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Consolidated Response to Pre-Bid Queries

RFP for procurement of Network Behaviour Anomaly Detection (NBAD) and Data Loss Prevention (N/w & Endpoint) Solutions

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
1	9	PURPOSE OF THE PROJECT: End Point DLP	Automatically encrypting sensitive data being sent via email or transferred to removable devices or cloud/web applications	Encrypting of data via email, web applications is not relevant and hence this point should be deleted.	Corrigendum 30
2	9	PURPOSE OF THE PROJECT: End Point DLP	Portable decryption for USB/media.	This should be part of encryption tender hence should be deleted.	Corrigendum 1
3	9	PURPOSE OF THE PROJECT: End Point DLP	Drip DLP considering cumulative data transmission activity over time to discover small amounts of data leakage.	The terminology is OEM specific so should be deleted.	Please be clarified that that the DLP solution should consider small data transmission activity over time to discover small amounts of data leakage.
4	12	3. SCOPE OF	The Solution (with each of its	Kindly Clarify if the solution needs	Please be guided as per

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		WORK: DLP Endpoint / Network 3.2.5	components) should be configured in High Availability (HA) mode both at DC & DR. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale both horizontally and vertically	to be in Active/ Active mode or Active Passive Mode at DC & DR.	the RFP
5	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.9	Identify data leakage across all vectors, irrespective of policy being in place or not	Kindly Change it to: Identify data leakage across web and Endpoint as per policies created on DLP console.	Corrigendum 32
6	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.10	Solution shall be able to have controls the entire Corporate Network of Bank. The solution shall be device, Port and Protocol agnostic.	Solution shall be able to have controls the entire Corporate Network of Bank. The solution shall be device, Protocol agnostic.	Corrigendum 2
7	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.11	Data protection shall also involve being able to identify known and unknown plug and play devices being connected. Also, the solution shall seamlessly integrate with Encryption which shall be intelligent enough to enforce Encryption of sensitive data.	Kindly Change it to:-Data protection shall also involve being able to identify known and unknown plug and play devices being connected.	Corrigendum 3
8	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.12	Ability to selectively Encrypt data on the basis of designed policies	This should be deleted as this is part of Encryption solution.	Please be guided as per the RFP

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9	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.13	Capability to control external devices being connected in the environment	Kindly Clarify in detail.	Corrigendum 4
10	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.14	Solution should have capability to provide exception and release any quarantine if required.	Kindly Delete this as it is not relevant to Network and Endpoint.	Corrigendum 5
11	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.14	There shall be adequate audit trail capability to identify drift in the document and all the relevant details like who made what changes and change details.	Kindly Change it to:-There shall be adequate audit trail capability to identify drift in the document with respect to confidential data.	Corrigendum 6
12	50	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.1	The solution should have a comprehensive list of pre-defined policies and templates with over 1700+ patterns to identify and classify information pertaining to different industry like Banking and Financial Institution and India IT Act. The solution should provide capabilities to identify data based on keywords or dictionaries and the solution should be able to enforce policies based on file types, size of files and also the name of the file.	The solution should have a comprehensive list of pre-defined policies and templates with customized options to identify and classify information pertaining to different industry like Banking and Financial Institution and India IT Act. The solution should provide capabilities to identify data based on keywords or dictionaries and the solution should be able to enforce policies based on file types, size of files and also the name of the file.	Please be clarified that the solution should meet the required feature. Having templates with specific No. of patterns is not mandatory, however the solution should have templates with customized options to meet the requirement as specified in this clause.

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13	51	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.8	The solution should monitor data downloaded to local drive	The solution should monitor data moved/Copied to local drive	Please be clarified that the clause requires that the DLP solution should monitor data moved or copied to local drive.
14	51	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.9	The solution should be able to encrypt content copied to removable media natively and manage the Encryption and DLP policies from the same management Console. Should support both Native and Portable Encryption.	This is OEM specific and request bank to delete the same.	Corrigendum 9
15	51	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.13	The solution should detect <ul style="list-style-type: none"> · patterns in binary file types and color maps for images. · keywords/patterns based on location (beginning/end) and proximity to each other within documents · full Boolean expression for keywords and key phrases. · Pre-built dictionaries · wide range of sensitive data types (e.g., SSNs, CCNs,UID) · classified Proprietary File types (types that are not predefined) and on file content not on file extensions. 	Would like to know more about "Color Maps"	Please be clarified that the solution should be able to detect different patterns in different file types & images

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			<ul style="list-style-type: none"> fingerprints contents in an automated way where the user does not have to touch the files or import hashes fingerprinting task and pass on the same to all appliances (data in motion and rest) at once without the manual process from the user. 		
16	52	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.19	The solution should Support PrtSc blocking on endpoint when configurable list of specific application are running, no matter it is in the foreground or background. The actual PrtSc capture will also be submitted to the DLP system as forensic evidence.	Point already covered under point no 91. This should be deleted.	Please be guided as per the RFP
17	52	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.20	The solution should Provide —Cloud Storage Applications ll group which monitor sensitive content accessed by these cloud storage application on the endpoint and prevent sensitive data from uploading to the cloud. For Example (Should support from day 1 (Windows 10 and MAC OSX 10.14.x) - Amazon Cloud Drive Box Dropbox Google Drive SkyDrive	Would like to know if bank is allowing access to Google Drive, Drop Box etc.	Please be clarified that in future Bank may use the cloud storage, thus the same has been desired

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18	54	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.37	The solution should support the multiple Endpoint Profile Creation for the Better Security between the different departments. Encryption Keys are also should be isolated between the different departments.	The solution should support the multiple Endpoint Profile Creation for the Better Security between the different departments.	Corrigendum 18
19	54	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.39	The solution should be able to Identify mass storage device by vendor specific identification numbers.	The solution should be able to Identify mass storage device by vendor specific identification numbers for DLP policy exception.	
20	54	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.41	The solution should provide an option of rule override which can be authorized to use an override code issued from the security administrator based on the end user's justification.	This is OEM specific and request bank to delete the same.	Please be clarified that the DLP solution should provide an option of DLP rule override for a specific machine/user based on the end user's justification. This option should be available to the security administrator from the central management console.
21	55	ANNEXURE-XII - Technical	The solution should have ability to prevent printing of	The solution should have ability to prevent printing of Microsoft Office	Please be clarified that the solution should have

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		specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.45	Microsoft Office documents if they contain sensitive information, regardless of whether a particular printing job does not include the sensitive portion.	documents if they contain sensitive information.	the ability to prevent printing of Microsoft office documents.
22	55	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.54	The solution should have the ability to search across all captured data (not just incidents) on the network DLP system, then modify and test rules offline and implement the rules on live data thus reducing false positive.	This point is not relevant and should be deleted	Please be clarified that the solution should have the capability to search across all network data, not just the data which passes through the DLP Solution.
23	56	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.68	Agent should be able to perform discovery only when the endpoint is connected to external power or Machine is Idle.	Agent should be able to perform discovery only when the endpoint is connected to external power / Machine is Idle.	Please be guided as per the RFP.
24	57	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.87	Agent installed should have the capability to create the Bypass ID after validation by the administrator by generating the Passcode.	Same as point no 41. This is OEM specific and request bank to delete the same.	Corrigendum 21
25	59	ANNEXURE-XII - Technical	Solution should be able to identify data leaked in the	Solution should be able to identify files in the form unknown and	Please be guided as per the RFP

