

<u>शुद्धिपत्र - 1 / Corrigendum - 1 dated 09th Aug, 2021</u> Tender Reference Number: CO-IS:2021-22:005 Request for Proposal for Supply, Implementation, Commissioning and Maintenance of Data Leakage Prevention Solution 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 No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggest ion/qu ery/err or/om mission	Bank Response
1	12	Technical Specifications (Point No 5)	The DLP solution should support Email inspection for outbound traffic. All licenses required for the same should be included in solution.	What will be the messaging system the bank will use. Pls let know if there is going to be a change or migration during the duration of the contract ?	Query	A widely used, standard Email Gateway solution is used. However, the proposed DLP solution should be compatible with all major Email systems
2	12	Technical Specifications (Point No 5)	The DLP solution should support Email inspection for outbound traffic. All licenses required for the same should be included in solution.	We request the bank to add OCR capability to detect and prevent sensitive data embedded in images leaking through outgoing emails.	Suggestion	Specification already mentioned in point number 22 under 'Data Identification & Policy Management' of Technical Specifications of the RFP. OCR is a mandatory feature required in the solution to prevent data leak via channels including email, web etc.
3	12	Technical Specifications (Point No 5)	The DLP solution should support Email inspection for outbound traffic. All licenses required for the same should be included in solution.	What will be the messaging system the bank will use. Pls let know if there is going to be a change or migration during the duration of the contract ?	Query	A widely used, standard Email Gateway solution is used. However, the proposed DLP solution should be compatible with all major Email systems
4	12	Technical Specifications (Point No 5)	The DLP solution should support Email inspection for outbound traffic. All licenses required for the same should be included in solution.	We request the bank to add OCR capability to detect and prevent sensitive data embedded in images leaking through outgoing emails.	Suggestion	Specification already mentioned in point number 22 under 'Data Identification & Policy Management' of Technical Specifications of the RFP. OCR is a mandatory feature required in the solution to prevent data leak via channels including email, web etc.
5	12	Technical Specifications (Point No 5)	The DLP solution should support Email inspection for outbound traffic. All licenses required for the same should be included in solution.	What will be the messaging system the bank will use. Pls let know if there is going to be a change or migration during the duration of the contract ?	Query	A widely used, standard Email Gateway solution is used. However, the proposed DLP solution should be compatible with all major Email systems
6	12	Technical Specifications (Point No 5)	The DLP solution should support Email inspection for outbound traffic. All licenses required for the same should be included in solution.	We request the bank to add OCR capability to detect and prevent sensitive data embedded in images leaking through outgoing emails.	Suggestion	Specification already mentioned in point number 22 under 'Data Identification & Policy Management' of Technical Specifications of the RFP. OCR is a mandatory feature required in the solution to prevent data leak via channels including email, web etc.
7	64	Point 14, Annexure 5, Sr no 10	Net profit of the Bidder (not of the group) Year 2017-18 Audited Year 2018-19 Audited Year 2019-20 Audited (Copy of audited financial statements for above years to be submitted) Net worth of the Bidder (not of the group) Year 2017-18 Audited Year 2018-19 Audited Year 2019-20 Audited	Can we get Relaxation		RFP clause stands as it is.
8	6	Earnest Money Deposit	₹ 10,00,000/- (Rupees Ten Lakhs Only)	Request you to consider the EMD declaration as other government organisations are accepting EMD declaration instead of EMD.		Clarification: Bidder may submit "Bid Security Declaration" in place of Earnest Money Deposit (EMD) as per format given in Annexure-Bid Security Declaration
9	16	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 & shall be maximum of 10% of the total cost of the Purchase Order from the finalized Bidder for the Bank.	Request Bank to reduce the penalty as 0.5% of delayed component per week and shall be maximum of 5%.	Suggestion	RFP clause stands as it is.
10	16	Penalty	1% of the vaule of contract per week max to 10%	We request bank not to put such heavy penalty charges. Kindly consider 1% per month maximum to 5%	Suggestion	RFP clause stands as it is.
11	Page No 16	Project Timelines	1) Contract Execution & Hardware/Software supply and installation - Within 4 weeks from the date of PO 2) Implementation (UAT) signoff - Within 6 weeks from the date of PO 3) Rule configuration and endpoint rollout - Within 8 weeks from the date of PO 4) Final Sign off and Start of FM services- Within 10 weeks from the date of PO	Request Bank to amend the clause as below 1) Contract Execution & Hardware/Software supply and installation - Within 6 weeks from the date of PO 2) Implementation (UAT) signoff - Within 6 weeks from the date of delivery of Hardware/Software 3) Rule configuration and endpoint rollout - Within 8 weeks from the date of UAT Implementation of Hardware/Software 4) Final Sign off and Start of FM services- Within 10 weeks from the date of Rule Configuration		RFP clause stands as it is.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/qu ery/err or/om mission	Bank Response
12	53	Payment Terms	10% Payment-Successful running of the Solution for 3 months and submission of Bank Guarantee of equivalent amount	Do we need to submit 2 different BG- Performance BG & for 10% Payment? What about AMC & FMS Payment terms?		1. RFP clause stands amended as "Successful running of the Solution for 3 consecutive months" The term 'and submission of Bank Guarantee of equivalent amount' stands deleted 2. "AMC/ATS/FM will be paid quarterly in arrears, on submission of invoice." Can be discussed with the successful bidder
13	11	BROAD SCOPE OF WORK	13. Bidder shall also undertake to carry out implementation / operationalization including move, add and delete, changes / customization of such hardware & software updates, releases, version upgrades. Implemented solution must meet the Bank's prevailing standards.	Change in Location after the implementation of solution will be as per mutual agreed cost. Please confirm	Suggestion	
14	10	BROAD SCOPE OF WORK	3. The Bidder must ensure that quoted Software and Hardware should not be end of sale within 5 years of supply to the Bank. Bidder shall also ensure that no component is declared either End of Support, End of Life during tenure of the contract. In case the bidder/ OEM (Original Equipment Manufacturer) fails to give the above data for any specific component, and later on, any specific component is found to have date of end of sale/ support/ life which falls before the end date of the contract the bidder will have to replace / upgrade the component free of cost with the latest workable component.	Request Bank to Consider the End of Sale period as maximum 6 Months from the date of supply of License/ Hardware.	Suggestion	RFP Clause stands revised as below: "Bidder shall ensure that no component (either Hardware or Software) is declared either End of Support or End of Life during tenure of the contract. In case the bidder/ OEM (Original Equipment Manufacturer) fails to give the above data for any specific component, and later on, any specific component is found to have date of end of support/ end of life which falls before the end date of the contract, the bidder will have to replace / upgrade the component free of cost with the latest workable component."
15	10	BROAD SCOPE OF WORK	6. All the Software & Hardware shall come with 3-year comprehensive onsite warranty subsequently AMC/ATS support for the additional 2 years to be provided by the bidder. The 3-year warranty shall be initiated after successful completion of User Acceptance Testing (UAT) for hardware and software. The 2 year AMC/ATS support should start post completion of 3-year onsite warranty.	Request Bank to Consider the Warranty period as 36 months from date of installation or 39 months from date of delivery, whichever is later.	Suggestion	RFP clause stands as it is.
16	53	Payment Terms	60- Supply / Delivery of Solution (Hardware + Software at both DC and DRC), 30- Successful installation, Configuration and acceptance, 10-Successful running of the Solution for 3 months and submission of Bank Guarantee of equivalent amount	Kindly consider below payment terms : 70- Supply / Delivery of Solution (Hardware + Software at both DC and DRC), 30- Successful installation, Configuration and acceptance, submission of Bank Guarantee of equivalent amount	Suggestion	RFP clause stands as it is.
17	53	5. PAYMENT TERMS	60--Supply / Delivery of Solution (Hardware + Software at both DC and DRC) 30--Successful installation, Configuration and acceptance 10--Successful running of the Solution for 3 months and submission of Bank Guarantee of equivalent amount	Request Bank to consider the payment terms as :- " 70--Supply / Delivery of Solution (Hardware + Software at both DC and DRC) 20--Successful installation, Configuration and acceptance of DC & DR 10--Successful running of the Solution for 3 months" Also request bank to confirm the payment terms for AMC/ATS, Onsite Engineer Cost and Implementation cost. We suggest 1. AMC/ATS as Yearly advance towards the Invoice submission and performance certificate of last Year. 2. Implementation cost on completion of Implementation in DC & DR 3. Onsite Resource cost as Quarterly Arrear.	Query	1. Payment Terms of RFP stands as it is 2. Annexure - INDICATIVE COMMERCIAL BID FORMAT, AMC, implementation cost etc. to be filled in by the bidder in the given format. "AMC/ATS/FM will be paid quarterly in arrears, on submission of invoice." 3. RFP clause stands amended "Successful running of the Solution for 3 consecutive months" The term 'and submission of Bank Guarantee of equivalent amount' stands deleted
18	N.A.	Technical Specifications	Additional technical requirement for End point data monitoring & protection	The DLP solution should have the capability to do USB encryption at the file level for the files being transferred to the external USB devices. This should be part of the endpoint DLP solution and no extra licenses should be required for the same.	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggest ion/qu ery/err or/om mission	Bank Response
19	65	Technical Specifications	Additional technical requirement for End point data monitoring & protection	The DLP solution should have the capability to do USB encryption at the file level for the files being transferred to the external USB deviecs. This should be part of the endpoint DLP solution and no extra licenses should be required for the same.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
20	N.A.	Technical Specifications	Additional technical requirement for End point data monitoring & protection	The DLP solution should have the capability to do USB encryption at the file level for the files being transferred to the external USB deviecs. This should be part of the endpoint DLP solution and no extra licenses should be required for the same.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
21	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be able to capture confidential data leaks through open business application by native DLP or CASB solution	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
22	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be able to capture any text, images, or files copied to the clipboard.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
23	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be able to capture information about file activity including reads, writes, copies natively or integration with a solution with adequate functionality. The solution should provided as part of architecture.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
24	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be capable of capturing all keyboard key strokes.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
25	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be capable of recording all log on and log off events, including failed log on attempts.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
26	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be capable of capturing information about any processes started or stopped.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
27	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be capable of capturing the rendered HTML from any websites visited.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
28	65	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be able to capture confidential data leaks through open business application by native DLP or CASB solution	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
29	65	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be able to capture any text, images, or files copied to the clipboard.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
30	65	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be able to capture any text, images, or files copied to the clipboard.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
31	65	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be capable of capturing all keyboard key strokes.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
32	65	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be capable of recording all log on and log off events, including failed log on attempts.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
33	65	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be capable of capturing information about any processes started or stopped.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
34	65	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be capable of capturing the rendered HTML from any websites visited.	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
35	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be able to capture confidential data leaks through open business application by native DLP or CASB solution	Suggest ion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggest ion/qu ery/err or/om mission	Bank Response
36	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be able to capture any text, images, or files copied to the clipboard.	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
37	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be able to capture information about file activity including reads, writes, copies natively or integration with a solution with adequate functionality. The solution should provided as part of architecture.	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
38	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be capable of capturing all keyboard key strokes.	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
39	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be capable of recording all log on and log off events, including failed log on attempts.	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
40	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be capable of capturing information about any processes started or stopped.	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
41	N.A.	Technical Specifications	Additional technical requirement for Insider Threat	The solution should be capable of capturing the rendered HTML from any websites visited.	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
42	8	Project Objective	At present, the Bank has implemented DLP Solution (Forcepoint) and its support and maintenance is undertaken by existing System Integrator. The present DLP solution is integrated with Bank's Email Gateway, Web proxy, however, its host-based DLP agents are installed at 12000 desktop client PCs (workstations) only which are located across all branches pan-India.	1) What is current version of FSM, DLP and Endpoint DLP Agent	Query	Forcepoint Manager version - 8.5 Forcepoint One Endpoint version - 19.10
43	8	Project Objective	At present, the Bank has implemented DLP Solution (Forcepoint) and its support and maintenance is undertaken by existing System Integrator. The present DLP solution is integrated with Bank's Email Gateway, Web proxy, however, its host-based DLP agents are installed at 12000 desktop client PCs (workstations) only which are located across all branches pan-India.	2) Provide Proxy details with version (Also share details in case of any Planned changes in next 5 Years. Is there going to be a change or migration of the same during the duration of the contract)	Query	A widely used, standard web proxy solution is used, which supports ICAP protocol. The proposed DLP solution should support all major Proxy solutions
44	8	Project Objective	At present, the Bank has implemented DLP Solution (Forcepoint) and its support and maintenance is undertaken by existing System Integrator. The present DLP solution is integrated with Bank's Email Gateway, Web proxy, however, its host-based DLP agents are installed at 12000 desktop client PCs (workstations) only which are located across all branches pan-India.	3) Provide Email Gateway and Email Solution details with Version (Also share details in case of any Planned changes in next 5 Years, Is there going to be a change or migration of the same during the duration of the contract)	Query	A widely used, standard Email Gateway solution is used. Total 4 nos. of devices. The proposed DLP solution should support all major Email Gateway solutions
45	8	Project Objective	At present, the Bank has implemented DLP Solution (Forcepoint) and its support and maintenance is undertaken by existing System Integrator. The present DLP solution is integrated with Bank's Email Gateway, Web proxy, however, its host-based DLP agents are installed at 12000 desktop client PCs (workstations) only which are located across all branches pan-India.	4) Are you using any VPN for Endpoint system connectivity	Query	Currently none.
