4 certification along with FIPS 140-1 and 140-2 validations. | EAL4+, FIPS are certication mostly for hardware based Soltuion. Encryption is complete Software and does not to be Common Criteria certified | EAL4+, FIPS are certication mostly for hardware based Soltuion. Encryption is complete Software and does not to be Commin Criteria certified | Good to have option |
| 104 | Encryption | | The Solution should features a boot manager that can be enabled from the administrative console, thus allowing the user to choose which partition to boot from. | Need clarification. Full disk encryption encrypts entire drive. Our solution automcatically detects the boot partition and encrypts the data and no manual intervention is needed | Request you to ammend it to "The Solution should features a boot manager that can be enabled from the administrative console" | No change |

| | | | - | | | |
|-----|-----------------|----|---|--|------------------------------|---|
| | | | | Email alert has a defined format and | | |
| | | | | cannot be customized. The email alertt | | |
| | | | | has all the major information which is | | |
| | | | | not recommended to tamper as it has | | |
| | | | Solution should have option to customize | information related to various attack | Request you to delete the | |
| 113 | Email Security | 15 | the email Alert template | vectors | clause | Good to have option |
| 113 | Email Security | 13 | the email Alert template | All the vendors with sandboxing has to | Ciduse | Good to flave option |
| | | | | o o | Request you to ammend | |
| | | | | | it t o "No banking related | |
| | | | | | data should be kept | |
| | | | | files generally are the ones with | outside the boundaries | Data center should be in India for services |
| | | | No data should be kept outside the | vilnerabiltiy and nothing related to | of India at any point of | from where services being availed for |
| 114 | Email Security | 26 | boundaries of India at any point of time. | bank data | time" | product |
| 114 | Linaii Security | 20 | boundaries of mala at any point of time. | bank data | time | product |
| | | | | | Request you to ammend | |
| | | | | | the point to "The solution | |
| | | | | | should allow options to | |
| | | | | | Quarintine, deliver, | |
| | | | | | delete, tag subject line for | |
| | | | Solution should have option to Delete/ | hosting provider. We can | mails identified as | |
| | | | Quarantine or Move detected emails to | quarantine/delete or highlight | confirmed, Bulk or | |
| 115 | DLP | 5 | Junk Folder | suspected / confirm spam | suspected spam emails" | Emails should be Quarantined |
| | | | | , and the second | , | |
| | | | | Email alert has a defined format and | | |
| | | | | cannot be customized. The email alertt | | |
| | | | | has all the major information which is | | |
| | | | | not recommended to tamper as it has | | |
| | | | Solution should have option to customize | information related to various attack | Request you to delete the | |
| 116 | DLP | 15 | the email Alert template | vectors | clause | Good to have option |
| | | | | All the vendors with sandboxing has to | | |
| | | | | share the zero day paylods and the | Request you to ammend | |
| | | | | files having no footprint on the cloud - | it t o "No banking related | |
| | | | | Most of them are outside India. These | data should be kept | |
| | | | | files generally are the ones with | outside the boundaries | Data center should be in India for services |
| | | | No data should be kept outside the | vilnerabiltiy and nothing related to | of India at any point of | from where services being availed for |
| 117 | DLP | 26 | boundaries of India at any point of time. | bank data | time" | product |