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		specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.122	form unknown and known encrypted format like password protected word document.	known encrypted format like password protected word document.	
26	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.123	Solution should be able to identify malicious traffic pattern generated by Malware infected PC in order to prevent future data leakage by the malware.	Solution should be able to identify malicious traffic pattern with confidential data generated by Malware infected PC in order to prevent future data leakage by the malware.	Please be guided as per the RFP
27	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.124	Solution capture all TCP Protocols and protocol detection should be port agnostic. The solution should not discard any unidentified protocols and capture all traffic.	This point should be moved to DLP endpoint section.	Corrigendum 29
28	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.126	Solution Should be able to capture all the data flowing outside of the network even if there is no policy configured to match the data. This data should be used later to do a search for after the fact incident so the the admin can do a forensic investigation.	We recommend that this should be deleted. Monitoring and capturing all data will impact the system performance.	Corrigendum 38

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29	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.127	Solution should Index and retain all documents and unfiltered network traffic that the network sensor analyzes.	We recommend that this should be deleted. Monitoring and capturing all data will impact the system performance.	Corrigendum 39
30	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.131	Solution should able to detect and protect for the low volume data leaks over the Network and should able to cumulate the transactions up to 7 days.	The terminology is OEM specific so should be deleted.	
31	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.136	The solution should have printer agents for print servers to detect data leaks over print channel.	This is not applicable to DLP network and should be either deleted or added in DLP endpoint section.	Please be guided as per the RFP.
32	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.137	The Solution should have advanced Machine Learning – Ability to automatically learn sensitive information from copies of information that needs to be protected and also automatically learn false positives. The solution should	The terminology is OEM specific so should be deleted.	Please be clarified that the solution should have the ability to learn sensitive information and false positives.

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			enforce policies to detect low and slow data leaks		
33	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.140	Solution should also able to monitor and block the File Uploads to the destinations that bypass the browser extensions such as Google Drive , Web.Whatsapp.com etc	Kindly explain if bank is planning to give users access to Google Drive	Please be clarified that in future Bank may use the cloud storage, thus the same has been desired
34	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.141	The solution should inspect data leaks over HTTP , HTTPs and SMTP User client like Outlook and Lotus Notes.The solution should be able to inspect HTTP traffic and HTTPs traffic natively . Should provide support both build-in SSL decryption and destination awareness capability with integration with Network and Gateway DLP controls.	This is not applicable to DLP network and should be either deleted or added in DLP endpoint section.	Corrigendum 31
35	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.142	The solution should be able to block outbound emails sent via Outlook and Lotus Notes and can integrate with Network Email DLP with the single managamnet console. Also natively monitors and block the internal emails shared between the different	This is not applicable to DLP network and should be either deleted or added in DLP endpoint section. Also, is bank planning to buy email DLP as well.	Corrigendum 33

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			department.		
36	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.143	The solution should enforce policies to detect low and slow volume data leaks over the period for max 7 days.	The terminology is OEM specific hence should be deleted.	Please be clarified that the solution should enforce policies to detect data leaks over both endpoints and network levels.
37	61	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.147	The solution should allow a specific incident manager to manage incidents of specific policy violation, specific user groups etc. The solution should have options for managing and remediating Incidents through email by providing incident management options within the in the notification email itself.	The solution should allow a specific incident manager to manage incidents of specific policy violation, specific user groups etc. The solution should have options for managing and remediating Incidents by providing incident management options within the DLP console.	Please be clarified that the solution should provide for incident management facility, either through the central management console or through notification emails.
38	61	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.149	Incident management should have the workflow of the selected incident, then select one of the following options Assign,Change Status,Change Severity,Ignore Incident,Tag Incident,Add Comments,Delete,Download Incident,Lock,unlock	Incident management should have the workflow of the selected incidents.	Corrigendum 34

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39	61	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.151	The proposed solution should provide Incident Workflow capabilities where user/Business Manager can remediate the DLP policy violations actions from handsets/emails without logging into the Management Console	This is relevant to Email DLP hence request bank to delete the same.	Corrigendum 35
40	62	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.165	The reports should be exported to at least CSV, PDF, HTML formats	Kindly change it to. The reports should be exported to at least CSV/ /PDF, XML formats	
41	62	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.168	The solution should generate reports in PDF, Excel or CSV format.	Same as point no 166. Need to be deleted.	Please be clarified that the solution should be able to generate reports in any one of the formats.
42	25	36. Indemnity	The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes except GST and assessments including	The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes except GST and assessments including penalties, punitive damages, attorney's fees	Please be guided as per the RFP

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			penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect the Bank during the tenure of contract. Where any patent, trade mark, registered design,	and court costs which are or may be required to be paid by reasons of any breach of representations and warranties under this Contract of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract , local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect the Bank during the tenure of contract. Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon. In the	

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			copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon. In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank.	event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank.	
43	30	14. Penalty	As per RFP	WE REQUEST THAT MAXIMUM AGGREGATE PENALTY UNDER THE CONTRACT NEEDS TO BE CAPPED AT 10% OF THE TOTAL CONTRACT VALUE	Please be guided as per the RFP

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44	32	20. Indemnity	As per RFP	<p>The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes except GST and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of representations and warranties under this Contract of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect the Bank during the tenure of contract. Where any</p>	Please be guided as per the RFP

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				patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon. In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank.	
45	32	21. Termination of Contract	As per RFP	Request addition as below "Successful Bidder may terminate this Agreement by written notice to the Bank if the Bank commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the Successful Bidder"	Please be guided as per the RFP
46	27	9. Payment	As per RFP	A-Hardware Cost B- Total Software Cost including all	Please be guided as per the RFP

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				required licenses C-Implementation Cost including integration D-OTS Cost 1. On delivery of Hardware and Software including Licenses – 90% of (A+B) 2. On complete Installation – 10% of (A+B) , 90% of C. 3. On sign off of complete solution with all the modules/functionalities – 10% of C. 4. ATS/AMC : Quarterly in advance 5. OTS (Onsite Technical Support) - Monthly in advance	
47	51	Network & Endpoint DLP Solutions 2	The solution should provide for Agent-based discovery of confidential data on Windows and Mac endpoints (desktops/laptops), including reporting on Access Control Lists (ACLs) for files that violate policy of Bank.	We Request bank to clarify on the relevance of ACL in the DLP system, we understand that there is no concept for ACL in DLP and request you to please remove this term	Please be guided as per the RFP
48	51	Network & Endpoint DLP Solutions 4	Solution should be threat-aware and the data protection should combine unmatched data loss prevention with our endpoint protection (AV), defending against stealth data theft by malicious and dirty	DLP and AV are different technologies and there is no relevance for the endpoint AV to interact with DLP system, This particular feature is specific to particular OEM only, hence request you to please remove this clause	Corrigendum 7

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			(suspicious or unknown) apps.		
49	51	Network & Endpoint DLP Solutions 6	Solution should have an integrated classification tool and DLP policy should allow classification of data already present on the endpoints.	Classification is always a separate solution hence bank to remove this clause of integrated Classification solution and the amend this clause : Solution should provide the labling framework to apply DLP Classification as a process have an ability to intergrate with 3rd party classification tool and Solution policies should allow classification of data already present on the endpoints.	Corrigendum 8
50	51	Network & Endpoint DLP Solutions 8	The solution should monitor data downloaded to local drive	This is not a feature of DLP, since DLP works on the data being sent out using various Data leakage channels, hence we request bank to remove this clause	Please be clarified that the clause requires that the DLP solution should monitor data moved or copied to local drive.
51	52 and 53	Network & Endpoint DLP Solutions 21	The solution should <ul style="list-style-type: none"> · monitor/block data copied to removable storage devices (USB, Firewire, SD, Thunderbolt on MAC , MTP on Windows, eSATA and compact flash cards) · Monitor/block data copied to CD/DVD · Monitor/block corporate email via Microsoft Outlook. · Monitor/block HTTP transmissions 	Firewire is a medium for connectivity hence it should not the part of DLP solution to protect hence request you to please remove this. Save as is something meaning that file/content is already copied, while DLP will block the sensitive info on the access operations itself, hence those should changed on Access rather that save as operation	Please be clarified that the solution should have the functionality to monitor/block data copied from the PC to any removable storage devices through any port like USB, Firewire SD etc.