46	8	Project Objective	At present, the Bank has implemented DLP Solution (Forcepoint) and its support and maintenance is undertaken by existing System Integrator. The present DLP solution is integrated with Bank's Email Gateway, Web proxy, however, its host-based DLP agents are installed at 12000 desktop client PCs (workstations) only which are located across all branches pan-India.	5) What are the current challenges in DLP	Query	Clarification: Will be shared with the successful bidder
47	8	Project Objective	At present, the Bank has implemented DLP Solution (Forcepoint) and its support and maintenance is undertaken by existing System Integrator. The present DLP solution is integrated with Bank's Email Gateway, Web proxy, however, its host-based DLP agents are installed at 12000 desktop client PCs (workstations) only which are located across all branches pan-India.	6) How Solution is working for roaming Users	Query	Clarification: The bidder can clarify the approach
48	11	BROAD SCOPE OF WORK (Point No 14)	Bidder shall successfully migrate the rules/policies configured in existing DLP to the solution proposed by the bidder. If migration is not possible, Bidder has to configure the same rules/policies in the proposed solution and ensure similar outcome in line with the existing solution. Bidder can also fine-tune such policies/rules in case if requires.	How many policies are already deployed in current DLP setup (Need to consider Policy Migration time)	Query	Clarification: More than 20 DLP policies already deployed

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/ query/ error/ omission	Bank Response
49	11	Broad Scope of Work	Bidder shall successfully migrate the rules/policies configured in existing DLP to the solution proposed by the bidder. If migration is not possible, Bidder has to configure the same rules/policies in the proposed solution and ensure similar outcome in line with the existing solution. Bidder can also fine-tune such policies/rules in case if requires.	Request to change as : Bidder shall successfully migrate the rules/policies configured in existing DLP to the solution proposed by the bidder. If migration is not possible, Bidder has to configure the same rules/policies in the proposed solution and ensure similar outcome in line with the existing solution. Bidder can also fine-tune such policies/rules in case if requires. Features may differ than existing solution hence exact similar outcome may not be possible hence request to remove the line.		RFP clause stands revised as below: "Bidder shall successfully migrate the rules/policies configured in existing DLP to the solution proposed by the bidder. If migration is not possible, Bidder has to configure the same rules/policies in the proposed solution . Bidder can also fine-tune such policies/rules in case if requires."
50			Bidder must warrant that key project personnel to be deployed in this project have been sufficiently involved in a similar project in the past	Request to consider Engineer with same professional experience to be consider.	Suggestion	RFP clause stands as it is.
51	16	Project timelines	Contract Execution & Hardware/Software supply and installation - Within 4 weeks from the date of PO	As Hardware & other equipment needs to be couriered so it wil take more time in shipment due to current covid pandemic situation, there may be delay , so Request you to amend this clause " Contract Execution & Hardware/Software supply and installation - Within 8 weeks from the date of PO"		RFP clause stands as it is.
52	16	Project Time line	Contract Execution & Hardware/Software supply and installation - 4 weeks	Kindly consider following project time line : Contract Execution & Hardware/Software supply and installation - 8-10 weeks from date of acceptance of PO	Suggestion	RFP clause stands as it is.
53	16	PROJECT TIMELINES	Contract Execution & Hardware/Software supply and installation--- Within 4 weeks from the date of PO Implementation (UAT) signoff--Within 6 weeks from the date of PO Rule configuration and endpoint rollout --Within 8 weeks from the date of PO Final Sign off and Start of FM services--Within 10 weeks from the date of PO	Request Bank to consider the Project Timelines as :- Contract Execution & Hardware/Software supply and installation---Within 8-10 weeks from the date of PO Implementation (UAT) signoff at DC & DR--Within 16 weeks from the date of PO Rule configuration and endpoint rollout --Within 20 weeks from the date of PO Final Sign off and Start of FM services--Within 22 weeks from the date of PO	Suggestion	RFP clause stands as it is.
54	11	Point 14, Annexure 5, Sr no 18	Details of deliverables, other than the deliverables with reference to the scope of work.	Can we get Relaxation		RFP clause stands as it is.
55			Details of Deployment tool/software	CBI to share the details	Query	Using Windows Active Directory feature
56			Details of existing DLP solution(Forcepoint)	CBI to share the details	Query	Forcepoint Manager version - 8.5 Forcepoint One Endpoint version - 19.10
57	64	Point 14, Annexure 5, Sr no 11	Details of the similar assignments on hand as on date (Name of the Bank, time projected for execution of the assignment and documentary proofs such as work order are to be furnished)	Can we get Relaxation		RFP clause stands as it is.
58	64	Point 11, Annexure 5, Sr no 11	Details of the similar assignments on hand as on date (Name of the Bank, time projected for execution of the assignment and documentary proofs such as work order are to be furnished)	can we produce proof for OEM, in lieu of the bidder's		Clarification: can produce proof from OEM also.
59			Details of users/endsystem spread across PAN India with their connectivity.	CBI to share the details	Query	The solution should be capable of supporting systems having bare minimum available resource (i.e. systems having minimum 4 GB RAM, 160 GB HDD).
60			Details of web proxy server/ mail server	CBI to share the details	Query	widely used, standard Email Gateway solution & Web proxy solution are used. However, the proposed DLP solution should be compatible with all major Email Gateway solutions and Web Proxy solutions
61	26	Technical Specifications	DLP Solution should monitor and prevent data using HTTP/HTTPS over browsers like Chrome, FireFox and Explorer at endpoint. Solution should also provide capability to monitor confidential data even if the data leak attempt is made through custom browsers via natively or application control.	What are the custom Browsers which are currently getting used in CBI.	Query	Clarification: Bank is using standard browsers like Internet Explorer, Chrome, etc.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/ query/ error/ omission	Bank Response
62			Does the DLP solution needs to be deployed only on 23000 endpoints or needs to be integrated with existing DLP solution	CBI to share the details	Query	Clarification: RFP 'Project Objective' - "The main objective of the project is to successfully implement and maintain DLP solution in those remaining endpoints (client PCs installed at BOs, ROs, ZOs & CO) wherein Bank's existing DLP agent is not implemented and installed."
63	6	INTRODUCTION	Earnest Money Deposit--₹ 10,00,000/- (Rupees Ten Lakhs Only)	Request Bank to give relaxation on submission of EMD Payment as per Notice No. F.9/4/2020-PPD , Government of India , Ministry of Finance , Department of Expenditure , Procurement Policy Division.	Query	Clarification: Bidder may submit "Bid Security Declaration" in place of Earnest Money Deposit (EMD) as per format given in Annexure-Bid Security Declaration
64			EMD of 10,00,000/-	Request to consider Bid Security Declaration against the EMD	Suggestion	Clarification: Bidder may submit "Bid Security Declaration" in place of Earnest Money Deposit (EMD) as per format given in Annexure-Bid Security Declaration
65	Page No. 6	Introduction	EMD of Rs.10,00,0000/-	Request Bank to provide the exemption for the EMD payment as per the latest Govt Guidelines		Clarification: Bidder may submit "Bid Security Declaration" in place of Earnest Money Deposit (EMD) as per format given in Annexure-Bid Security Declaration
66	13	Technical Specifications (Point No 11)	Endpoint solution should support Microsoft Windows 32 bit and 64 bit Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016, Mac OS X -10.11.X, VDI (Citrix and VMware) , RHEL, Linux Desktop versions	We request bank to delete the support for RHEL & Linux Endpoint Agents if they are not in use in Bank IT environment	Suggestion	RFP clause stands amended as below: "Endpoint solution should support Microsoft Windows 32 bit and 64 bit Windows-based Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016 etc."
67		Technical Specifications. Point no. 11	Endpoint solution should support Microsoft Windows 32 bit and 64 bit Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016, Mac OS X -10.11.X, VDI (Citrix and VMWare) , RHEL, Linux Desktop version	Version 15.5 - supports Win 8 and Above, LINUX and RHEL not supported.		RFP clause stands amended as below: "Endpoint solution should support Microsoft Windows 32 bit and 64 bit Windows-based Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016 etc."
68	13	Technical Specifications (Point No 11)	Endpoint solution should support Microsoft Windows 32 bit and 64 bit Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016, Mac OS X -10.11.X, VDI (Citrix and VMWare) , RHEL, Linux Desktop versions	We request bank to delete the support for RHEL & Linux Endpoint Agents if they are not in use in Bank IT environment	Suggestion	RFP clause stands amended as below: "Endpoint solution should support Microsoft Windows 32 bit and 64 bit Windows-based Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016 etc."
69	13	Point no:11 Technical Specifications	Endpoint solution should support Microsoft Windows 32 bit and 64 bit Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016, Mac OS X -10.11.X, VDI (Citrix and VMWare) , RHEL, Linux Desktop versions.	Currently there is no support for MAC 10.11 OS and it's a EOS/EOL. Please upgrade the OS to the latest or supported OS, or we are requesting bank to remove the non-supported MAC OS from the list. Currently majority of the vendors are supporting only the Windows & MAC OS for endpoint DLP. Apart from Windows & MAC OS any other OS like Linux and any other OS are not supported for endpoint DLP, these OS are monitored via network DLP.PF supported operating system details link (link redacted) Please confirm if bank is ok on this approach?		RFP clause stands amended as below: "Endpoint solution should support Microsoft Windows 32 bit and 64 bit Windows-based Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016 etc."

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/querry/error/ommission	Bank Response
70	13	Technical Specifications (Point No 11)	Endpoint solution should support Microsoft Windows 32 bit and 64 bit Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016, Mac OS X -10.11.X, VDI (Citrix and VMWare) , RHEL, Linux Desktop versions	We request bank to delete the support for RHEL & Linux Endpoint Agents if they are not in use in Bank IT environment	Suggestion	RFP clause stands amended as below: "Endpoint solution should support Microsoft Windows 32 bit and 64 bit Windows-based Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016 etc."
71	13	Point no:11 Technical Specifications	Endpoint solution should support Microsoft Windows 32 bit and 64 bit Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016, Mac OS X -10.11.X, VDI (Citrix and VMWare) , RHEL, Linux Desktop versions.	Currently there is no support for MAC 10.11 OS and it's a EOS/EOL. Please upgrade the OS to the latest or supported OS, or we are requesting bank to remove the non-supported MAC OS from the list. Currently majority of the vendors are supporting only the Windows & MAC OS for endpoint DLP. Apart from Windows & MAC OS any other OS like Linux and any other OS are not supported for endpoint DLP, these OS are monitored via network DLP.PF supported operating system details link (link redacted) Please confirm if bank is ok on this approach?		RFP clause stands amended as below: "Endpoint solution should support Microsoft Windows 32 bit and 64 bit Windows-based Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016 etc."
72	Point no:11 Technical Specifications	Endpoint solution should support Microsoft Windows 32 bit and 64 bit Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016, Mac OS X -10.11.X, VDI	Endpoint solution should support Microsoft Windows 32 bit and 64 bit Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016, Mac OS X -10.11.X, VDI (Citrix and VMWare) , RHEL, Linux Desktop versions.	Currently there is no support for MAC 10.11 OS and it's a EOS/EOL. Please upgrade the OS to the latest or supported OS, or we are requesting bank to remove the non-supported MAC OS from the list. Currently majority of the vendors are supporting only the Windows & MAC OS for endpoint DLP. Apart from Windows & MAC OS any other OS like Linux and any other OS are not supported for endpoint DLP, these OS are monitored via network DLP.PF supported operating system details link (link redacted). Please confirm if bank is ok on this approach?		RFP clause stands amended as below: "Endpoint solution should support Microsoft Windows 32 bit and 64 bit Windows-based Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016 etc."
