

CORRIGENDUM – 1 Dated 12/07/2021

Request for Proposal for Procurement of Security Solution for Application Whitelisting , Tender Reference Number: CO:DIT:PUR:2021-22:329

DEPARTMENT OF INFORMATION TECHNOLOGY ,1st floor, Central Bank of India, Central Office,

Plot no. 26, Sector 11, CBD Belapur, Navi Mumbai – 400614

S. No	RFP PAGE #	RFP Point / Section #	Clarification point as stated in the EFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	Banks Response
1	11	9	The solution should support following OS (but not limited to) and higher versions: Microsoft Windows 7/8.1/10	As per our understanding "Win 7 has been announced the end of life by Microsoft on Jan 2020. Even after installing sp1, support is getting extended by 2 year. So we hope CBI is planning to upgrade win 7 to new version by Jan 2022". Please confirm ?	Clarification: "Bank is in process of upgrading client machines and laptops to Windows 10 , till the time of upgrade to Windows 10, solution should support windows 7 also."
2	11	9	Microsoft Windows Server 2008/2012 /2016/2019	We presume quantity 38000 pertaining to endpoints not the server platforms, hence requesting you to remove server platforms from the scope	Clarification: PCs/Laptops with Windows 7/10 operating system :33000 PCs/Servers with Windows/Linux server operating system :5000
3	11	9	• Other Major operating systems	Please provide clarity on Major Operating Systems	Major operating systems: "Windows , Different flavours of Linux"

4	11	16	The solution should be capable to support systems having with least resource consumption (i.e. thin clients and kiosk systems having min 2 GB RAM, 20 GB HD with Windows 7 or later OS etc.)	As per our understanding "Win 7 has been announced the end of life by Microsoft on Jan 2020. Even after installing sp1, support is getting extended by 2 year. So we hope CBI is planning to upgrade win 7 to new version by Jan 2022". Please confirm ?	Refer to Query Sr No:1
5	12	Section: 3.1 RFP point:	Solution Should Match Certified Safe Software.	We request bank to clarify on the clause "Solution Should Match Certified Safe Software or software with safe reputation"	Revised Clause: "Solution should Match Certified Safe Software or Software with Safe Reputation"
6	12	Section: 3.1 RFP point:	Solution should support automatic intelligence of well-known applications and versions for Developer tools (admin need not find all dll/sha/path)	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all Developer tools (admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all Developer tools (admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."

7	12	Section: 3.1 RFP point:	Solution should support automatic intelligence of well-known applications and versions for Distributed Computing (admin need not find all dll/sha/path).	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all Distributed Computing (admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all Distributed Computing (admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."
8	12	Section: 3.1 RFP point:	Solution should support automatic intelligence of well-known applications and versions for Encryption (admin need not find all dll/sha/path).	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all Encryption (admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not mandatory.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all Encryption (admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."
9	12	Section: 3.1 RFP point:	Solution should support automatic intelligence of well-known applications and versions for gaming software and block based on Vendor (admin need not find all dll/sha/path).	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for gaming software and block based on Vendor (admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for gaming software and block based on Vendor (admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."

10	13	Section: 3.1 RFP point:	Solution should support automatic intelligence of well-known hardware and Firmware drivers (admin need not find all dll/sha/path).	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all Encryption (admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all Encryption (admin need not find all dll/sha/path) and reputation of the software However individual categorization is not mandatory."
11	13	Section: 3.1 RFP point:	Solution should support automatic intelligence of applications and versions for High Risk Applications like Key Loggers, Proxy anonymizers etc (admin need not find all dll/sha/path).	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all High Risk Applications like Key Loggers, Proxy anonymizers (admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all High Risk Applications like Key Loggers, Proxy anonymizers (admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."
12	13	Section: 3.1 RFP point:	Solution should support automatic intelligence of applications and versions for all well-known Instant Messengers. (admin need not find all dll/sha/path)	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all Instant Messengers (admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all Instant Messengers (admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."

13	13	Section: 3.1 RFP point:	Solution should support automatic intelligence of applications and versions for all well-known Media tools like Adobe etc(admin need not find all dll/sha/path).	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all Media tools like Adobe etc (admin need not find all dll/sha/path) and reputation of the software" Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all Media tools like Adobe etc (admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."
14	13	Section: 3.1 RFP point:	Solution should support automatic intelligence of applications and versions for Mobile Sync tools like Google Sync, Itunes, Samsung PC Studio or same kind of solution etc(admin need not find all dll/sha/path).	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all Mobile Sync tools like Google Sync, Itunes, Samsung PC Studio or same kind of solution etc(admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all Mobile Sync tools like Google Sync, Itunes, Samsung PC Studio or same kind of solution etc(admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."