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			<ul style="list-style-type: none"> · Monitor/block HTTPS transmissions via Microsoft Edge, Internet Explorer, Mozilla Firefox, Safari or Google Chrome · Monitor/block FTP transmissions · Monitor/block or exclude detection (by printer name) of data sent to local or networked printer · Monitor/block data sent to a local or networked fax · Monitor/block copy or paste actions · Monitor/block data copied to or from network file shares via Windows Explorer · Monitor/block data copied to network file shares from MAC clients · Monitor/block data copied through LAN Manager (LAN Man), Remote Desktop Protocol (RDP) and Web Distributed Authoring and Versioning (WebDAV) · Monitor/block use of confidential data by defined applications, including unauthorized encryption tools, IM programs and apps with 		

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			<p>proprietary protocols. Out-of-the-box coverage for Skype, Webex, LiveMeeting, Office Communicator, Bluetooth, iTunes, and Google Talk</p> <ul style="list-style-type: none"> · Monitor/blocks use of Outlook.com and Outlook Web App (OWA) · Monitor/blocks Microsoft Office 2013 file formats for detection and application monitoring, including the default formats for Microsoft Access, Excel, OneNote, Outlook, PowerPoint, Project, Publisher, and Word. · Monitor/block policy violations based on metadata · Monitor/block multiple file uploads to Sharepoint using Windows Explorer drag and drop, and copy and paste · Monitor/block sensitive information uploaded through Sharepoint using the Upload Multiple Files option · Monitor/block —save as operations from Microsoft Office applications (Word, Excel, and PowerPoint) to Box on Windows endpoints · Monitor/block Save 		

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			operations from Outlook (versions 2010, 2013, and 2016) using the Box for Office add-in · Monitor/block files saved from Microsoft Office applications to OneDrive, SharePoint, and WebDav locations		
52	53	Network & Endpoint DLP Solutions 28	The solution should Index and retain all unfiltered files that are analyzed while scanning file servers, Desktops/laptops, Web and FTP servers, share-point servers.	Unfiltered context means that all files are captured on those location which will never be the part of DLP, hence request bank to remove this point	Corrigendum 14
53	54	Network & Endpoint DLP Solutions 38	The solution should be able to Configure and distribute action rules, including email notification, blocking, quarantining, redirection, and bouncing.	Bouncing notification is part an anti-spam solution, hence request you to please remove this	Corrigendum 19
54	54	Network & Endpoint DLP Solutions 43	The solution should have ability to enable or disable specific channels based on the agent location	Please clarify what is the meaning of agent location, agent will always be on the endpoint, and the policies can be created based on the content and the channel on which it is sent.	Please be guided as per the RFP.
55	56	Network & Endpoint DLP Solutions 65	Agent of Endpoint DLP should be supported on · Windows Enterprise or Standard (64-bit) 2008 R2 and 2012 R2	Windows 7 is already not supported by Microsoft, hence request to remove it from the list, while Network DLP will still be able to protect the Data leakage from that	Please be guided as per the RFP.

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			<ul style="list-style-type: none"> · Microsoft Windows Server 2016 Standard or Datacenter Edition (64-bit) · Windows 7 Enterprise, Professional, Ultimate (32-bit & 64-bit) SP1 · Windows 8.1 Enterprise, Pro PC operating system (64-bit) Unpatched, Update 1, Update 2, Update 3 · Windows 10 Enterprise, Pro PC operating system (64-bit) Creators Update (version 1703), Version 1709 (Fall Creators Update), Version 1803 (April 2018 Update) [build #17134.48], Version 1607 LTSC, Creators Update (version 1809) · Apple macOS 10.11 (64-bit), macOS 10.12 (64-bit), macOS 10.13 through 10.13.6 (64-bit), macOS 10.14 through 10.14.3 (64-bit) 	windows 7 machine	
56	56	Network & Endpoint DLP Solutions 69	Solution should have the capability to enable Bank to set caps on% of CPU and disk, and amount of bandwidth used by agent for minimal impact on endpoint and network	Each OEM has its own way to reduce the impact on the endpoint or network, hence request bank to relax this point as : Solution should have the capability to make sure that there is minimal impact on endpoint and network when DLP scanning is happening	Please be clarified that the solution should have the capability to ensure minimal impact on endpoint and network.

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57	56	Network & Endpoint DLP Solutions 77	Solution should have Load-balancer and firewall friendly	Request bank to clarify this point, there is no relation between the DLP solution and Load-balancer/Firewall	Please be guided as per the RFP.
58	57	Network & Endpoint DLP Solutions 90	Agent should provide for Centrally enable/disable the SPDY protocol on Internet Explorer and Firefox browsers	We request bank to remove this point because this is vendor specific and this can be managed by GPO as well	Please be clarified that this feature is not mandatorily desired but can be provided if feasible.
59	57	Network & Endpoint DLP Solutions 93	Agent should have the capability to discover the Files that are modified between the specified Dates or Month Ago or Also for specific size to reduce the bandwidth and effective discovery.	DLP solution does the incremental scanning of the files which are modified after the last scanning and we request bank to change this clause like - Agent should have the capability to discover the files that are modified or also for specific size to reduce the BW and effective discovery because normally discovery happens Full once and subsequent it is incremental.	Corrigendum 24
60	58	Network & Endpoint DLP Solutions 111	The Solution should Schedule automatically recurring scans and should have the capability to throttle and carry out Incremental scans to limit network bandwidth usage.	Each OEM has its own way to reduce the impact on the endpoint or network, hence request bank to relax this point as : The Solution should Schedule automatically recurring scans and should have the options to reduce the performance impact to carry out Incremental scanning.	Corrigendum 27
61	58	Network & Endpoint DLP Solutions 115	Pop-up notification should have automatic ability to present itself in one of 25+	Specific to OEM, request you to please remove this clause	Corrigendum 28

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			languages based on underlying OS		
62	58	Network & Endpoint DLP Solutions 117	Solution should have the ability to suggest or enforce classification and digital rights management protection for end users in real-time	WE request bank to relax this point as : Solution should have the ability to suggest or enforce classification and digital rights management protection for end users in real-time either inbuilt or 3rd party	Please be clarified that the solution should cater this requirement either through integrated classification tool or through integration with Bank's classification tool. Integration with Bank's classification tool is the responsibility of the bidder and should be done without any extra cost to the Bank.
63	61	Network & Endpoint DLP Solutions 156	The solution should provide an inbuilt Case Management Tool.	We request bank to provide clarification and details as what is expected from Case management	Please be guided as per the RFP
64				We Request Bank to Add the following points to make DLP Solution more Effective "Solution should be able to discover the PII or confidential information from images while discovery" This feature will help bank to control data leakage using image files	Request not acceptable
65				We Request Bank to Add the following points to make DLP Solution more Effective	Request not acceptable