73	13	Point no:11 Technical Specifications	Endpoint solution should support Microsoft Windows 32 bit and 64 bit Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016, Mac OS X -10.11.X, VDI (Citrix and VMWare) , RHEL, Linux Desktop versions.	Currently there is no support for MAC 10.11 OS and it's a EOS/EOL. Please upgrade the OS to the latest or supported OS, or we are requesting bank to remove the non-supported MAC OS from the list. Currently majority of the vendors are supporting only the Windows & MAC OS for endpoint DLP. Apart from Windows & MAC OS any other OS like Linux and any other OS are not supported for endpoint DLP, these OS are monitored via network DLP.PF supported operating system details link (link redacted) Please confirm if bank is ok on this approach?		RFP clause stands amended as below: "Endpoint solution should support Microsoft Windows 32 bit and 64 bit Windows-based Operating System from the first day of installation including but not limited to Windows 7, 8.1, 10, Windows server 2008 R2, Windows server 2012 R2, Windows server 2016 etc."
74	16	Project Time line	Final Sign off and Start of FM services - 10 weeks	Final Sign off and Start of FM services - 24 weeks from date of acceptance of PO	Suggestion	RFP clause stands as it is.
75	9	Project Scope	Impart Training and Knowledge Management to the Bank's management and personnel	Need Clarification : OEM Certified Training is expected or solution administration from bidder to be considered		Solution relevant training can be imparted by either OEM or successful bidder's representative.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/querry/error/ommission	Bank Response
76	9	☐ BROAD SCOPE OF WORK	In case the bank revamps its current architecture or completely migrates to another network technology/New location due to any reason, the bidder shall make necessary changes in its solution to adapt to new deployment without any additional cost to the Bank.	Request Bank to remove this clause since any changes to be agreed by both the parties and there will be separate commercial implication will be there.	Suggestion	RFP clause stands deleted. The below mentioned portion of RFP "In case the bank revamps its current architecture or completely migrates to another network technology/New location due to any reason, the bidder shall make necessary changes in its solution to adapt to new deployment without any additional cost to the Bank." stands deleted
77	33	☐ INDEMNITY	Indemnity - Bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from	We request Bank to modify the clause as : "Bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly from"	Suggestion	RFP clause stands as it is.
78	64	Point 11, Annexure 5, Sr no 12	Name of the Engagement Manager & Overall person responsible (team leader) identified for this assignment and their professional qualifications and experience/expertise Details of similar assignments handled by the said team leader. Documentary proofs for all	We need to wait for the Project win since we do not have resources on bench		RFP clause stands as it is.
79	65	Point 11, Annexure 5, Sr no 13	Names of the other team members identified for this assignment and their professional qualifications and experience/expertise. (Should possess qualifications as mentioned in the RFP) Documentary proofs for all the assertions in the form of Certificates, CVs, employment letter to be enclosed.	We need to wait for the Project win since we do not have resources on bench		RFP clause stands as it is.
80	33	☐ ORDER CANCELLATION	order cancellation - The Bank reserves its right to cancel the order in the event of one or more of the following situations: o Delays in delivery beyond the specified period for delivery.	We request bank to modify the clause as - " The Bank reserves its right to cancel the order in the event of one or more of the following situations: Failed to cure the default in the notice period after delays in delivery beyond the specified period for delivery."	Suggestion	RFP clause stands as it is.
81			Overall setup details along with branches and their connectivity	CBI to share the details	Query	1. The solution should be capable of supporting systems having bare minimum available resource (i.e. systems having minimum 4 GB RAM, 160 GB HDD) 2. Branch Network Bandwidth is > 512 MBPS for all locations.
82			Payment Terms	Payment terms- covering AMC not mentioned	Request to mention	Annexure - INDICATIVE COMMERCIAL BID FORMAT, AMC cost to be filled in by the bidder in the given format.
83	16	SLA	Penalty charges	kindly reconsider the heavy penalty % charges mentioned in RFP	Suggestion	RFP clause stands as it is.
84	15	Point no:66 Technical Specifications	Policies should be able to govern what data is cached and stored locally on the endpoint unless specifically requested, and what data is automatically sent up to the server as soon as it is collected or remediated	Is the expectation of the Bank for this specification is if a user is connected or not connected on the network, the DLP inspection should happen on the data and any data violations should be reported back to the management server once the user is connected back to the network. We request bank to agree if our understanding is correct, If not please explain/elaborate with a use case.		Clarification: There should not be any mismatch or deduction in incident data sent to central server between incident generated while PC joined in network and incident generated while PC is disjoint from network & reconnected to network later.
85	15	Point no:66 Technical Specifications	Policies should be able to govern what data is cached and stored locally on the endpoint unless specifically requested, and what data is automatically sent up to the server as soon as it is collected or remediated	Is the expectation of the Bank for this specification is if a user is connected or not connected on the network, the DLP inspection should happen on the data and any data violations should be reported back to the management server once the user is connected back to the network. We request bank to agree if our understanding is correct, If not please explain/elaborate with a use case.		Clarification: There should not be any mismatch or deduction in incident data sent to central server between incident generated while PC joined in network and incident generated while PC is disjoint from network & reconnected to network later.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/querry/error/ommission	Bank Response
86	Point no:66 Technical Specifications	Policies should be able to govern what data is cached and stored locally on the endpoint unless specifically requested, and what data is automatically sent up to the server as soon as it is collected or remediated	Policies should be able to govern what data is cached and stored locally on the endpoint unless specifically requested, and what data is automatically sent up to the server as soon as it is collected or remediated	Is the expectation of the Bank for this specification is if a user is connected or not connected on the network, the DLP inspection should happen on the data and any data violations should be reported back to the management server once the user is connected back to the network. We request bank to agree if our understanding is correct, If not please explain/elaborate with a use case.		Yes
87	15	Point no:66 Technical Specifications	Policies should be able to govern what data is cached and stored locally on the endpoint unless specifically requested, and what data is automatically sent up to the server as soon as it is collected or remediated	Is the expectation of the Bank for this specification is if a user is connected or not connected on the network, the DLP inspection should happen on the data and any data violations should be reported back to the management server once the user is connected back to the network. We request bank to agree if our understanding is correct, If not please explain/elaborate with a use case.		Clarification: There should not be any mismatch in incident data sent to central server between incident generated while PC joined in network and incident generated while PC is disjoint from network & reconnected to network later.
88	16	Project Time line	Projected Timeline (from the date of PO)	Kindly consider following project time line : Contract Execution & Hardware/Software supply and installation - 8-10 weeks from date of acceptance of PO	Suggestion	RFP clause stands as it is.
89	9	PROJECT SCOPE	Rollout the proposed solution covering all the Bank identified locations as specified under the given scope.	1) Kindly share Location details	Query	Clarification: The identified locations are based across India, however the DLP agents can be installed from central location
90	9	PROJECT SCOPE	Rollout the proposed solution covering all the Bank identified locations as specified under the given scope.	2) Is it all Location Endpoint RDP/ Remote is possible from Primary site.	Query	Clarification: Yes, RDP remote access is possible from primary site
91	16	PROJECT TIMELINES	Rule configuration and endpoint rollout Within 8 weeks from the date of PO	Time given for Rule configuration and endpoint rollout (23000) is needed to extend. (Need to consider 200 Endpoint agents per day)	Suggestion	RFP clause stands as it is.
92		Eligibility criteria; Point-9	The proposed solution should have deployed in minimum one financial institution (Public/Private) in India during last 5 years. Required to submit the individual experience letter with word "Satisfactory" Non submission will not be considered	Since this kind of project are of confidential nature therefore we request to change the clause as: Bidder is required to submit satisfactory letter from the customer or email confirmation from the customer or project signoff proof from the customer.		RFP clause stands as it is.
93	14	37	The solution should have a dashboard view designed for use by executives that can combine information from data in motion (network), data at rest (storage), and data at the endpoint (endpoint) in a single view	Each OEM has own way for Management for different component so it is suggested to amend the clause as " The solution should have a centralized CyberSoC dashboard view designed for use by executives that can combine information from all DLP Component centralized/separately"		RFP clause stands as it is.
94		Technical Specifications. Point no. 37	The solution should have a dashboard view designed for use by executives that can combine information from data in motion (network), data at rest (storage), and data at the endpoint (endpoint) in a single view	Replace with: The solution should have a centralized CyberSoC dashboard for executives that can combine information from Data Classification, DLP, CASB & Data Access Control.	Suggestion	RFP clause stands as it is.
95		BROAD SCOPE OF WORK	The bidder is expected to consider the current deployment & propose the solutions which Integrate with the existing solutions and ensure that all the proposed new solutions would complement well with the Bank's existing network & security setup. In case the bank revamps its current architecture or completely migrates to another network technology/New location due to any reason, the bidder shall make necessary changes in its solution to adapt to new deployment without any additional cost to the Bank.	1) Is it Bank is planning to use current setup and add Additional component considering current setup environment OR want to do new Implementation.	Query	Clarification: No. Bank intends to have new implementation

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/ query/error/omission	Bank Response
96	9	BROAD SCOPE OF WORK	The bidder is expected to consider the current deployment & propose the solutions which integrate with the existing solutions and ensure that all the proposed new solutions would complement well with the Bank's existing network & security setup. In case the bank revamps its current architecture or completely migrates to another network technology/New location due to any reason, the bidder shall make necessary changes in its solution to adapt to new deployment without any additional cost to the Bank.	2) Are you going to provide same Host name and IP address of Existing DLP Endpoint servers for new DLP setup? (As 12000 agents are currently live and RFP scope is to install remaining 23000 agents.)	Query	Clarification: No. Bank intends to have new implementation
97	9	Broad Scope of Work	The Bidder is required to supply the Software/Hardware/ Licenses/ Applications required to provide above solutions at DC, DRC & Branches and other Bank locations PAN India, as applicable.	Request confirmation : Will bank provide Hardware, Operating systems, Virtualization environment for non-appliance based components (other than OEM appliances) ?		Only Oracle Database licenses will be provided by bank in case required by the solution. Anything other than Oracle Database, Bidder has to supply.
98	9	BROAD SCOPE OF WORK (Point No. 1)	The Bidder is required to supply the Software/Hardware/Licenses/Applications required to provide above solutions at DC, DRC & Branches and other Bank locations PAN India, as applicable. The solutions shall comply with the requirements provided in the document –Technical specifications & Broad Scope of work.	Can Bank will provide before Solution Design all Planned location Endpoint counts and connectivity details	Query	Clarification: Endpoint locations are not classified according to their location and are distributed Pan India. Network Bandwidth is >= 512 MBPS for all locations.
99	58	Point 9 , Annexure 2, Sr no 3	The bidder must be a profit making entity (after tax) in each of the last three financial years viz. 2017-18, 2018-19 and 2019-20. OR Net worth of the company should be in positive for each of the last 3 financial years i.e. 2017-18, 2018-19 and 2019- 20.	Can we get Relaxation		RFP clause stands as it is.
100	58	Point 9 , Annexure 2, Sr no 5	The bidder must be operational in India for minimum of five (5) years as on the date of RFP.	Can we get Relaxation		RFP clause stands as it is.