15	13	Section: 3.1 RFP point:	Solution should support automatic intelligence of applications and versions for Online Storage like Dropbox, Google Drive, One Drive or similar solutions etc.,(admin need not find all dll/sha/path himself).	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all Online Storage like Dropbox, Google Drive, One Drive or similar solutions etc.,(admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all Online Storage like Dropbox, Google Drive, One Drive or similar solutions etc.,(admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."
16	13	Section: 3.1 RFP point:	Solution should support automatic intelligence of applications and versions for MS Applications and restrict users to a certain version(admin need not find all dll/sha/path).	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all MS Applications and restrict users to a certain version(admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all MS Applications and restrict users to a certain version(admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."

17	13	Section: 3.1 RFP point:	Solution should support automatic intelligence of applications and versions for P2P tools (admin need not find all dll/sha/path).	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all P2P tools (admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all P2P tools (admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."
18	13	Section: 3.1 RFP point:	Solution should support automatic intelligence of applications and versions for Productivity tools like Adobe, WPS office etc (admin need not find all dll/sha/path).	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all Productivity tools like Adobe, WPS office etc(admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all Productivity tools like Adobe, WPS office etc(admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."

19	13	Section: 3.1 RFP point:	Solution should support automatic intelligence of applications and versions for System applications like Download Managers, File Compression, Server Services, Software updaters (admin need not find all dll/sha/path).	We request bank to clarify on the clause "Solution should support automatic intelligence of well-known applications and versions for all System applications like Download Managers, File Compression, Server Services, Software updaters (admin need not find all dll/sha/path) and reputation of the software." Please confirm that individual categorization not required.	Revised Clause: "Solution should support automatic intelligence of well-known applications and versions for all System applications like Download Managers, File Compression, Server Services, Software updaters (admin need not find all dll/sha/path) and reputation of the software, However individual categorization is not mandatory."
20	15	Section: 3.2 Point: 15	The Bidder shall mandatorily comply with the service Level /High availability and Uptime requirements. For the complying the same, if bidder has to deploy/engage additional resources shall be included in the offer/price schedule itself. No additional cost shall be entertained for matching the SLA/Uptime requirement as asked in the RFP for contract period.	Query: For the High availability part do we need to consider High availability at site level (HA at DC & HA at DR) Please clarify.	Clarification: " High availability at DC and DR is required."
21	16	Section: 3.2 Point: 19	The Contract Term / Project period to be considered as 5 years from the starting of the contract i.e. date of Implementation of central setup at DC and DR (in high availability and redundancy) and installation/availability of solution at all nodes/ end points of the Bank/Branches with all enabled features as per RFP. The central setup shall be implemented as asked in sizing of the solution and shall ensure high availability and redundancy to achieve the scope and SLA. The setup should have augmentation capacity to cater the future requirements.	Query: For the High availability part do we need to consider High availability at site level (HA at DC & HA at DR) Please clarify.	Refer to Query Sr No:20
22	55	ELIGIBILITY CRITERIA FOR BIDDER	9. The proposed solution should have deployed in minimum one financial institution (Public/Private) in India during last 5 years	Can we submit OEM PO/Document for proposed solution deployed in minimum one financial institution (Public/Private) in India during last 5 years.	Clarification: " The submitted PO/Refernce letter should be from the concerned Financial Institution where the solution is implemented."

23	12	Point 33	Solution Should support all the Browsers and their versions (admin need not find all dll/sha/path himself)	Manual Categorization or Automatic identification/addition. It is impossible to have in automated way due to sprawl.	Revised Clause: "Solution Should support all the Browsers and their versions, However individual categorization is not mandatory."
24	6	2 INTRODUCTION	Earnest Money Deposit--INR 8,00,000/- (Rupees Eight Lacs Only)	Request Bank to provide the exemption for the EMD payment as per the latest Govt Guidelines.	Clarification: "Bid Security/Earnest Money Deposit: Bidder may submit "Bid Security Declaration" in place of Earnest Money Deposit (EMD) as per format given in Annexure-13. "
25	13	3.2 DETAILED SCOPE OF WORK	1) Bank may procure product with required quantity of licenses (not limited to specific number) at its sole discretion, till issuance of PO for proposed solution that is part of this RFP.	Request bank to confirm the change in quantity limited to +/- 10% of declared quantity as max.	RFP clause stands as-it-is.
26	14	3.2 DETAILED SCOPE OF WORK	7) During the period of the contract, all upgrades/updates or requirements in software, licensing, implementation of upgrades/patches/version changes etc., due to whatsoever reason including but not limited to EOL or EOS, shall be done by the bidder without any additional cost to the bank. EOS/EOL solution will not be accepted and if any solution is declared EOS/EOL during period of contract, bidder shall upgrade the same well before its EOS/EOL without any additional cost to the bank. Non-availability of services of solution shall be counted as downtime.	Hope , the EOS means End of Support only. Not End of Sale. Please confirm.	Clarification : " EOS - End of Support"
27	14	3.2 DETAILED SCOPE OF WORK	The Warranty period will start from the acceptance of implementation of the solution by Bank.	Request bank to consider the warranty start date from the date installation and acceptance or from 90th day from the date of Delivery whichever earlier.	RFP clause stands as-it-is.