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				<p>"Solution provide the option to control online application which are using the web sockets instead of normal http get or post"</p> <p>This feature will help bank to even control applications based on the web sockets</p>	
66				<p>We Request Bank to Add the following points to make DLP Solution more Effective</p> <p>"Solution should support the detection of confidential data based on structured and unstructured finger printing while the users are roaming"</p> <p>This feature will help bank to left users travel without the fear of losing the data while user are even roaming</p>	Request not acceptable
67	51	Network & Endpoint DLP Solutions 2	The solution should provide for Agent-based discovery of confidential data on Windows and Mac endpoints (desktops/laptops), including reporting on Access Control Lists (ACLs) for files that	We Request bank to clarify on the relevance of ACL in the DLP system, we understand that there is no concept for ACL in DLP and request you to please remove this term	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			violate policy of Bank.		
68	51	Network & Endpoint DLP Solutions 4	Solution should be threat-aware and the data protection should combine unmatched data loss prevention with our endpoint protection (AV), defending against stealth data theft by malicious and dirty (suspicious or unknown) apps.	DLP and AV are different technologies and there is no relevance for the endpoint AV to interact with DLP system, This particular feature is specific to particular OEM only, hence request you to please remove this clause	Corrigendum 7
69	51	Network & Endpoint DLP Solutions 6	Solution should have an integrated classification tool and DLP policy should allow classification of data already present on the endpoints.	Classification is always a separate solution hence bank to remove this clause of integrated Classification solution and the amend this clause : Solution should provide the labeling framework to apply DLP Classification as a process have an ability to integrate with 3rd party classification tool and Solution policies should allow classification of data already present on the endpoints.	Corrigendum 8
70	51	Network & Endpoint DLP Solutions 8	The solution should monitor data downloaded to local drive	This is not a feature of DLP, since DLP works on the data being sent out using various Data leakage channels, hence we request bank to remove this clause	Please be clarified that the clause requires that the DLP solution should monitor data moved or copied to local drive.
71	52 and 53	Network & Endpoint DLP Solutions 21	The solution should · monitor/block data copied to removable storage devices (USB, Firewire, SD,	Firewire is a medium for connectivity hence it should not the part of DLP solution to protect hence request you to please	Please be clarified that the solution should have the functionality to monitor/block data

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>Thunderbolt on MAC , MTP on Windows, eSATA and compact flash cards)</p> <ul style="list-style-type: none"> · Monitor/block data copied to CD/DVD · Monitor/block corporate email via Microsoft Outlook. · Monitor/block HTTP transmissions · Monitor/block HTTPS transmissions via Microsoft Edge, Internet Explorer, Mozilla Firefox, Safari or Google Chrome · Monitor/block FTP transmissions · Monitor/block or exclude detection (by printer name) of data sent to local or networked printer · Monitor/block data sent to a local or networked fax · Monitor/block copy or paste actions · Monitor/block data copied to or from network file shares via Windows Explorer · Monitor/block data copied to network file shares from MAC clients · Monitor/block data copied through LAN Manager (LAN 	<p>remove this. Save as is something meaning that file/content is already copied, while DLP will block the sensitive info on the access operations itself, hence those should changed on Access rather that save as operation</p>	<p>copied from the PC to any removable storage devices through any port like USB, Firewire SD etc.</p>

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			Man), Remote Desktop Protocol (RDP) and Web Distributed Authoring and Versioning (WebDAV) <ul style="list-style-type: none"> · Monitor/block use of confidential data by defined applications, including unauthorized encryption tools, IM programs and apps with proprietary protocols. Out-of-the-box coverage for Skype, Webex, LiveMeeting, Office Communicator, Bluetooth, iTunes, and Google Talk · Monitor/blocks use of Outlook.com and Outlook Web App (OWA) · Monitor/blocks Microsoft Office 2013 file formats for detection and application monitoring, including the default formats for Microsoft Access, Excel, OneNote, Outlook, PowerPoint, Project, Publisher, and Word. · Monitor/block policy violations based on metadata · Monitor/block multiple file uploads to Sharepoint using Windows Explorer drag and drop, and copy and paste · Monitor/block sensitive 		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>information uploaded through Sharepoint using the Upload Multiple Files option</p> <ul style="list-style-type: none"> · Monitor/block —save asll operations from Microsoft Office applications (Word, Excel, and PowerPoint) to Box on Windows endpoints · Monitor/block Save operations from Outlook (versions 2010, 2013, and 2016) using the Box for Office add-in · Monitor/block files saved from Microsoft Office applications to OneDrive, SharePoint, and WebDav locations 		
72	53	Network & Endpoint DLP Solutions 28	The solution should Index and retain all unfiltered files that are analyzed while scanning file servers, Desktops/laptops, Web and FTP servers, share-point servers.	Unfiltered context means that all files are captured on those location which will never be the part of DLP, hence request bank to remove this point	Corrigendum 14
73	54	Network & Endpoint DLP Solutions 38	The solution should be able to Configure and distribute action rules, including email notification, blocking, quarantining, redirection, and bouncing.	Bouncing notification is part an anti-spam solution, hence request you to please remove this	Corrigendum 19

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
74	54	Network & Endpoint DLP Solutions 43	The solution should have ability to enable or disable specific channels based on the agent location	Please clarify what is the meaning of agent location, agent will always be on the endpoint, and the policies can be created based on the content and the channel on which it is sent.	Please be guided as per the RFP.
75	56	Network & Endpoint DLP Solutions 65	<p>Agent of Endpoint DLP should be supported on</p> <ul style="list-style-type: none"> · Windows Enterprise or Standard (64-bit) 2008 R2 and 2012 R2 · Microsoft Windows Server 2016 Standard or Datacenter Edition (64-bit) · Windows 7 Enterprise, Professional, Ultimate (32-bit & 64-bit) SP1 · Windows 8.1 Enterprise, Pro PC operating system (64-bit) Unpatched, Update 1, Update 2, Update 3 · Windows 10 Enterprise, Pro PC operating system (64-bit) Creators Update (version 1703), Version 1709 (Fall Creators Update), Version 1803 (April 2018 Update) [build #17134.48], Version 1607 LTSB, Creators Update (version 1809) · Apple macOS 10.11 (64-bit), macOS 10.12 (64-bit), macOS 10.13 through 10.13.6 (64-bit), 	Windows 7 is already not supported by Microsoft, hence request to remove it from the list, while Network DLP will still be able to protect the Data leakage from that windows 7 machine	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			macOS 10.14 through 10.14.3 (64-bit)		
76	56	Network & Endpoint DLP Solutions 69	Solution should have the capability to enable Bank to set caps on % of CPU and disk, and amount of bandwidth used by agent for minimal impact on endpoint and network	Each OEM has its own way to reduce the impact on the endpoint or network, hence request bank to relax this point as : Solution should have the capability to make sure that there is minimal impact on endpoint and network when DLP scanning is happening	Please be clarified that the solution should have the capability to ensure minimal impact on endpoint and network.
77	56	Network & Endpoint DLP Solutions 77	Solution should have Load-balancer and firewall friendly	Request bank to clarify this point, there is no relation between the DLP solution and Load-balancer/Firewall	Please be guided as per the RFP.
78	57	Network & Endpoint DLP Solutions 90	Agent should provide for Centrally enable/disable the SPDY protocol on Internet Explorer and Firefox browsers	We request bank to remove this point because this is vendor specific and this can be managed by GPO as well	Please be clarified that this feature is not mandatorily desired but can be provided if feasible.
79	57	Network & Endpoint DLP Solutions 93	Agent should have the capability to discover the Files that are modified between the specified Dates or Month Ago or Also for specific size to reduce the bandwidth and effective discovery.	DLP solution does the incremenatal scanning of the files which are modified after the last scanning and we request bank to change this clause like - Agent should have the capability to discover the files that are modified or also for specific size to redice the BW and effective discovery because normally discovery happens Full once and subsequent it is incremental.	Corrigendum 24