101	10	BROAD SCOPE OF WORK (Point No. 3)	The Bidder must ensure that quoted Software and Hardware should not be end of sale within 5 years of supply to the Bank. Bidder shall also ensure that no component is declared either End of Support, End of Life during tenure of the contract. In case the bidder/ OEM (Original Equipment Manufacturer) fails to give the above data for any specific component, and later on, any specific component is found to have date of end of sale/ support/ life which falls before the end date of the contract the bidder will have to replace / upgrade the component free of cost with the latest workable component.	Are you going to use Existing SQL Server license for new setup. (As after installation of new setup Old setup will be discard)	Query	Clarification: Existing SQL Server licenses not for reuse
102	10	Broad Scope of Work	The Bidder must ensure that quoted Software and Hardware should not be end of sale within 5 years of supply to the Bank. Bidder shall also ensure that no component is declared either End of Support, End of Life during tenure of the contract. In case the bidder/ OEM (Original Equipment Manufacturer) fails to give the above data for any specific component, and later on, any specific component is found to have date of end of sale/ support/ life which falls before the end date of the contract the bidder will have to replace / upgrade the component free of cost with the latest workable component.	Request Modification as : The Bidder must ensure that quoted Software and Hardware should not be End of Support within 5 years of supply to the Bank. Bidder shall also ensure that no component is declared either End of Support, End of Life during tenure of the contract. In case the bidder/ OEM (Original Equipment Manufacturer) fails to give the above data for any specific component, and later on, any specific component is found to have date of end of support/ life which falls before the end date of the contract the bidder will have to replace / upgrade the component free of cost with the latest workable component.		RFP Clause stands revised as below: "Bidder shall ensure that no component (either Hardware or Software) is declared either End of Support or End of Life during tenure of the contract. In case the bidder/ OEM (Original Equipment Manufacturer) fails to give the above data for any specific component, and later on, any specific component is found to have date of end of support/ end of life which falls before the end date of the contract, the bidder will have to replace / upgrade the component free of cost with the latest workable component."
103	58	Point 9 , Annexure 2, Sr no 2	The bidder must have an average annual turnover of ₹ 10,00,00,000/- or above (Rupees Ten Crores) per annum (from Indian operations only) for last 3 completed financial years (i.e. 2017-18, 2018-19 and 2019-20).	Can we get Relaxation		RFP clause stands as it is.
104	59	Eligibility Criteria	The Bidder must warrant that key project personnel to be deployed in this project have been sufficiently involved in a similar project in the past.	Self-Declaration / Undertaking to be considered to showcase the eligibility. Request to remove : Bio-data or CV of the personnel indicating their qualifications, professional experience and projects handled.		RFP clause stands as it is.
105	59	Annexure 2 point 7	The Bidder must warrant that key project personnel to be deployed in this project have been sufficiently involved in a similar project in the past. - Letters of reference from clients where the personnel were deployed may also be submitted.	Request Bank to consider that the Letter of reference from clients would be provided at the time of signing the agreement with the Bank	Suggestion	Clarification: This is an optional requirement "Letters of reference from clients where the personnel were deployed <u>may</u> also be submitted."
106	34	INDEMNITY	The Bidder shall not indemnify the Bank for Any loss of profits, revenue, contracts, or anticipated savings or Any consequential or indirect loss or damage however caused, provided that the claims against customers and users of the Bank would be considered as a "direct" claim	We request Bank to modify the clause as : " The Bidder shall not indemnify the Bank for Any loss of profits, revenue, contracts, or anticipated savings or Any consequential or indirect loss or damage however caused."	Suggestion	RFP clause stands as it is.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/querry/error/ommission	Bank Response
107		Page No. 8 Last Paragraph	The count of such desktop client PCs where there is no existing DLP agent installed is around 23000.	Please confirm these 23000 Licenses will be procured in one go or it will be staggered over a time.		Clarification: To be procured in one go.
108	14	Technical Specifications (Point No 45)	The DLP dashboard must display the number of cases in the designated period that fall above the risk score threshold that one has selected. Risk score thresholds must be customizable and instantly produce a report to prioritize the cases from high-to-low risk levels through native DLP's analytic or CASB solution.	What is CASB solution used by the bank or is there a plan of going for a CASB solution during the duration of the contract	Query	At present, no CASB solution is used in the Bank. However, the proposed DLP solution should be compatible with all major CASB solution or at least have a roadmap for the same.
109	14	Technical Specifications (Point No 45)	The DLP dashboard must display the number of cases in the designated period that fall above the risk score threshold that one has selected. Risk score thresholds must be customizable and instantly produce a report to prioritize the cases from high-to-low risk levels through native DLP's analytic or CASB solution.	What is CASB solution used by the bank or is there a plan of going for a CASB solution during the duration of the contract	Query	At present, no CASB solution is used in the Bank. However, the proposed DLP solution should be compatible with all major CASB solution or at least have a roadmap for the same.
110	14	Technical Specifications (Point No 45)	The DLP dashboard must display the number of cases in the designated period that fall above the risk score threshold that one has selected. Risk score thresholds must be customizable and instantly produce a report to prioritize the cases from high-to-low risk levels through native DLP's analytic or CASB solution.	What is CASB solution used by the bank or is there a plan of going for a CASB solution during the duration of the contract	Query	At present, no CASB solution is used in the Bank. However, the proposed DLP solution should be compatible with all major CASB solution or at least have a roadmap for the same.
111	13	Technical Specifications (Point No 25)	The DLP Solution must be able to detect Data Classification Labels applied by Data Classification partners by reading metadata as well as custom header analysis.	What is the classification solution being used by the bank? Is there going to be a change or migration of the same during the duration of the contract is it that tool adding classification information/ label in file Metadata?	Query	At present, Bank is not using any Data classification solution.
112	13	Technical Specifications (Point No 25)	The DLP Solution must be able to detect Data Classification Labels applied by Data Classification partners by reading metadata as well as custom header analysis.	What is the classification solution being used by the bank? Is there going to be a change or migration of the same during the duration of the contract	Query	At present, Bank is not using any Data classification solution.
113	13	Technical Specifications (Point No 25)	The DLP Solution must be able to detect Data Classification Labels applied by Data Classification partners by reading metadata as well as custom header analysis.	What is the classification solution being used by the bank? Is there going to be a change or migration of the same during the duration of the contract	Query	At present, Bank is not using any Data classification solution.
114	13	24	The DLP Solution must be GDPR Compliant or should have road-map for GDPR as well as for Personal Data Protection Bill 2019.	The classification of data is very critical and DLP Solution should Automatically Classify virgin data which has no Data Classification Labels, without any human intervention so it is suggested to amend the clause as "The DLP Solution must be GDPR Compliant or should have road-map for GDPR as well as for Personal Data Protection Bill 2019. and DLP Solution should Automatically Classify virgin data which has no Data Classification Labels, without any human intervention"		RFP clause stands as it is.
115		Technical Specifications. Point no. 22	The DLP Solution must be GDPR Compliant or should have road-map for GDPR as well as for Personal Data Protection Bill 2019.	Add: DLP Solution should Automatically Classify virgin data which has no Data Classification Labels, without any human intervention	Suggestion	RFP clause stands as it is.
116	12	Technical Specifications (Point No 2)	The DLP Solution must have capability to integrate with 3rd party Proxy solution for content inspection	Please confirm the DLP will integrate with the proxy solutions using ICAP protocol	Query	Yes, can be integrated using ICAP protocol also
117	12	Technical Specifications (Point No 2)	The DLP Solution must have capability to integrate with 3rd party Proxy solution for content inspection	Please confirm the DLP will integrate with the proxy solutions using ICAP protocol	Query	Yes, can be integrated using ICAP protocol also
118	12	Technical Specifications (Point No 2)	The DLP Solution must have capability to integrate with 3rd party Proxy solution for content inspection	Please confirm the DLP will integrate with the proxy solutions using ICAP protocol	Query	Yes, can be integrated using ICAP protocol also
119	12	Point no:2 Technical Specifications	The DLP Solution must have capability to integrate with 3rd party Proxy solution for content inspection	DLP Solution integrate with 3rd party Proxy solution for content inspection via ICAP, Does the existing proxy solution support ICAP. Please confirm.		Yes
120	12	Point no:2 Technical Specifications	The DLP Solution must have capability to integrate with 3rd party Proxy solution for content inspection	DLP Solution integrate with 3rd party Proxy solution for content inspection via ICAP, Does the existing proxy solution support ICAP. Please confirm.		Yes

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/ query/error/omission	Bank Response
121	Point no:2 Technical Specifications	The DLP Solution must have capability to integrate with 3rd party Proxy solution for content inspection	The DLP Solution must have capability to integrate with 3rd party Proxy solution for content inspection	DLP Solution integrate with 3rd party Proxy solution for content inspection via ICAP, Does the existing proxy solution support ICAP. Please confirm.		Yes
122	12	Point no:2 Technical Specifications	The DLP Solution must have capability to integrate with 3rd party Proxy solution for content inspection	DLP Solution integrate with 3rd party Proxy solution for content inspection via ICAP, Does the existing proxy solution support ICAP. Please confirm.		Yes
123	14	Point no:43 Technical Specifications	The DLP Solution must provide visibility into Broken Business process. For ex:-if unsecured sensitive content is sent daily from several users to a business partner, the users are probably not aware that they are doing something wrong.	DLP solution provide control and visibility over the corporate data not on the Broken Business process. We request bank to change the clause as "The solution should be able to provide control and visibility over if unsecured sensitive content is sent daily from several users to a business partner for which the users are probably not aware by generating the incident or justification window to the users."		RFP clause stands revised as below: "The solution should be able to provide control and visibility over if sensitive content is sent daily from several users to a business partner for which the users are probably not aware by generating the incident or justification window to the users."
124	14	Point no:43 Technical Specifications	The DLP Solution must provide visibility into Broken Business process. For ex:-if unsecured sensitive content is sent daily from several users to a business partner, the users are probably not aware that they are doing something wrong.	DLP solution solutions provide control and visibility over the corporate data not on the Broken Business process. We request bank to change the clause as "The solution should be able to provide control and visibility over if unsecured sensitive content is sent daily from several users to a business partner for which the users are probably not aware by generating the incident or justification window to the users."		RFP clause stands revised as below: "The solution should be able to provide control and visibility over if sensitive content is sent daily from several users to a business partner for which the users are probably not aware by generating the incident or justification window to the users."
125	Point no:43 Technical Specifications	The DLP Solution must provide visibility into Broken Business process. For ex:-if unsecured sensitive content is sent daily from several users to a business partner, the users are probably not aware that they are doing something wrong.	The DLP Solution must provide visibility into Broken Business process. For ex:-if unsecured sensitive content is sent daily from several users to a business partner, the users are probably not aware that they are doing something wrong.	DLP solution solutions provide control and visibility over the corporate data not on the Broken Business process. We request bank to change the clause as "The solution should be able to provide control and visibility over if unsecured sensitive content is sent daily from several users to a business partner for which the users are probably not aware by generating the incident or justification window to the users."		RFP clause stands revised as below: "The solution should be able to provide control and visibility over if sensitive content is sent daily from several users to a business partner for which the users are probably not aware by generating the incident or justification window to the users."
126	14	Point no:43 Technical Specifications	The DLP Solution must provide visibility into Broken Business process. For ex:-if unsecured sensitive content is sent daily from several users to a business partner, the users are probably not aware that they are doing something wrong.	DLP solution solutions provide control and visibility over the corporate data not on the Broken Business process. We request bank to change the clause as "The solution should be able to provide control and visibility over if unsecured sensitive content is sent daily from several users to a business partner for which the users are probably not aware by generating the incident or justification window to the users."		RFP clause stands revised as below: "The solution should be able to provide control and visibility over if sensitive content is sent daily from several users to a business partner for which the users are probably not aware by generating the incident or justification window to the users."
127	12	Point no:3 Technical Specifications	The DLP solution should be able to block outbound emails sent via SMTP if it violates the policy either through manual classification or discovery policy	DLP solution inspects email with Mail Transfer Agent (MTA) server to protect email traffic. Does the bank have MTA server, or do we need to consider the same, Please confirm?		Yes, MTA available

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/ query/ error/ omission	Bank Response
128	12	Point no:3 Technical Specifications	The DLP solution should be able to block outbound emails sent via SMTP if it violates the policy either through manual classification or discovery policy	DLP solution inspects email with Mail Transfer Agent (MTA) server to protect email traffic. Does the bank have MTA server, or do we need to consider the same, Please confirm?		Yes, MTA available
129	Point no:3 Technical Specifications	The DLP solution should be able to block outbound emails sent via SMTP if it violates the policy either through manual classification or discovery policy	The DLP solution should be able to block outbound emails sent via SMTP if it violates the policy either through manual classification or discovery policy	DLP solution inspects email with Mail Transfer Agent (MTA) server to protect email traffic. Does the bank have MTA server, or do we need to consider the same, Please confirm?		Yes, MTA available
130	12	Point no:3 Technical Specifications	The DLP solution should be able to block outbound emails sent via SMTP if it violates the policy either through manual classification or discovery policy	DLP solution inspects email with Mail Transfer Agent (MTA) server to protect email traffic. Does the bank have MTA server, or do we need to consider the same, Please confirm?		Yes, MTA available
131	12	Technical Specifications (Point No 4)	The DLP solution should be able to prevent content getting posted or uploaded to destinations (Web, Email domains etc.) and should monitor and control sensitive emails downloaded to mobile devices as well	Does the bank have Activesync servers to achieve this capability ? This will be required for ensure critical emails matching DLP policies are not synced to the mobile devices	Query	RFP clause stands amended as below: "The DLP solution should be able to prevent content getting posted or uploaded to destinations (Web, Email domains etc.) and should monitor and control sensitive emails" The portion of the clause "downloaded to mobile devices as well" stands deleted.