28	15	3.2 DETAILED SCOPE OF WORK	16) The Bank as its discretion, reserves the right to shift the equipment (the solution) to a new location during the contract period (within Data Centre or outside Data Centre) depending upon the requirement. Accordingly, the bidder will arrange to shift the same and install and commission at new location without any additional cost to the Bank.	Request Bank to provide option to Quote this one time charge in the commercial format. As per this clause Bank can demand this service from bidder in an unlimited manner.	RFP clause stands as-it-is.
29	15	3.2 DETAILED SCOPE OF WORK	20) The solution pending for sign-off beyond Implementation period will attract penalty for implementation delay. If reason for delays are not attributable to the Bidder, such cases may be suitably considered on case to case basis by the Bank on its sole discretion. The Bank may ask for extension of contract on same terms and commercials for required solutions for further period (minimum One Year) or its EOS/EOL date.	Request Bank to consider any extension in contract period as mutually agreed basis only since Bidder has to avail the support from OEM as well.	Clarification : "The Contract can be further extended on mutually agreed terms between Bank and Bidder"

30	15	3.2 DETAILED SCOPE OF WORK	34) The proposed solution should be latest one and matching the current security and statutory requirements and should not be end of life or end of sale and the OEM should guarantee that the solution support will be provided for a minimum of 5 years by the OEM from the date of purchase order / date of first deployment, with extendable up to minimum 1 year or up to EOS/EOL on same terms and conditions. If the solution is declared end of life/end of support by the OEM during period of contract, the bidder/OEM shall provide its new version to the Bank without any extra cost to the bank for rest of the contract period and extendable to minimum 1 year on same terms and conditions.	Request Bank to consider the contract terms valid for the warranty / AMC period only. Non of the OEM's will share the commercial commitment after 5 year contract period. Request Bank to consider this clause as " 34) The proposed solution should be latest one and matching the current security and statutory requirements and should not be end of life or end of sale end of support and the OEM should guarantee warranty that the solution support will be provided for a minimum of 5 years by the OEM from the date of purchase order / date of first deployment / 90 days from the date of using the License which ever earlier. with extendable up to minimum 1 year or up to EOS/EOL on same terms and conditions. If the solution is declared end of life/end of support by the OEM during period of contract, the bidder/OEM shall	Revised Clause :" The proposed solution should be latest one and matching the current security and statutory requirements and should not be end of life or end of sale and the OEM should guarantee that the solution support will be provided for a minimum of 5 years by the OEM from the date of purchase order / date of first deployment. If the solution is declared end of life/end of support by the OEM during period of contract, the bidder/OEM shall provide its new version to the Bank without any extra cost to the bank for rest of the contract period."
31	17	3.2 DETAILED SCOPE OF WORK	29) Bidder shall quote necessary infrastructure/ appliances if required extra to match the solution as per bank's RFP requirements. The Solution should be able to keep one year data online while backup of older data more than one year till ten years shall be backed up using Banks existing backup solution with solution's application, and restorable whenever required by solution's application.	Request Bank to clarify this requirement.	Backed up data should be restorable as and when required

32	18	3.3 PROJECT TIMELINES	Supply and Delivery --4 Weeks from the date of Purchase Order Installation and commissioning--8 Weeks from the date of Purchase order	Request bank to Provide " 1. Supply and Delivery --8 Weeks from the date of Purchase Order 2. Installation and commissioning--8 Weeks from the date of Delivery."	RFP clause stands as-it-is.
33	18	3.3 PROJECT TIMELINES , Penalty	☐ The proposed rate of penalty for non-compliance would be 1% of the value of the contract per completed week post the completion of given timeline of the project or & shall be maximum of 10% of the total cost of the Purchase Order from the finalized Bidder for the Bank.	Request Bank to consider the penalty as " 0.5% of the value of delayed component per week and shall be maximum of 5% of the total cost of the Purchase Order.	RFP clause stands as-it-is.
34	32	4.15 BID SECURITY	☐ The Bidder shall furnish, as part of its Technical bid, bid security of INR 50,000/- (Rupees Fifty Thousand Only). The bid security is required to protect the Bank against the risk of Bidder's conduct.	Request Bank to remove this clause as Bidder will be submitting EMD already.	RFP Clause stands removed , Please refer to Point no : 24
35	49	PERFORMANCE BANK GUARANTEE	The successful Bidder should provide a performance Bank guarantee for the contract period and additional 3 months for an amount equivalent to 10% of the total order value from a Nationalized / PSU Bank/Scheduled commercial Bank in the format specified by the Bank within 30 days from the date of purchase order.	Request bank to reduce the value of performance Bank Guarantee to 3% based on the circular No.F.9/4/2020-PPD dated 12th November,2020 issued by the Government of India, Ministry of Finance, Department of Expenditure Procurement Policy Division.	Revised Clause: "The successful Bidder should provide a performance Bank guarantee for the contract period and additional 3 months for an amount equivalent to 3% of the total order value from a Nationalized / PSU Bank/Scheduled commercial Bank in the format specified by the Bank within 30 days from the date of purchase order"