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
80	58	Network & Endpoint DLP Solutions 111	The Solution should Schedule automatically recurring scans and should have the capability to throttle and carry out Incremental scans to limit network bandwidth usage.	Each OEM has its own way to reduce the impact on the endpoint or network, hence request bank to relax this point as : The Solution should Schedule automatically recurring scans and should have the options to reduce the performance impact to carry out Incremental scanning.	Corrigendum 27
81	58	Network & Endpoint DLP Solutions 115	Pop-up notification should have automatic ability to present itself in one of 25+ languages based on underlying OS	Specific to OEM, request you to please remove this clause	Corrigendum 28
82	58	Network & Endpoint DLP Solutions 117	Solution should have the ability to suggest or enforce classification and digital rights management protection for end users in real-time	WE request bank to relax this point as : Solution should have the ability to suggest or enforce classification and digital rights management protection for end users in real-time either inbuilt or 3rd party	Please be clarified that the solution should cater this requirement either through integrated classification tool or through integration with Bank's classification tool. Integration with Bank's classification tool is the responsibility of the bidder and should be done without any extra cost to the Bank.
83	61	Network & Endpoint DLP Solutions 156	The solution should provide an inbuilt Case Management Tool.	We request bank to provide clarification and details as what is expected from Case management	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
84				<p>We Request Bank to Add the following points to make DLP Solution more Effective "Solution should be able to discover the PII or confidential information from images while discovery"</p> <p>This feature will help bank to control data leakage using image files</p>	Request not acceptable
85				<p>We Request Bank to Add the following points to make DLP Solution more Effective "Solution provide the option to control online application which are using the web sockets instead of normal http get or post"</p> <p>This feature will help bank to even control applications based on the web sockets</p>	Request not acceptable
86				<p>We Request Bank to Add the following points to make DLP Solution more Effective</p> <p>"Solution should support the detection of confidential data based on structured and unstructured finger printing while the users are roaming"</p>	Request not acceptable

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				This feature will help bank to left users travel without the fear of losing the data while user are even roaming	
87	27	RFP Clause No. 6. DELIVERY& INSTALLATION	Bidder shall be responsible for delivery and installation of the complete solution (hardware & software both) ordered at both DC & DR site for both the solutions, within 6 weeks from the date of Purchase order. Installation means mounting of Servers in Rack (If any) and —Power-Onll all the hardware with all the accessories provided with the hardware. The point of delivery/ destination will be as defined by the Bank in the purchase order. The date on which the complete system is installed will be taken as the date of installation. In case of part installation of the system, the date of last items installed will be taken as the date of installation	OEM themselves take 8-10 weeks for delivery from placement of order. Request to modify the clause as 12 weeks from placement of order to the Bidder.	Corrigendum 12
88	27-28	RFP Clause No. 9. PAYMENT	Payment will be made individually for NBAD, Endpoint DLP & N/w DLP solutions as per the following	We request you to modify the payment terms as 1. 70% on Delivery 2. 20% on Installation	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>schedule: - A-Total Hardware Cost B-Total Software Cost including all required licenses C-Implementation Cost including all required integrations D-OTS Cost</p> <ul style="list-style-type: none"> • Complete Installation of all the required hardware & delivery of all software licenses(Complete BOM at DC & DR) - 70% of (A+B) • Sign Off of complete solution with all modules/functionalities - (20% of A) + (20% of B) + (90% of C) • After three months of sign-off - 10% of (A+B+C) or immediately on submission of equivalent amount of BG 	3. 10% post Sign Off	
89	51	Network & Endpoint DLP Solutions 2	The solution should provide for Agent-based discovery of confidential data on Windows and Mac endpoints (desktops/laptops), including reporting on Access Control Lists (ACLs) for files that violate policy of Bank.	We Request bank to clarify on the relevance of ACL in the DLP system, we understand that there is no concept for ACL in DLP and request you to please remove this term	Please be guided as per the RFP
90	51	Network & Endpoint DLP Solutions 4	Solution should be threat-aware and the data protection should combine	DLP and AV are different technologies and there is no relevance for the endpoint AV to	Corrigendum 7

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			unmatched data loss prevention with our endpoint protection (AV), defending against stealth data theft by malicious and dirty (suspicious or unknown) apps.	interact with DLP system, This particular feature is specific to particular OEM only, hence request you to please remove this clause	
91	51	Network & Endpoint DLP Solutions 6	Solution should have an integrated classification tool and DLP policy should allow classification of data already present on the endpoints.	Classification is always a separate solution hence bank to remove this clause of integrated Classification solution and the amend this clause : Solution should provide the labeling framework to apply DLP Classification as a process have an ability to integrate with 3rd party classification tool and Solution policies should allow classification of data already present on the endpoints.	Corrigendum 8
92	51	Network & Endpoint DLP Solutions 8	The solution should monitor data downloaded to local drive	This is not a feature of DLP, since DLP works on the data being sent out using various Data leakage channels, hence we request bank to remove this clause	Please be clarified that the clause requires that the DLP solution should monitor data moved or copied to local drive.
93	52 and 53	Network & Endpoint DLP Solutions 21	The solution should <ul style="list-style-type: none"> monitor/block data copied to removable storage devices (USB, Firewire, SD, Thunderbolt on MAC , MTP on Windows, eSATA and compact flash cards) Monitor/block data copied 	Firewire is a medium for connectivity hence it should not the part of DLP solution to protect hence request you to please remove this. Save as is something meaning that file/content is already copied, while DLP will block the sensitive info on the access	Please be clarified that the solution should have the functionality to monitor/block data copied from the PC to any removable storage devices through any port like USB, Firewire

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>to CD/DVD</p> <ul style="list-style-type: none"> · Monitor/block corporate email via Microsoft Outlook. · Monitor/block HTTP transmissions · Monitor/block HTTPS transmissions via Microsoft Edge, Internet Explorer, Mozilla Firefox, Safari or Google Chrome · Monitor/block FTP transmissions · Monitor/block or exclude detection (by printer name) of data sent to local or networked printer · Monitor/block data sent to a local or networked fax · Monitor/block copy or paste actions · Monitor/block data copied to or from network file shares via Windows Explorer · Monitor/block data copied to network file shares from MAC clients · Monitor/block data copied through LAN Manager (LAN Man), Remote Desktop Protocol (RDP) and Web Distributed Authoring and Versioning (WebDAV) 	<p>operations itself, hence those should be changed on Access rather than save as operation</p>	<p>SD etc.</p>