132	12	Technical Specifications (Point No 4)	The DLP solution should be able to prevent content getting posted or uploaded to destinations (Web, Email domains etc.) and should monitor and control sensitive emails downloaded to mobile devices as well	Does the bank have Activesync servers to achieve this capability ? This will be required for ensure critical emails matching DLP policies are not synced to the mobile devices	Query	RFP clause stands amended as below: "The DLP solution should be able to prevent content getting posted or uploaded to destinations (Web, Email domains etc.) and should monitor and control sensitive emails" The portion of the clause "downloaded to mobile devices as well" stands deleted.
133	12	Technical Specifications (Point No 4)	The DLP solution should be able to prevent content getting posted or uploaded to destinations (Web, Email domains etc.) and should monitor and control sensitive emails downloaded to mobile devices as well	Does the bank have Activesync servers to achieve this capability ? This will be required for ensure critical emails matching DLP policies are not synced to the mobile devices	Query	RFP clause stands amended as below: "The DLP solution should be able to prevent content getting posted or uploaded to destinations (Web, Email domains etc.) and should monitor and control sensitive emails" The portion of the clause "downloaded to mobile devices as well" stands deleted.
134	12	4	The DLP solution should be able to prevent content getting posted or uploaded to destinations (Web, Email domains etc.) and should monitor and control sensitive emails downloaded to mobile devices as well	DLP controls the data protection at gateway level in email channel, web channel and endpoint to protect all channels so Mobile is also cover at gateway level. The mobile device clause is specific to one OEM it is suggested to amend the clause " The DLP solution should be able to prevent content getting posted or uploaded to destinations (Web, Email domains etc.).		RFP clause stands amended as below: "The DLP solution should be able to prevent content getting posted or uploaded to destinations (Web, Email domains etc.) and should monitor and control sensitive emails" The portion of the clause "downloaded to mobile devices as well" stands deleted.
135		Technical Specifications. Point no. 4	The DLP solution should be able to prevent content getting posted or uploaded to destinations (Web, Email domains etc.) and should monitor and control sensitive emails downloaded to mobile devices as well -	Does customer has MDM or planning for one... - Using mobile containerization(MDM)	Query	Clarification: MDM solution is available.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/querry/error/ommission	Bank Response
136		Technical Specifications. Point no. 4	The DLP solution should be able to prevent content getting posted or uploaded to destinations (Web, Email domains etc.) and should monitor and control sensitive emails downloaded to mobile devices as well	Need to remove "downloaded to mobile devices as well" portion. We don't support that.	Suggestion	RFP clause stands amended as below: "The DLP solution should be able to prevent content getting posted or uploaded to destinations (Web, Email domains etc.) and should monitor and control sensitive emails" The portion of the clause "downloaded to mobile devices as well" stands deleted.
137	13	Point no:21 Technical Specifications	The DLP solution should enforce policies to detect data leaks over period of time through in- depth analysis reporting	This is a OEM Specific specifications and we request bank to relax/remove this specification		RFP clause stands as it is.
138		The DLP solution should enforce policies to detect data leaks over period of time through in- depth analysis reporting	The DLP solution should enforce policies to detect data leaks over period of time through in- depth analysis reporting	This is a OEM Specific specifications and we request bank to relax/remove this specification		RFP clause stands as it is.
139	13	Point no:21 Technical Specifications	The DLP solution should enforce policies to detect data leaks over period of time through in- depth analysis reporting	This is a OEM Specific specifications and we request bank to relax/remove this specification		RFP clause stands as it is.
140	13	Point no:21 Technical Specifications	The DLP solution should enforce policies to detect data leaks over period of time through in-depth analysis reporting	This is a OEM Specific specifications and we request bank to relax/remove this specification		RFP clause stands as it is.
141	13	Technical Specifications (Point No 21)	The DLP solution should enforce policies to detect data leaks over period of time through in-depth analysis reporting.	We request the DLP solution should not only enforce polices for detecting slow data leaks but also have the capability to provide detailed analysis capability using risk ranking and incident grouping so that it becomes easy to manage such incidents	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
142	13	Technical Specifications (Point No 21)	The DLP solution should enforce policies to detect data leaks over period of time through in-depth analysis reporting.	We request the DLP solution should not only enforce polices for detecting slow data leaks but also have the capability to provide detailed analysis capability using risk ranking and incident grouping so that it becomes easy to manage such incidents	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
143	13	Technical Specifications (Point No 21)	The DLP solution should enforce policies to detect data leaks over period of time through in-depth analysis reporting.	We request the DLP solution should not only enforce polices for detecting slow data leaks but also have the capability to provide detailed analysis capability using risk ranking and incident grouping so that it becomes easy to manage such incidents	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
144	13	14	The DLP solution should have a comprehensive list of pre-defined policies and templates with patterns to identify and classify information pertaining to different industry like BFSI, Energy, Petroleum industry vertical etc and India IT Act and its amendments from time to time.	As per next generation DLP solutions, Ontologies based approach is more reliable than pre-defined templates. Ontologies are AI based and will account for all kinds of unstructured data types. so it is suggested to amend the clause as The DLP solution should have a comprehensive list of pre-defined policies and Ontologies to identify and classify information pertaining to different industry like BFSI, Energy, Petroleum industry vertical etc. and India IT Act and its amendments from time to time.		RFP clause stands as it is.
145		Technical Specifications. Point no. 14	The DLP solution should have a comprehensive list of pre-defined policies and templates with patterns to identify and classify information pertaining to different industry like BFSI, Energy, Petroleum industry vertical etc and India IT Act and its amendments from time to time.	They should say "Ontologies" instead of templates. Templates is older generation. Ontologies are AI based and will account for all kinds of unstructured data types.	Suggestion	RFP clause stands as it is.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/querry/error/ommission	Bank Response
146	13	Technical Specifications (Point No 14)	The DLP solution should have a comprehensive list of pre-defined policies and templates with patterns to identify and classify information pertaining to different industry like BFSI, Energy, Petroleum industry vertical etc and India IT Act and its amendments from time to time.	The solution should provide close to 1500 + Data classifiers to be used in the DLP policies.	Suggestion	RFP clause stands as it is.
147	13	Technical Specifications (Point No 14)	The DLP solution should have a comprehensive list of pre-defined policies and templates with patterns to identify and classify information pertaining to different industry like BFSI, Energy, Petroleum industry vertical etc and India IT Act and its amendments from time to time.	The solution should provide close to 1500 + Data classifiers to be used in the DLP policies.	Suggestion	RFP clause stands as it is.
148	13	Technical Specifications (Point No 14)	The DLP solution should have a comprehensive list of pre-defined policies and templates with patterns to identify and classify information pertaining to different industry like BFSI, Energy, Petroleum industry vertical etc and India IT Act and its amendments from time to time.	The solution should provide close to 1500 + Data classifiers to be used in the DLP policies.	Suggestion	RFP clause stands as it is.
149	13	Point no:20 Technical Specifications	The DLP solution should have advanced capabilities to learn sensitive information from copies of information AI/ML based data leakage identification and prevention that needs to be protected and also automatically learn false positives either natively or through forensic analysis console.	This is a OEM Specific specifications and we request bank to relax/remove this specification		RFP clause stands as it is.
150	13	Point no:20 Technical Specifications	The DLP solution should have advanced capabilities to learn sensitive information from copies of information AI/ML based data leakage identification and prevention that needs to be protected and also automatically learn false positives either natively or through forensic analysis console.	This is a OEM Specific specifications and we request bank to relax/remove this specification		RFP clause stands as it is.
151	Point no:20 Technical Specifications	The DLP solution should have advanced capabilities to learn sensitive information from copies of information AI/ML based data leakage identification and prevention that needs to be protected and also automatically learn false positives either natively or through forensic analysis console.	The DLP solution should have advanced capabilities to learn sensitive information from copies of information AI/ML based data leakage identification and prevention that needs to be protected and also automatically learn false positives either natively or through forensic analysis console.	This is a OEM Specific specifications and we request bank to relax/remove this specification		RFP clause stands as it is.
152	13	Point no:20 Technical Specifications	The DLP solution should have advanced capabilities to learn sensitive information from copies of information AI/ML based data leakage identification and prevention that needs to be protected and also automatically learn false positives either natively or through forensic analysis console.	This is a OEM Specific specifications and we request bank to relax/remove this specification		RFP clause stands as it is
153		Technical Specifications. Point no. 20	The DLP solution should have advanced capabilities to learn sensitive information from copies of information AI/ML based data leakage identification and prevention that needs to be protected and also automatically learn false positives either natively or through forensic analysis console.	Replace "AI/ML" with "Comprehensive Classical AI"	Suggestion	RFP clause stands as it is.
154	12	Technical Specifications (Point No 9)	The DLP solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint (laptops/desktops) and prevent sensitive data from uploading to the cloud. For Example (Should support data leakage control capabilities on applications like Amazon Cloud Drive, Box, Dropbox, Google Drive, SkyDrive, iCloud).	We request the bank to also ask for the DLP system to have capability to define DLP policies for custom applications.	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/querry/error/ommission	Bank Response
155	12	Technical Specifications (Point No 9)	The DLP solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint (laptops/desktops) and prevent sensitive data from uploading to the cloud. For Example (Should support data leakage control capabilities on applications like Amazon Cloud Drive, Box, Dropbox, Google Drive, SkyDrive, iCloud).	We request the bank to also ask for the DLP system to have capability to define DLP policies for custom applications.	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
156	12	Point no:9 Technical Specifications	The DLP solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint (laptops/desktops) and prevent sensitive data from uploading to the cloud. For Example (Should support data leakage control capabilities on applications like Amazon Cloud Drive, Box, Dropbox, Google Drive, SkyDrive, iCloud).	Majority of the DLP solution vendors doesn't support all the cloud storage application on the endpoint or may be more than listed cloud applications as an example . But these are monitored via the network DLP using the proxy integration. We request bank to change the clause as "The DLP solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint (laptops/desktops) and prevent sensitive data from uploading to the cloud. For Example (Should support data leakage control capabilities on applications like Box, Dropbox, Google Drive, iCloud).		Clarification: solution should support for widely used "Cloud Storage Applications" like Dropbox, Google Drive, SkyDrive, iCloud.
157	12	Technical Specifications (Point No 9)	The DLP solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint (laptops/desktops) and prevent sensitive data from uploading to the cloud. For Example (Should support data leakage control capabilities on applications like Amazon Cloud Drive, Box, Dropbox, Google Drive, SkyDrive, iCloud).	We request the bank to also ask for the DLP system to have capability to define DLP policies for custom applications.	Suggestion	The specifications mentioned in the RFP are minimum requirements. Additional capabilities may also be offered by the bidder.
158	12	Point no:9 Technical Specifications	The DLP solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint (laptops/desktops) and prevent sensitive data from uploading to the cloud. For Example (Should support data leakage control capabilities on applications like Amazon Cloud Drive, Box, Dropbox, Google Drive, SkyDrive, iCloud).	Majority of the DLP solution vendors doesn't support all the cloud storage application on the endpoint or may be more than listed cloud applications as an example . But these are monitored via the network DLP using the proxy integration. We request bank to change the clause as "The DLP solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint (laptops/desktops) and prevent sensitive data from uploading to the cloud. For Example (Should support data leakage control capabilities on applications like Box, Dropbox, Google Drive, iCloud).		Clarification: solution should support for widely used "Cloud Storage Applications" like Dropbox, Google Drive, SkyDrive, iCloud.