36	57	9 PAYMENT TERMS	Pay-out (% Cost)-----Milestone 60 % -----Supply /Delivery of Solution 30 %-----Successful installation, Configuration and acceptance 10 % -----Successful running of the Solution for 3 months and submission of BG for an equal amount	Request Bank to consider the Payment terms as " 70 % -----Supply /Delivery of Solution 20 %-----Successful installation, Configuration and acceptance 10 % -----on submission of Performance bank gurantee and other legal documents.	Revised Clause: " Pay-out (% Cost)-----Milestone 60 % -----Supply /Delivery of Solution 30 %-----Successful installation, Configuration and acceptance 10 % -----Successful running of the Solution for 3 months and submission of BG."
37	75	ANNEXURE 10 – COMMERCIAL BID FORMAT	Hardware Requirements	Hope , the hardware will be provided by bank only. Please confirm	Refer to RFP clause 3.2 ,Point No:32
38	75	ANNEXURE 10 – COMMERCIAL BID FORMAT	Additional licenses if required in future, should be provided at the rate provided above in the lot of 500 during the contract period.	Request Bank to remove this clause considering the USD exchange variations	RFP clause stands as-it-is.
39	NA	Additional Clause	additional clause	Considering the Current COVID Scenario , request Bank to accept the digitally signed documents from the authorized signatory in place of stamped and signed documents submission as part of this RFP response.	Clarification : " Bidder can submit digitally signed documents at the time of submission of bid. However, duly executed physical copies to be submitted before opening of commercial bid."
40	63	Annexure2 - Eligibility Criteria Sr No:9	Bidder should have deployed proposed solution in Banks (Public/Private/Financial institutions)		Revised Clause : "The proposed solution should have deployed in minimum one financial institution (Public/Private) in India during last 5 years

41	10	2	The solution should be able to push policy on systems that are outside the Bank's network.	Systems outside the bank's network can update via VPN or by placing an AppControl console server in DMZ.	Clarification: " The required VM's to be placed in DMZ will be provided by the bank . However, the required licenses to be factored by the bidder"
42	11	3	The solution should be capable to update the existing applications on the client machines only through a trusted process/installer/hash or user.	Suggest rewording to "Solution should only allow update of existing applications on the client machines only through a trusted process/installer/hash or user." This is suggested is because the required solution will not update existing application but will allow/prevent update and changes to existing applications.	RFP clause stands as-it-is.
43	11	8	No file system scanning that could impact system performance.	There is one time synchronization when agent is installed.	RFP clause stands as-it-is.
44	11	12	The solution should be capable to update the whitelisted applications locally and dynamically when trusted and authorized changes are implemented. The solution should be capable to maintain whitelisting records locally so that it works in offline mode as well	Suggest rewording to "The solution should be capable to update application whitelist locally and dynamically when trusted and authorized changes are implemented. The solution should be capable to maintain whitelisting records locally so that it works in offline mode as well" This is suggested is because the required solution will not update existing application but will allow/prevent update and changes to existing applications.	Revised Clause : " The solution should be capable to update application whitelisted locally and dynamically when trusted and authorized changes are implemented. The solution should be capable to maintain whitelisting records locally so that it works in offline mode as well."

45	11	15	The solution should give granular control to block versions lower than a particular version of an application.	Suggest removing this point as it will not be possible for any vendor to maintain a full version history of all applications. Below compliance point is suggested in place: "The solution should be able to automatically approve applications installed by trusted updater applications, users, trusted directories, trusted publisher certificates, and publisher & application reputation."	RFP clause Stands as-it-is
46	12	24	The solution should be capable to support reporting in CSV, HTML and PDF.	All reports are generated in HTML format. They can be exported in CSV format. HTML reports can also be saved in PDF format.	Clarification: " The formats can be exported to CSV and saved as PDF.
47	12	25	The solution should be able to run on virtual machines.	Virtualization capability should be there, but design and performance considerations should be used to determine the choice between a physical and virtual deployment.	RFP clause stands as-it-is.
48	12	27	The Solution should be capable to deploy the policies in scheduled process or real time basis.	The administrator can choose to first apply the policy in stages of Low, Medium, and High enforcement.	RFP clause stands as-it-is.