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<ul style="list-style-type: none"> · Monitor/block use of confidential data by defined applications, including unauthorized encryption tools, IM programs and apps with proprietary protocols. Out-of-the-box coverage for Skype, Webex, LiveMeeting, Office Communicator, Bluetooth, iTunes, and Google Talk · Monitor/blocks use of Outlook.com and Outlook Web App (OWA) · Monitor/blocks Microsoft Office 2013 file formats for detection and application monitoring, including the default formats for Microsoft Access, Excel, OneNote, Outlook, PowerPoint, Project, Publisher, and Word. · Monitor/block policy violations based on metadata · Monitor/block multiple file uploads to Sharepoint using Windows Explorer drag and drop, and copy and paste · Monitor/block sensitive information uploaded through Sharepoint using the Upload Multiple Files option · Monitor/block —save asll 		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>operations from Microsoft Office applications (Word, Excel, and PowerPoint) to Box on Windows endpoints</p> <ul style="list-style-type: none"> · Monitor/block Save operations from Outlook (versions 2010, 2013, and 2016) using the Box for Office add-in · Monitor/block files saved from Microsoft Office applications to OneDrive, SharePoint, and WebDav locations 		
94	53	Network & Endpoint DLP Solutions 28	The solution should Index and retain all unfiltered files that are analyzed while scanning file servers, Desktops/laptops, Web and FTP servers, share-point servers.	Unfiltered context means that all files are captured on those location which will never be the part of DLP, hence request bank to remove this point	Corrigendum 14
95	54	Network & Endpoint DLP Solutions 38	The solution should be able to Configure and distribute action rules, including email notification, blocking, quarantining, redirection, and bouncing.	Bouncing notification is part an anti-spam solution, hence request you to please remove this	Corrigendum 19
96	54	Network & Endpoint DLP Solutions 43	The solution should have ability to enable or disable specific channels based on the agent location	Please clarify what is the meaning of agent location, agent will always be on the endpoint, and the policies can be created based on the content and the channel on which it is sent.	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
97	56	Network & Endpoint DLP Solutions 65	Agent of Endpoint DLP should be supported on <ul style="list-style-type: none"> · Windows Enterprise or Standard (64-bit) 2008 R2 and 2012 R2 · Microsoft Windows Server 2016 Standard or Datacenter Edition (64-bit) · Windows 7 Enterprise, Professional, Ultimate (32-bit & 64-bit) SP1 · Windows 8.1 Enterprise, Pro PC operating system (64-bit) Unpatched, Update 1, Update 2, Update 3 · Windows 10 Enterprise, Pro PC operating system (64-bit) Creators Update (version 1703), Version 1709 (Fall Creators Update), Version 1803 (April 2018 Update) [build #17134.48], Version 1607 LTSC, Creators Update (version 1809) · Apple macOS 10.11 (64-bit), macOS 10.12 (64-bit), macOS 10.13 through 10.13.6 (64-bit), macOS 10.14 through 10.14.3 (64-bit) 	Windows 7 is already not supported by Microsoft, hence request to remove it from the list, while Network DLP will still be able to protect the Data leakage from that windows 7 machine	Please be guided as per the RFP.
98	56	Network & Endpoint DLP Solutions 69	Solution should have the capability to enable Bank to set caps on% of CPU and	Each OEM has its own way to reduce the impact on the endpoint or network, hence request bank to	Please be clarified that the solution should have the capability to ensure

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			disk, and amount of bandwidth used by agent for minimal impact on endpoint and network	relax this point as : Solution should have the capability to make sure that there is minimal impact on endpoint and network when DLP scanning is happening	minimal impact on endpoint and network.
99	56	Network & Endpoint DLP Solutions 77	Solution should have Load-balancer and firewall friendly	Request bank to clarify this point, there is no relation between the DLP solution and Load-balancer/Firewall	Please be guided as per the RFP.
100	57	Network & Endpoint DLP Solutions 90	Agent should provide for Centrally enable/disable the SPDY protocol on Internet Explorer and Firefox browsers	We request bank to remove this point because this is vendor specific and this can be managed by GPO as well	Please be clarified that this feature is not mandatorily desired but can be provided if feasible.
101	57	Network & Endpoint DLP Solutions 93	Agent should have the capability to discover the Files that are modified between the specified Dates or Month Ago or Also for specific size to reduce the bandwidth and effective discovery.	DLP solution does the incremenatal scanning of the files which are modified after the last scanning and we request bank to change this clause like - Agent should have the capability to discover the files that are modified or also for specific size to redice the BW and effective discovery because normally discovery happens Full once and subsequent it is incremental.	Corrigendum 24
102	58	Network & Endpoint DLP Solutions 111	The Solution should Schedule automatically recurring scans and should have the capability to throttle and carry out Incremental scans to limit network bandwidth usage.	Each OEM has its own way to reduce the impact on the endpoint or network, hence request bank to relax this point as : The Solution should Schedule automatically recurring scans and should have the options to reduce	Corrigendum 27

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				the performance impact to carry out Incremental scanning.	
103	58	Network & Endpoint DLP Solutions 115	Pop-up notification should have automatic ability to present itself in one of 25+ languages based on underlying OS	Specific to OEM, request you to please remove this clause	Corrigendum 28
104	58	Network & Endpoint DLP Solutions 117	Solution should have the ability to suggest or enforce classification and digital rights management protection for end users in real-time	WE request bank to relax this point as : Solution should have the ability to suggest or enforce classification and digital rights management protection for end users in real-time either inbuilt or 3rd party	Please be clarified that the solution should cater this requirement either through integrated classification tool or through integration with Bank's classification tool. Integration with Bank's classification tool is the responsibility of the bidder and should be done without any extra cost to the Bank.
105	61	Network & Endpoint DLP Solutions 156	The solution should provide an inbuilt Case Management Tool.	We request bank to provide clarification and details as what is expected from Case management	Please be guided as per the RFP
106				We Request Bank to Add the following points to make DLP Solution more Effective "Solution should be able to discover the PII or confidential information from images while discovery" This feature will help bank to	Request not acceptable

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				control data leakage using image files	
107				<p>We Request Bank to Add the following points to make DLP Solution more Effective</p> <p>“Solution provide the option to control online application which are using the web sockets instead of normal http get or post”</p> <p>This feature will help bank to even control applications based on the web sockets</p>	Request not acceptable
108				<p>We Request Bank to Add the following points to make DLP Solution more Effective</p> <p>“Solution should support the detection of confidential data based on structured and unstructured finger printing while the users are roaming”</p> <p>This feature will help bank to left users travel without the fear of losing the data while user are even roaming</p>	Request not acceptable
109	9	PURPOSE OF THE PROJECT: End Point DLP	Automatically encrypting sensitive data being sent via email or transferred to	Encrypting of data via email, web applications is not relevant and hence this point should be deleted.	Corrigendum 30

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			removable devices or cloud/web applications		
110	9	PURPOSE OF THE PROJECT: End Point DLP	Portable decryption for USB/media.	This should be part of encryption tender hence should be deleted.	Corrigendum 1
111	9	PURPOSE OF THE PROJECT: End Point DLP	Drip DLP considering cumulative data transmission activity over time to discover small amounts of data leakage.	The terminology is OEM specific so should be deleted.	Please be clarified that that the DLP solution should consider small data transmission activity over time to discover small amounts of data leakage.
112	12	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.5	The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale both horizontally and vertically	Kindly Clarify if the solution needs to be in Active/ Active mode or Active Passive Mode at DC & DR.	Please be guided as per the RFP
113	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.9	Identify data leakage across all vectors, irrespective of policy being in place or not	Kindly Change it to: Identify data leakage across web and Endpoint as per policies created on DLP console.	Corrigendum 32
114	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.10	Solution shall be able to have controls the entire Corporate Network of Bank. The solution shall be device, Port and Protocol agnostic.	Solution shall be able to have controls the entire Corporate Network of Bank. The solution shall be device, Protocol agnostic.	Corrigendum 2