159		The DLP solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint (laptops/desktops) and prevent sensitive data from uploading to the cloud. For Example (Should support data	The DLP solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint (laptops/desktops) and prevent sensitive data from uploading to the cloud. For Example (Should support data leakage control capabilities on applications like Amazon Cloud Drive, Box, Dropbox, Google Drive, SkyDrive, iCloud).	Majority of the DLP solution vendors doesn't support all the cloud storage application on the endpoint or may be more than listed cloud applications as an example . But these are monitored via the network DLP using the proxy integration. We request bank to change the clause as "The DLP solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint (laptops/desktops) and prevent sensitive data from uploading to the cloud. For Example (Should support data leakage control capabilities on applications like Box, Dropbox, Google Drive, iCloud).		Clarification: solution should support for widely used "Cloud Storage Applications" like Dropbox, Google Drive, SkyDrive, iCloud.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/ query/error/omission	Bank Response
160	12	Point no:9 Technical Specifications	The DLP solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint (laptops/desktops) and prevent sensitive data from uploading to the cloud. For Example (Should support data leakage control capabilities on applications like Amazon Cloud Drive, Box, Dropbox, Google Drive, SkyDrive, iCloud).	Majority of the DLP solution vendors doesn't support all the cloud storage application on the endpoint or may be more than listed cloud applications as an example . But these are monitored via the network DLP using the proxy integration. We request bank to change the clause as "The DLP solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint (laptops/desktops) and prevent sensitive data from uploading to the cloud. For Example (Should support data leakage control capabilities on applications like Box, Dropbox, Google Drive, iCloud).		Clarification: solution should support for widely used "Cloud Storage Applications" like Dropbox, Google Drive, SkyDrive, iCloud.
161		Technical Specifications. Point no. 59	The DLP solution should provide a way to manage the endpoints installed. It should be capable of sending commands to those endpoints.	DLP Agent can be upgraded and un-installed through centralized management console.		The solution should have mechanism to upgrade and uninstall or deactivate endpoint agents centrally.
162	15	Technical Specifications (Point No 59)	The DLP solution should provide a way to manage the endpoints installed. It should be capable of sending commands to those endpoints.	We request for more elaboration preferably with an example of the command required to be sent to the endpoint	Query	The solution should have mechanism to upgrade and uninstall or deactivate endpoint agents centrally.
163	15	Technical Specifications (Point No 59)	The DLP solution should provide a way to manage the endpoints installed. It should be capable of sending commands to those endpoints.	We request for more elaboration preferably with an example of the command required to be sent to the endpoint	Query	The solution should have mechanism to upgrade and uninstall or deactivate endpoint agents centrally.
164	15	Technical Specifications (Point No 59)	The DLP solution should provide a way to manage the endpoints installed. It should be capable of sending commands to those endpoints.	We request for more elaboration preferably with an example of the command required to be sent to the endpoint	Query	The solution should have mechanism to upgrade and uninstall or deactivate endpoint agents centrally.
165	14	63	The DLP solution's endpoints agents should be capable of seeking password from the users before getting uninstalled from the PC.	This is specific to OEM so suggested to amend the clause as" The DLP solution's endpoints agents should be capable of seeking password from the users before getting uninstalled from the PC/ log user details who has attempted to uninstall the agent.		RFP clause stands as it is.
166		Technical Specifications. Point no. 63	The DLP solution's endpoints agents should be capable of seeking password from the users before getting uninstalled from the PC.	We can see the user details who has attempted to unistall the agent.	deviation	RFP clause stands as it is.
167	13	Technical Specifications	The incident should display the complete identity of the sender (Full name, Business unit, manager name etc.) and destination of transmission for all network and endpoint channels. The solution should also allow assigning of incidents to a specific incident manager	Is the Bank Active Directory having all attributes such as NTLM ID User Full name, Business unit, manager name etc.	Query	Whatever details are available in Active Directory, atleast that should be displayed.
168	8	Project Objective	The main objective of the project is to successfully implement and maintain DLP solution in those remaining endpoints (client PCs installed at BOs, ROs, ZO's & CO) wherein Bank's existing DLP agent is not implemented and installed. The count of such desktop client PCs where there is no existing DLP agent installed is around 23000. The successful bidder shall implement the proposed solution based on these identified PCs and take care of installation, configuration, support and its further maintenance & will be single point of contact for all queries, documents, training and technical guidance required related to the solution.	1) Kindly share current DLP Architecture and Server Configuration.	Query	Clarification: Information being confidential in nature, current DLP Architecture and Server configuration shall be shared with the successful bidder. The existing server has been factored according to 12000 endpoints only.
169	8	Project Objective	The main objective of the project is to successfully implement and maintain DLP solution in those remaining endpoints (client PCs installed at BOs, ROs, ZO's & CO) wherein Bank's existing DLP agent is not implemented and installed. The count of such desktop client PCs where there is no existing DLP agent installed is around 23000. The successful bidder shall implement the proposed solution based on these identified PCs and take care of installation, configuration, support and its further maintenance & will be single point of contact for all queries, documents, training and technical guidance required related to the solution.	2) Are you going to provide same Host name and IP address of Existing DLP Endpoint servers for new DLP setup? (As 12000 agents are currently live and RFP scope is to install remaining 23000 agents.)	Query	No

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/ query/error/omission	Bank Response
170	8	Project Objective	The main objective of the project is to successfully implement and maintain DLP solution in those remaining endpoints (client PCs installed at BOs, ROs, ZO's & CO) wherein Bank's existing DLP agent is not implemented and installed. The count of such desktop client PCs where there is no existing DLP agent installed is around 23000. The successful bidder shall implement the proposed solution based on these identified PCs and take care of installation, configuration, support and its further maintenance & will be single point of contact for all queries, documents, training and technical guidance required related to the solution.	3) What is the Bandwidth and connectivity between all location and DC/ DR,	Query	1. DC and DRC link is >500 MBPS. 2. connectivity between branches and DC/DR is >512 KBPS
171	8	Project Objective	The main objective of the project is to successfully implement and maintain DLP solution in those remaining endpoints (client PCs installed at BOs, ROs, ZO's & CO) wherein Bank's existing DLP agent is not implemented and installed. The count of such desktop client PCs where there is no existing DLP agent installed is around 23000. The successful bidder shall implement the proposed solution based on these identified PCs and take care of installation, configuration, support and its further maintenance & will be single point of contact for all queries, documents, training and technical guidance required related to the solution.	4)What are the current issues in DLP Setup	Query	Information being confidential in nature shall be shared with the successful bidder only.
172	8	Project Objective	The main objective of the project is to successfully implement and maintain DLP solution in those remaining endpoints (client PCs installed at BOs, ROs, ZO's & CO) wherein Bank's existing DLP agent is not implemented and installed. The count of such desktop client PCs where there is no existing DLP agent installed is around 23000. The successful bidder shall implement the proposed solution based on these identified PCs and take care of installation, configuration, support and its further maintenance & will be single point of contact for all queries, documents, training and technical guidance required related to the solution.	5) Which agent deployment tool is currently using?	Query	Remote deployment tool available.
173			The main objective of the project is to successfully implement and maintain DLP solution in those remaining endpoints (client PCs installed at BOs, ROs, ZO's & CO) wherein Bank's existing DLP agent is not implemented and installed. The count of such desktop client PCs where there is no existing DLP agent installed is around 23000. The successful bidder shall implement the proposed solution based on these identified PCs and take care of installation, configuration, support and its further maintenance & will be single point of contact for all queries, documents, training and technical guidance required related to the solution.	6) What is current Endpoint Minimum System configuration RAM/ CPU/ Storage etc.	Query	The solution should be capable of supporting systems having bare minimum available resource (i.e. systems having minimum 4 GB RAM, 160 GB HDD)
174	8	Project Objective	The main objective of the project is to successfully implement and maintain DLP solution in those remaining endpoints (client PCs installed at BOs, ROs, ZO's & CO) wherein Bank's existing DLP agent is not implemented and installed. The count of such desktop client PCs where there is no existing DLP agent installed is around 23000. The successful bidder shall implement the proposed solution based on these identified PCs and take care of installation, configuration, support and its further maintenance & will be single point of contact for all queries, documents, training and technical guidance required related to the solution.	7) Provide details about Endpoint application deployment Tool reach ability to all location,	Query	Yes, reachability of deployment tool at almost all locations. Wherever reachability is not available, the bidder has to deploy solution alternatively.
175	8	Project Objective	The main objective of the project is to successfully implement and maintain DLP solution in those remaining endpoints (client PCs installed at BOs, ROs, ZO's & CO) wherein Bank's existing DLP agent is not implemented and installed. The count of such desktop client PCs where there is no existing DLP agent installed is around 23000. The successful bidder shall implement the proposed solution based on these identified PCs and take care of installation, configuration, support and its further maintenance & will be single point of contact for all queries, documents, training and technical guidance required related to the solution.	8) Which AV and Endpoint Firewall currently using	Query	A widely used, standard Anti-Virus solution & Endpoint Firewall is used. However, the proposed DLP solution should be compatible with all Anti-Virus solutions
176	8	Project Objective	The management and monitoring of DLP solution to be done from Centralized location at DC and DRC. The solution shall have adequate redundancy built in.	What is the Bandwidth between DC and DRC. Is it Redundancy is currently configured ? How?	Query	DC and DRC link is >500 MBPS. Redundancy is configured in the existing DLP architecture by having identical setup at DRC.
177	14	52	The OEM should have own technical support center in India.	It is suggested to amend the clause as "The OEM should have own technical support center in India or support through certified partner"		RFP clause stands as it is.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/ query/ error/ omission	Bank Response
178	10	BROAD SCOPE OF WORK (Point No 5)	The proposed DLP solution should be scalable to support up to 35000 Endpoints during the tenure of the contract	Should we consider Email DLP Protector sizing also for 35000 Users	Query	Clarification : Approximately 14000 email ids
179	11	Point no: 11 BROAD SCOPE OF WORK	The proposed solution should be capable of covering all, but not limited to, the following, : a. Endpoints b. Email Gateway c. FTP d. Web Proxy e. Printer f. Server	For Sizing the DLP solution for Email Gateway we would need the below details: 1. Current Email System (On-premise / Cloud based) 2. Peak Emails count per second or hour 3. Average Email Size (KB) For Sizing the DLP solution for Web Proxy we would need the below details: 1. No of locations where Web Proxy exists 2. Peak web Requests per second 3. Average Request Size (KB) For Sizing the Endpoint DLP solution we would need the below details: 1. No of locations to be targeted 2. No of locations where end user count is >500 Please help us with the details.		Current Email System : On-premise Average Email Size (KB) : 50 KB No. of locations where Web Proxy exists : Two Peak web Requests per second : approximately 9000 No. of locations to be targeted : 23000 PCs located pan India No. of locations where end user count is >500 = No such single location where endpoint count is larger than 500
180	11	Point no: 11 BROAD SCOPE OF WORK	The proposed solution should be capable of covering all, but not limited to, the following, : a. Endpoints b. Email Gateway c. FTP d. Web Proxy e. Printer f. Server	For Sizing the DLP solution for Email Gateway we would need the below details: • Peak Emails/Second • Average Email Size (KB) For Sizing the DLP solution for Web Proxy we would need the below details: • Peak web Requests/Second • Average Request Size (KB) Please help us with the details.		Average Email Size (KB) : 50 KB Peak web Requests per second : approximately 9000 Other relevant details will be shared with the successful bidder.
181	11	Point no: 11 BROAD SCOPE OF WORK	The proposed solution should be capable of covering all, but not limited to, the following, : a. Endpoints b. Email Gateway c. FTP d. Web Proxy e. Printer f. Server	Need information : How user segregation will be done for additional users than existing in case DLP solution is from different OEM		Clarification: The Management Console for proposed DLP may be different from the existing DLP.
182	Point no: 11 BROAD SCOPE OF WORK	The proposed solution should be capable of covering all, but not limited to, the following, : a. Endpoints b. Email Gateway c. FTP d. Web Proxy e. Printer f. Server	The proposed solution should be capable of covering all, but not limited to, the following, : a. Endpoints b. Email Gateway c. FTP d. Web Proxy e. Printer f. Server	For Sizing the DLP solution for Email Gateway we would need the below details: •%Peak Emails/Second •%Average Email Size (KB) For Sizing the DLP solution for Web Proxy we would need the below details: •%Peak web Requests/Second •%Average Request Size (KB) Please help us with the details.		Average Email Size (KB) : 50 KB Peak web Requests per second : approximately 9000 Other relevant details will be shared with the successful bidder.
183	11	Point no: 11 BROAD SCOPE OF WORK	The proposed solution should be capable of covering all, but not limited to, the following, : a. Endpoints b. Email Gateway c. FTP d. Web Proxy e. Printer f. Server	For Sizing the DLP solution for Email Gateway we would need the below details: •%Peak Emails/Second •%Average Email Size (KB) For Sizing the DLP solution for Web Proxy we would need the below details: •%Peak web Requests/Second •%Average Request Size (KB) Please help us with the details.		Average Email Size (KB) : 50 KB Peak web Requests per second : approximately 9000 Other relevant details will be shared with the successful bidder.
184	59	Eligibility Criteria	The proposed solution should have deployed in minimum one financial institution (Public / Private) in India during last 5 years	Request to modify as : The proposed / similar solution should have deployed in minimum one financial institution (Public / Private) in India during last 5 years		RFP clause stands as it is.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/ query/ error/ omission	Bank Response
185	59	Eligibility Criteria	The proposed solution should have deployed in minimum one financial institution (Public / Private) in India during last 5 years	Request to consider implementation sign-off letter or sign-off over email confirmation as well		Yes, Sign-off letter will be considered.
186			The proposed solution should have deployed in minimum one financial institution (Public/Private) in India during last 5 years	Request to consider the proposed solution other than financial institutions too	Suggestion	RFP clause stands as it is.
187		Eligibility criteria; Point-9	The proposed solution should have deployed in minimum one financial institution (Public/Private) in India during last 5 years	Please advise if this point is for the DLP solution (product) or if this point requires bidder to have done the implementation. If the ask is to have bidder implemented the solution in any banks, then we as 22by7 do not have direct PO with us but have procured the solution for one of the banks as reseller and we have our resources who have worked on implementation with banks in India.	Query	Clarification: point pertains to the proposed DLP solution
188	ANNEXURE 2 – ELIGIBILITY CRITERIA, Point no. 9	The proposed solution should have deployed in minimum one financial institution (Public/Private) in India during last 5 years	The proposed solution should have deployed in minimum one financial institution (Public/Private) in India during last 5 years	Request to Bank to consider The proposed solution should have deployed in minimum one financial institution/Govt/Semi Govt/Large Corporate (Public/Private) in India during last 5 years		RFP clause stands as it is
189	59	9	The proposed solution should have deployed in minimum one financial institution (Public/Private) in India during last 5 years	Request you to amend this clause "The proposed solution should have deployed in minimum one financial institution (Public/Private)/ Government/ state government/ PSUs/ in India during last 5 years."		RFP clause stands as it is
190	59	ANNEXURE 2 – ELIGIBILITY CRITERIA, Point no. 9	The proposed solution should have deployed in minimum one financial institution (Public/Private) in India during last 5 years	Request to Bank to consider The proposed solution should have deployed in minimum one financial institution/Govt/Semi Govt/Large Corporate (Public/Private) in India during last 5 years		RFP clause stands as it is
191		ANNEXURE 2 – ELIGIBILITY CRITERIA	The proposed solution should have deployed in minimum one financial institution (Public/Private) in India during last 5 years. Required to submit the individual experience letter with word "Satisfactory" Non submission will not be considered	We have the POs for other security products. We have the PO for Renewal of DLP for one the financial institution. Please let us know if that can be considered.		Clarification: It is the proposed DLP solution only, and not for other security products
192	59	Annexure 2 point 9	The proposed solution should have deployed in minimum one financial institution (Public/Private) in India during last 5 years	Reference will be provided by OEM or Bidder. If it is for bidder then kindly consider technology instead of proposed solution	Query	Clarification: point pertains to the proposed DLP solution
193	16	Project Timelines	The selected Bidder shall furnish a schedule of assessment/implementation of the DLP solution encompassing its entire scope, discuss the same with the Bank officials and arrive finally at a mutually agreed assessment/implementation schedule within the overall ambit of 10 weeks from the date of P.O.	Request to extend Project Timelines to 16 Weeks instead of 10 weeks		RFP clause stands as it is.
194	15	Technical Specifications (Point No 64)	The solution must integrate smoothly with no major changes to the existing infrastructure of various systems / applications in the Bank including but not limited to Anti-Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management System, Active Directory and ITCM etc.	We request you to kindly share the details of these solution like OEM name ,solution,etc.	Query	Clarification: All the mentioned Anti-Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management System, Active Directory and ITCM solutions are widely used, standard solutions. Other details being confidential in nature will be shared with the successful bidder.
195	15	Technical Specifications (Point No 64)	The solution must integrate smoothly with no major changes to the existing infrastructure of various systems / applications in the Bank including but not limited to Anti-Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management System, Active Directory and ITCM etc.	We request you to kindly share the details of these solution like OEM name ,solution,etc.	Query	Clarification: All the mentioned Anti-Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management System, Active Directory and ITCM solutions are widely used, standard solutions. Other details being confidential in nature will be shared with the successful bidder.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/ query/error/omission	Bank Response
196	15	Point no:70 Technical Specifications	The solution must integrate smoothly with no major changes to the existing infrastructure of various systems / applications in the Bank including but not limited to Anti-Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management System, Active Directory and ITCM etc.	We understand this specification is for the new DLP solution should work along with the existing solutions on the endpoint without any challenges. We request bank to agree if our understanding is correct, If not please explain/elaborate with a use case.		Yes
197	15	Technical Specifications (Point No 64)	The solution must integrate smoothly with no major changes to the existing infrastructure of various systems / applications in the Bank including but not limited to Anti-Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management System, Active Directory and ITCM etc.	We request you to kindly share the details of these solution like OEM name ,solution,etc.	Query	Clarification: All the mentioned Anti-Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management System, Active Directory and ITCM solutions are widely used, standard solutions. Other details being confidential in nature will be shared with the successful bidder.
198	15	Point no:70 Technical Specifications	The solution must integrate smoothly with no major changes to the existing infrastructure of various systems / applications in the Bank including but not limited to Anti-Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management System, Active Directory and ITCM etc.	We understand this specification is for the new DLP solution should work along with the existing solutions on the endpoint without any challenges. We request bank to agree if our understanding is correct, If not please explain/elaborate with a use case.		Clarification: Yes, the new DLP solution and its agents (if any) should work along with the existing solutions on the endpoint without any major changes in Bank's IT infrastructure..
199		The solution must integrate smoothly with no major changes to the existing infrastructure of various systems / applications in the Bank including but not limited to Anti-Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management System,	The solution must integrate smoothly with no major changes to the existing infrastructure of various systems / applications in the Bank including but not limited to Anti-Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management System, Active Directory and ITCM etc.	We understand this specification is for the new DLP solution should work along with the existing solutions on the endpoint without any challenges. We request bank to agree if our understanding is correct, If not please explain/elaborate with a use case.		Clarification: Yes, the new DLP solution and its agents (if any) should work along with the existing solutions on the endpoint without any major changes in Bank's IT infrastructure..
200	15	Point no:70 Technical Specifications	The solution must integrate smoothly with no major changes to the existing infrastructure of various systems / applications in the Bank including but not limited to Anti-Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management System, Active Directory and ITCM etc.	We understand this specification is for the new DLP solution should work along with the existing solutions on the endpoint without any challenges. We request bank to agree if our understanding is correct, If not please explain/elaborate with a use case.		Clarification: Yes, the new DLP solution and its agents (if any) should work along with the existing solutions on the endpoint without any major changes in Bank's IT infrastructure..
201	13	17	The solution should be able to do full binary fingerprint of files and also should be able to detect even if partial information gets leaks from fingerprinted files or folders	As per next generation DLP solutions, Semantic fingerprint based approach is more reliable than fingerprinting so it is suggested to amend the clause as "The solution should be able to do full binary semantic fingerprint of files and also should be able to detect even if partial information gets leaks from fingerprinted files or folders"		RFP clause stands as it is.
202		Technical Specifications. Point no. 17	The solution should be able to do full binary fingerprint of files and also should be able to detect even if partial information gets leaks from fingerprinted files or folders	Replace "fingerprint" with "Semantic fingerprint"	Suggestion	RFP clause stands as it is.
203	13	Technical Specifications (Point No 22)	The solution should be able to enforce policies to detect data leaks through image file format detection or through OCR (Optical Character Recognition) technology.	We request in addition to the detection capability of data leaks through images (OCR) for both Web & Email , it should also have prevention capability of data going out as part of the image files.	Suggestion	Clarification: Specification already mentioned in point number 22 under 'Data Identification & Policy Management' of Technical Specifications of the RFP. OCR is a mandatory feature required in the solution to prevent data leak via channels including email, web etc.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/querry/error/ommission	Bank Response
204	13	Technical Specifications (Point No 22)	The solution should be able to enforce policies to detect data leaks through image file format detection or through OCR (Optical Character Recognition) technology.	We request in addition to the detection capability of data leaks through images (OCR) for both Web & Email , it should also have prevention capability of data going out as part of the image files.	Suggestion	Clarification: Specification already mentioned in point number 22 under 'Data Identification & Policy Management' of Technical Specifications of the RFP. OCR is a mandatory feature required in the solution to prevent data leak via channels including email, web etc.
205	13	Technical Specifications (Point No 22)	The solution should be able to enforce policies to detect data leaks through image file format detection or through OCR (Optical Character Recognition) technology.	We request in addition to the detection capability of data leaks through images (OCR) for both Web & Email , it should also have prevention capability of data going out as part of the image files.	Suggestion	Clarification: Specification already mentioned in point number 22 under 'Data Identification & Policy Management' of Technical Specifications of the RFP. OCR is a mandatory feature required in the solution to prevent data leak via channels including email, web etc.
206		Technical Specifications. Point no. 22	The solution should be able to enforce policies to detect data leaks through image file format detection or through OCR (Optical Character Recognition) technology.	Insert: OCR should be in-built and not a separate module	Suggestion	RFP clause stands as it is.
207	13	19	The solution should be able to fingerprint database and should be able to identify information leaks from databases by correlating information residing in different columns in a database.	As per next generation DLP solutions, Semantic fingerprint based approach is more reliable than fingerprinting so it is suggested to amend the clause as "The solution should be able to semantic fingerprint database and should be able to identify information leaks from databases by correlating information residing in different columns in a database."		RFP clause stands as it is.
208		Technical Specifications. Point no. 19	The solution should be able to fingerprint database and should be able to identify information leaks from databases by correlating information residing in different columns in a database.	Replace "fingerprint" with "Semantic fingerprint"	Suggestion	RFP clause stands as it is.
209	15	Point no:53 Technical Specifications	The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of behavior. At a minimum, behavior monitored should include: application usage, clipboard activity, email activity, file activity, keyboard activity, log on and log off events, printer activity, process activity, web browsing, and desktop video capture.	DLP solutions doesn't monitor the file activity, keyboard activity, log on and log off events, process activity, these are advanced AV/UEBA solution functionalities. We request bank to change the specifications as "The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of data vectors. At a minimum, solution should include monitoring: application types, clipboard activity, email activity, printer activity, process activity, web browsing, and desktop video capture."		Clarification: RFP clause - Technical specifications -> point 53 stands deleted
210	15	Point no:53 Technical Specifications	The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of behavior. At a minimum, behavior monitored should include: application usage, clipboard activity, email activity, file activity, keyboard activity, log on and log off events, printer activity, process activity, web browsing, and desktop video capture.	DLP solutions doesn't monitor the file activity, keyboard activity, log on and log off events, process activity, these are advanced AV/UEBA solution functionalities. We request bank to change the specifications as "The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of data vectors. At a minimum, solution should include monitoring: application types, clipboard activity, email activity, printer activity, process activity, web browsing, and desktop video capture."		Clarification: RFP clause - Technical specifications -> point 53 stands deleted

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/querry/error/ommission	Bank Response
211	Point no:53 Technical Specifications	The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of behavior. At a minimum, behavior monitored should include: application usage, clipboard activity, email activity, file activity, keyboard activity, log on and log off events, printer activity, process activity, web browsing, and desktop video capture.	The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of behavior. At a minimum, behavior monitored should include: application usage, clipboard activity, email activity, file activity, keyboard activity, log on and log off events, printer activity, process activity, web browsing, and desktop video capture.	DLP solutions doesn't monitor the file activity, keyboard activity, log on and log off events, process activity, these are advanced AV/UEBA solution functionalities. We request bank to change the specifications as "The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of data vectors. At a minimum, solution should include monitoring: application types, clipboard activity, email activity, printer activity, process activity, web browsing, and desktop video capture."		Clarification: RFP clause - Technical specifications -> point 53 stands deleted
212	15	Point no:53 Technical Specifications	The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of behavior. At a minimum, behavior monitored should include: application usage, clipboard activity, email activity, file activity, keyboard activity, log on and log off events, printer activity, process activity, web browsing, and desktop video capture.	DLP solutions doesn't monitor the file activity, keyboard activity, log on and log off events, process activity, these are advanced AV/UEBA solution functionalities. We request bank to change the specifications as "The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of data vectors. At a minimum, solution should include monitoring: application types, clipboard activity, email activity, printer activity, process activity, web browsing, and desktop video capture."		Clarification: RFP clause - Technical specifications -> point 53 stands deleted
213		Technical Specifications. Point no. 53	The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of behavior. At a minimum, behavior monitored should include: application usage, clipboard activity, email activity, file activity, keyboard activity, log on and log off events, printer activity, process activity, web browsing, and desktop video capture.	This is not DLP functionality . Here we can see the log on and log off events.	Suggestion	Clarification: RFP clause - Technical specifications -> point 53 stands deleted
214	14	53	The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of behavior. At a minimum, behavior monitored should include: application usage, clipboard activity, email activity, file activity, keyboard activity, log on and log off events, printer activity, process activity, web browsing, and desktop video capture.	This is not DLP functionality and request to delete the clause.		Clarification: RFP clause - Technical specifications -> point 53 stands deleted
215			The solution should have a dashboard view designed for use by executives that can combine information from data in motion (network), data at rest (storage), and data at the endpoint (endpoint) in a single view	Should include all modules of DLP (DLP Suite) as storage is also to be scanned	suggestion	Query not comprehensible
216		Technical Specifications. Point no. 50	The solution should have centralized management and unified policy enforcement platform.	Replace with: The solution should have a centralized CyberSoC dashboard for executives that can combine information from Data Classification, DLP, CASB & Data Access Control.	Suggestion	RFP clause stands as it is.