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
115	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.11	Data protection shall also involve being able to identify known and unknown plug and play devices being connected. Also, the solution shall seamlessly integrate with Encryption which shall be intelligent enough to enforce Encryption of sensitive data.	Kindly Change it to:-Data protection shall also involve being able to identify known and unknown plug and play devices being connected.	Corrigendum 3
116	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.12	Ability to selectively Encrypt data on the basis of designed policies	This should be deleted as this is part of Encryption solution.	Please be guided as per the RFP
117	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.13	Capability to control external devices being connected in the environment	Kindly Clarify in detail.	Corrigendum 4
118	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.14	Solution should have capability to provide exception and release any quarantine if required.	Kindly Delete this as it is not relevant to Network and Endpoint.	Corrigendum 5
119	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.14	There shall be adequate audit trail capability to identify drift in the document and all the relevant details like who made what changes and change details.	Kindly Change it to:-There shall be adequate audit trail capability to identify drift in the document with respect to confidential data.	Corrigendum 6
120	50	ANNEXURE-XII - Technical specification of the Offered solutions- Network	The solution should have a comprehensive list of pre-defined policies and templates with over 1700+ patterns to identify and	The solution should have a comprehensive list of pre-defined policies and templates with customized options to identify and classify information pertaining to	Please be clarified that the solution should meet the required feature. Having templates with specific

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		& Endpoint DLP Solutions- Point No.1	classify information pertaining to different industry like Banking and Financial Institution and India IT Act. The solution should provide capabilities to identify data based on keywords or dictionaries and the solution should be able to enforce policies based on file types, size of files and also the name of the file.	different industry like Banking and Financial Institution and India IT Act. The solution should provide capabilities to identify data based on keywords or dictionaries and the solution should be able to enforce policies based on file types, size of files and also the name of the file.	No. of patterns is not mandatory, however the solution should have templates with customized options to meet the requirement as specified in this clause.
121	51	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.8	The solution should monitor data downloaded to local drive	The solution should monitor data moved/Copied to local drive	Please be clarified that the clause requires that the DLP solution should monitor data moved or copied to local drive.
122	51	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.9	The solution should be able to encrypt content copied to removable media natively and manage the Encryption and DLP policies from the same management Console. Should support both Native and Portable Encryption.	This is OEM specific and request bank to delete the same.	Corrigendum 9
123	51	ANNEXURE-XII - Technical specification of the Offered	The solution should detect · patterns in binary file types and color maps for images. · keywords/patterns based on	Would like to know more about "Color Maps"	Please be clarified that the solution should be able to detect different patterns in different file

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		solutions- Network & Endpoint DLP Solutions- Point No.13	location (beginning/end) and proximity to each other within documents <ul style="list-style-type: none"> · full Boolean expression for keywords and key phrases. · Pre-built dictionaries · wide range of sensitive data types (e.g., SSNs, CCNs,UID) · classified Proprietary File types (types that are not predefined) and on file content not on file extensions. · fingerprints contents in an automated way where the user does not have to touch the files or import hashes · fingerprinting task and pass on the same to all appliances (data in motion and rest) at once without the manual process from the user. 		types & images
124	52	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.19	The solution should Support PrtSc blocking on endpoint when configurable list of specific application are running, no matter it is in the foreground or background. The actual PrtSc capture will also be submitted to the DLP system as forensic evidence.	Point already covered under point no 91. This should be deleted.	Please be guided as per the RFP
125	52	ANNEXURE-XII - Technical	The solution should Provide —Cloud Storage Applications	Would like to know if bank is allowing access to Google Drive,	Please be clarified that in future Bank may use

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.20	It group which monitor sensitive content accessed by these cloud storage application on the endpoint and prevent sensitive data from uploading to the cloud. For Example (Should support from day 1(Windows 10 and MAC OSX 10.14.x) - Amazon Cloud Drive Box Dropbox Google Drive SkyDrive iCloud)	Drop Box etc.	the cloud storage, thus the same has been desired
126	54	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.37	The solution should support the multiple Endpoint Profile Creation for the Better Security between the different departments. Encryption Keys are also should be isolated between the different departments.	The solution should support the multiple Endpoint Profile Creation for the Better Security between the different departments.	Corrigendum 18
127	54	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.39	The solution should be able to Identify mass storage device by vendor specific identification numbers.	The solution should be able to Identify mass storage device by vendor specific identification numbers for DLP policy exception.	Please be guided as per the RFP
128	54	ANNEXURE-XII - Technical specification of	The solution should provide an option of rule override which can be authorized to	This is OEM specific and request bank to delete the same.	Please be clarified that the DLP solution should provide an option of

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		the Offered solutions- Network & Endpoint DLP Solutions- Point No.41	use an override code issued from the security administrator based on the end user's justification.		DLP rule override for a specific machine/user based on the end user's justification. This option should be available to the security administrator from the central management console.
129	55	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.45	The solution should have ability to prevent printing of Microsoft Office documents if they contain sensitive information, regardless of whether a particular printing job does not include the sensitive portion.	The solution should have ability to prevent printing of Microsoft Office documents if they contain sensitive information.	Please be clarified that the solution should have the ability to prevent printing of Microsoft office documents.
130	55	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.54	The solution should have the ability to search across all captured data (not just incidents) on the network DLP system, then modify and test rules offline and implement the rules on live data thus reducing false positive.	This point is not relevant and should be deleted	Please be clarified that the solution should have the capability to search across all network data, not just the data which passes through the DLP Solution.
131	56	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point	Agent should be able to perform discovery only when the endpoint is connected to external power or Machine is Idle.	Agent should be able to perform discovery only when the endpoint is connected to external power / Machine is Idle.	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		No.68			
132	57	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.87	Agent installed should have the capability to create the Bypass ID after validation by the administrator by generating the Passcode.	Same as point no 41. This is OEM specific and request bank to delete the same.	Corrigendum 21
133	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.122	Solution should be able to identify data leaked in the form unknown and known encrypted format like password protected word document.	Solution should be able to identify files in the form unknown and known encrypted format like password protected word document.	Please be guided as per the RFP
134	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.123	Solution should be able to identify malicious traffic pattern generated by Malware infected PC in order to prevent future data leakage by the malware.	Solution should be able to identify malicious traffic pattern with confidential data generated by Malware infected PC in order to prevent future data leakage by the malware.	Please be guided as per the RFP
135	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP	Solution capture all TCP Protocols and protocol detection should be port agnostic. The solution should not discard any unidentified protocols and capture all	This point should be moved to DLP endpoint section.	Corrigendum 29

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		Solutions- Point No.124	traffic.		
136	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.126	Solution Should be able to capture all the data flowing outside of the network even if there is no policy configured to match the data. This data should be used later to do a search for after the fact incident so the the admin can do a forensic investigation.	We recommend that this should be deleted. Monitoring and capturing all data will impact the system performance.	Corrigendum 38
137	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.127	Solution should Index and retain all documents and unfiltered network traffic that the network sensor analyzes.	We recommend that this should be deleted. Monitoring and capturing all data will impact the system performance.	Corrigendum 39
138	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.131	Solution should able to detect and protect for the low volume data leaks over the Network and should able to cumulate the transactions up to 7 days.	The terminology is OEM specific so should be deleted.	Please be clarified that the solution should be able to detect and protect for the data leaks over the network.
139	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network	The solution should have printer agents for print servers to detect data leaks over print channel.	This is not applicable to DLP network and should be either deleted or added in DLP endpoint section.	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		& Endpoint DLP Solutions- Point No.136			
140	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.137	The Solution should have advanced Machine Learning – Ability to automatically learn sensitive information from copies of information that needs to be protected and also automatically learn false positives. The solution should enforce policies to detect low and slow data leaks	The terminology is OEM specific so should be deleted.	Please be clarified that the solution should have the ability to learn sensitive information and false positives.
141	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.140	Solution should also able to monitor and block the File Uploads to the destinations that bypass the browser extensions such as Google Drive , Web.Whatsapp.com etc	Kindly explain if bank is planning to give users access to Google Drive	Please be clarified that in future Bank may use the cloud storage, thus the same has been desired
142	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.141	The solution should inspect data leaks over HTTP , HTTPs and SMTP User client like Outlook and Lotus Notes.The solution should be able to inspect HTTP traffic and HTTPs traffic natively . Should provide support both build-in SSL decryption and destination awareness capability with integration with	This is not applicable to DLP network and should be either deleted or added in DLP endpoint section.	Corrigendum 31