217	14	50	The solution should have centralized management and unified policy enforcement platform.	Each OEM has own way for Management for different component so it is suggested to amend the clause as " The solution should have centralized management/ unified/ Separate policy enforcement platform for all DLP Component.		RFP clause stands as it is.

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/querry/error/ommission	Bank Response
218	15	Technical Specifications (Point No 64)	The solution should provide a user interface for creating policies that can be selectively deployed to groups of endpoints or users. These policies should govern which data is collected and under what circumstances it is collected.	We request for more elaboration preferably with an example of the circumstances in which the data needs to be collected	Query	Solution should have capabilities to selectively deploy Group-wise or Role-wise policies to identified, individual endpoints
219	15	Technical Specifications (Point No 64)	The solution should provide a user interface for creating policies that can be selectively deployed to groups of endpoints or users. These policies should govern which data is collected and under what circumstances it is collected.	We request for more elaboration preferably with an example of the circumstances in which the data needs to be collected	Query	Solution should have capabilities to selectively deploy Group-wise or Role-wise policies to identified, individual endpoints
220	15	Technical Specifications (Point No 64)	The solution should provide a user interface for creating policies that can be selectively deployed to groups of endpoints or users. These policies should govern which data is collected and under what circumstances it is collected.	We request for more elaboration preferably with an example of the circumstances in which the data needs to be collected	Query	Solution should have capabilities to selectively deploy Group-wise or Role-wise policies to identified, individual endpoints
221	13	Point no:12 Technical Specifications	The solution should support the multiple Endpoint Profile Creation for the Better Security between the different departments and HDLP agents should be pushed through centralized management console or using 3rd party solutions for both management and troubleshooting.	Request confirmation : Any third party remote deployment tool available with bank which can be used for mass rollout of agent.		Yes, available
222	9	Project Location	Wherein the workstations which should be covered in the scope are deployed pan India in various Branch Offices, Regional Offices, Zonal Offices and at Central Office at Mumbai.	1) Is it fileserver or centralized server/ Common workstation available at every Central Office (CO), Zonal Offices (ZO), Regional Office (RO) and Branches/Branch Offices (BOs)	Query	fileserver or centralized server/ Common workstation is not available at each location
223	9	Project Location	Wherein the workstations which should be covered in the scope are deployed pan India in various Branch Offices, Regional Offices, Zonal Offices and at Central Office at Mumbai.	2) Provide details about Endpoint application deployment Tool reach ability to all location,	Query	Yes, reachability of deployment tool at almost all locations. Wherever reachability is not available, the bidder has to deploy solution alternatively.
224				Does MSME need to qualify Bidder's Financial & Other Information - Eligibility Criteria		Yes
225	8	Project Objective		Since Forcepoint is Banks existing DLP Solution/ Vendor for 12000, is there any plan to replace the existing vendor - as bank is looking to introduce new vendor for the rest 23000 to run parallel solution with existing one	Clarification	Clarification: refer RFP point 'Project Objective' - "The main objective of the project is to successfully implement and maintain DLP solution in those remaining endpoints (client PCs installed at BOs, ROs, ZOs & CO) wherein Bank's existing DLP agent is not implemented and installed."Ref
226	12	Point 14, Broad Scope of Work - Manpower		Bank requested for one L2 resource - suggesting 2 resources minimum, since back up will be needed when the primary resource is on leave	Suggestion	RFP clause stands as it is.
227				Project kick off/ implementation time lines has to be given more than mentioned due to Covid, on time delivery on hardware is tough	Request	RFP clause stands as it is.
228				One resource continuously for the full period- can requirement of CV be relaxed? Declaration will anyway be given.	Relaxation & Suggestion	RFP clause stands as it is.
229		General Query		Please let us know the no of proxy exits in the network to size the DLP solution.		Four (two each at primary site and secondary site)
230		General Query		Do the Bank has an existing ePO server? If Yes, Can we use the same for the Management of the DLP. It is difficult & not advisable to have 2 different ePO servers for Management purpose. We can define the Role Bases access on the same ePO Server.		No existing ePO server available for reuse.
231		General Query		Please let us know the no of proxy exits in the network to size the DLP solution.		Four (two each at primary site and secondary site)

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/querry/error/ommission	Bank Response
232		Geneal Query		Since we are also participating in the Application Whitelisting Tender Reference Number: CO:DIT:PUR:2021-22:329 as OEM, and if our partner win , we can utilize the same ePO (Endpoint Management solution) to push DLP policies as well. We request the bank to give this flexibility. since it's a advantage to the bank. We can give role based access to different team inside the bank using the same ePO console. Otherwise we can't manage using 2 ePO infrastructure, one for Application Whitelisting and One for DLP for a Given customer. ePO is the management solution which gives customer unified access to all endpoint products and bank should make use of the same.		Can be evaluated only after the completion of entire process.
233	Geneal Query			Please let us know the no of proxy exits in the network to size the DLP solution.		Four (two each at primary site and secondary site)
234	Geneal Query			Since we are also participating in the Application Whitelisting Tender Reference Number: CO:DIT:PUR:2021-22:329 as OEM, and if our partner win , we can utilize the same ePO (Endpoint Management solution) to push DLP policies as well. We request the bank to give this flexibility. since it's a advantage to the bank. We can give role based access to different team inside the bank using the same ePO console. Otherwise we can't manage using 2 ePO infrastructure, one for Application Whitelisting and One for DLP for a Given customer. ePO is the management solution which gives customer unified access to all endpoint products and bank should make use of the same.		RFP clause stands as it is.
235				Central Bank of India already have 12000 licenses of Force Point. Central Bank of India need 23000 more. Central Bank of India require a product that would be managed in a single dashboard. Therefore, in case we decide to quote any other product, apart from Force Point, this would mean, we would need to provide you either : (a) A product integratable with force Point. (b) If (a) is not possible, would you expect us to quote for the 23000 license tender, by giving the balance of the 12000 license also, included in the cost of the 23000 ? Please clarify to us on the possibility for a non-Force Point vendor to quote. We are unsure if this is a tender ONLY for Force Point. Your clarifications would greatly help.	Query	Clarification: Solution other than Forcepoint can be proposed.
236	Geneal Query			Please let us know the no of proxy exits in the network to size the DLP solution.		Four (two each at primary site and secondary site)

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/ query/error/ommission	Bank Response
237		General Query		Since we are also participating in the Application Whitelisting Tender Reference Number: CO:DIT:PUR:2021-22:329 as OEM, and if our partner win , we can utilize the same ePO (Endpoint Management solution) to push DLP policies as well. We request the bank to give this flexibility. since it's a advantage to the bank. We can give role based access to different team inside the bank using the same ePO console. Otherwise we can't manage using 2 ePO infrastructure, one for Application Whitelisting and One for DLP for a Given customer. ePO is the management solution which gives customer unified access to all endpoint products and bank should make use of the same.		TBD (ISD)
238				Please confirm if the Customer will own the licenses of the DLP tool OR they need to be owned by the Service Provider		Clarification: Bank shall own the software licenses
239				We understand that Customer's existing DLP tool i.e. Forcepoint is used for 12000 Endpoints and you are looking out for DLP solution for 23000 Endpoints which spreads across BO, RO, ZO, RO where you do not have any existing DLP solution in place. Kindly confirm if our understanding is in line.		Yes
240				Would you require integration of new proposed DLP solution with any existing security technology ? Request you to list the same		RFP Point no. 70 - "The solution must integrate smoothly with no major changes to the existing infrastructure of various systems / applications in the Bank including but not limited to Anti-Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management System, Active Directory and ITCM etc."
241				What is the current deployment tool use for DLP deployment in 12k end int ?		Using Windows Active Directory feature
242				The DLP requirement is for Host Based or Network Based		Clarification: Both
243				Please share the number of email gateways, Network Proxy Servers for DLP sizing		Count of email gateway = 4 Count of web proxy = 4
244				Please share details about applications that needs to be integrated with DLP		Email Gateway, Web Proxy, Windows based Server Operating Systems (including Windows Server 2016)
245				Please confirm if new proposed DLP solution to be proposed should be On premise only and in future do you foresee cloud based DLP can be considered.		Proposed DLP solution should be on-premises
246				For Mobile device coverage of DLP, please confirm the Device details as (android, IOS and what versions?)		Mostly Android with 7.0 and above
247				Please share OS details/Version details of endpoints on which DLP needs to be deployed		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.
248				Kindly suggest the Regulatory & Compliance requirements across the DLP environment and related reporting, if any		Primarily as per Bank's updated DLP policy
249				We understand that Bank has provided an SLA matrix but are bidder free to propose their own SLA ?		RFP clause stands as it is.
250				What will be an ideal support window coverage you are looking out for in this particular engagement ? as in RFP it talks about Monday to Saturday from 9.30 AM in DC		Primarily during Business hours of branch offices.
251				The new DLP solution to be proposed by bidder can be forcepoint as you have existing setup of 12K endpoints on them or you are looking out for any other OEM in specific.		Clarification: Not OEM specific
252				Request Bank to confirm that the rules/policies configured in existing Forcepoint DLP solution needs to be replicated as it is to new solution that will be proposed.		Clarification: The policies of existing endpoint agents to be replicated to the proposed new DLP solution

S.No.	RFP Page No.	RFP Point / Section #	Clarification point as stated in the RFP document	Bidder's Comment on "Error & Omission" / Suggestion/ Deviation/ Query	suggestion/ query/error/omission	Bank Response
253				Does Customer prefer shared support or dedicated support from bidders ODC ?		Clarification: RFP clause OBLIGATION OF THE BANK - "The Bank shall give Bidder and its personnel full access (physical access only, no remote connection to be provided) to the Support Location, and the designated hardware & Equipment to enable Bidder to provide the Maintenance & Support Services.
254				You have mentioned Vendor shall provide onsite support on all Bank working days* at Maharashtra basis as mentioned for post go live maintenance/support. So does this mean you would need onsite-offshore hybrid support model or pure onsite resources deputed at bank premises ?		Clarification: onsite resources to be deputed at Bank premises.
255				Request you to share with us the Incidents/Changes on your existing DLP solution in last 6 months so we would get a fair idea on number of incidents/changes that is observed expected to be logged in BAU		Approximately 50000 alerts in the last month.
256				Request you to let us know the ITSM tool existing in Bank's environment		Tools available for Patch Management and Inventory management.
257				Provide the trend of the number of alerts (offenses) per week/day over the last 1-3 months.		Approximately 50000 alerts in the last month.