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			Network and Gateway DLP controls.		
143	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.142	The solution should be able to block outbound emails sent via Outlook and Lotus Notes and can integrate with Network Email DLP with the single managamnet console. Also natively monitors and block the internal emails shared between the different department.	This is not applicable to DLP network and should be either deleted or added in DLP endpoint section. Also, is bank planning to buy email DLP as well.	Corrigendum 33
144	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.143	The solution should enforce policies to detect low and slow volume data leaks over the period for max 7 days.	The terminology is OEM specific hence should be deleted.	Please be clarified that the solution should enforce policies to detect data leaks over both endpoints and network levels.
145	61	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.147	The solution should allow a specific incident manager to manage incidents of specific policy violation, specific user groups etc. The solution should have options for managing and remediating Incidents through email by providing incident management options within the in the notification email itself.	The solution should allow a specific incident manager to manage incidents of specific policy violation, specific user groups etc. The solution should have options for managing and remediating Incidents by providing incident management options within the DLP console.	Please be clarified that the solution should provide for incident management facility, either through the central management console or through notification emails.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
146	61	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.149	Incident management should have the workflow of the selected incident, then select one of the following options Assign,Change Status,Change Severity,Ignore Incident,Tag Incident,Add Comments>Delete,Download Incident,Lock,unlock	Incident management should have the workflow of the selected incidents.	Corrigendum 34
147	61	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.151	The proposed solution should provide Incident Workflow capabilities where user/Business Manager can remediate the DLP policy violations actions from handsets/emails without logging into the Management Console	This is relevant to Email DLP hence request bank to delete the same.	Corrigendum 35
148	62	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.165	The reports should be exported to at least CSV, PDF, HTML formats	Kindly change it to. The reports should be exported to at least CSV/ /PDF, XML formats	Please be clarified that the solution should be able to generate reports in any one of the formats.
149	62	ANNEXURE-XII - Technical specification of the Offered solutions- Network	The solution should generate reports in PDF, Excel or CSV format.	Same as point no 166. Need to be deleted.	Please be clarified that the solution should be able to generate reports in any one of the formats.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		& Endpoint DLP Solutions- Point No.168			
150	12	Onsite Technical Support (OTS)-	One L2 resource(OEM certified Resource provided by the OEM itself) must be deployed at DC at normal shift (10:00 am to 6:00 pm) for One Year post Implementation i.e. one year from sign-off, without any extra cost to the Bank.	A Resource can not be given Free of Cost by Any means. We request Bank should look into this clause and amend. This is as zero cost resource is of No value to Bank	Please be guided as per the RFP.
151	12	Onsite Technical Support (OTS)-	A certificate from the OEM is required in this regard, certifying that the deployed resource has atleast 3 yrs of experience of the solution.	OEM Certification should be Checked. We don't deploy Engineers Onsite and this should be OEM/Bidder.	Please be guided as per the RFP.
152	14	Onsite Technical Support (OTS)-	The L2 resources deployed should have requisite knowledge and experience of atleast 3 years of the deployed solution, required for management and monitoring of the overall operations of ATP Solution. A certificate from the OEM is required in this regard, certifying that the deployed resource has atleast 3 yrs of experience of the solution. Bank may carry out security verification of the deployed	It should be DLP solution. OEM can only check if Resource provided by Bidder is Certification or not and furnish the same.	Corrigendum 36

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			resources.		
153	31	14.3 Penalty due to Absence of Onsite Technical support(OTS)	If the Bank avails Onsite Technical support-The Bidder has to deploy resource within 15 days from the date of PO	If the Bank avails Onsite Technical support-The Bidder has to deploy resource within 45 days from the date of Supply	Please be guided as per the RFP.
154	36	ELIGIBILITY CRITERIA OF THE BIDDER	The proposed NBAD solution and DLP Solution must have been implemented during the last 3 years as on date of RFP and currently running successfully, in atleast 1 PSU Banks/ Private Banks in India. (One reference each for both the solutions is required)	This should be OEM/Bidder	Please be clarified that this criteria is to be fulfilled by the OEM, but it is the bidder's responsibility to submit the supporting documents in the technical bid.
155	36	ELIGIBILITY CRITERIA OF THE BIDDER	The bidder and OEM should have Support center in Delhi/NCR and Mumbai.	It has to be for Bidder. We do Remote Support and this clause is irrelevant for OEM as we don't send Support Engineer onsite. Please amend	Corrigendum 37
156	44	MAF	With reference to the all components/parts/assemble/s oftware used inside the company products/Hardware being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products/Hardware shall be original new components / parts /	Should be allowed to Delete for OEM Providing DLP Software Solution	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly are being used or shall be used.		
157	44	MAF	In case of default/unable to comply with above at the time of delivery or during installation, for hardware / software already billed, we agree to take back the supplied items without demur, if already supplied and return the money if any paid to us by you in this regard. We also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.	Should be Deleted. This Clause can't be Signed by OEM	Please be guided as per the RFP
158	44	MAF	We hereby further undertake to supply only new components and no refurbished or recycled components will be supplied	Repeat of Point 4 of MAF. Please Remove	Please be guided as per the RFP
159	45	ANNEXURE-XI		This is Duplicate to MAF. Please Delete this Format	This undertaking is to be provided by the bidder, if the bidder itself is the OEM.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
160	46	ANNEXURE-XII	to be submitted in original by both the OEM and the bidder on their letter head, duly signed & stamped by their authorized signatory	We Authorise Bidder hence this should be in Bidder Letter Head. Please Amend it to Bidder	Please be guided as per the RFP
161	10	3.1 For NBAD Solution point 3.1.3	The proposed NBAD solution should be seamlessly integrated with the Bank's SIEM solution, Network Access Control (NAC) solution or any other existing or future solution, as required by the Bank.	We understand that current NAC solution is ISE in the network and can be seamlessly integrated with the proposed solution however any future solution integration require REST API integration. REST APIs are based on open standards, you can use any programming or scripting language you wish as long as it supports HTTP. This will enable the functionality of solution to be accessed programmatically. Also please provide the SIEM solution implemented at the bank. Kindly also share with which all existing solutions the proposed NBAD solution needs to be integrated with other than the SIEM and NAC.	Please be guided as per the RFP
162	10	3.1 For NBAD Solution point 3.1.1	The Bidder shall be responsible for supply, implementation and maintenance of NBAD Solution for Bank's Network spread across 7000 branches & 10,000 ATMs. The NBAd solution should be functional	To be able to propose the most optimal NBA deployment we need the infra details are required i.e. number of Access Switch, Distribution Switch, WAN Router, Wireless Access ,Data Center (Base on Number of Servers),Core Switch, Firewall etc.	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			on WAN & LAN of all Bank's Location.	Request the bank to provide the deployed architecture and details of the router and switches along with the backhaul connectivity for the branches to be able to propose the most effective NBAD solution deployment.	
163	11	3.1 For NBAD Solution point 3.1.4	The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale both horizontally and vertically.	As this is a network behavior anomaly detection tools which is used as additional threat detection tools to monitor network activities and generate general alerts. So we propose high availability should be between DC & DR not within DC & DR for better utilization of resources. Please clarify.	Please be guided as per the RFP
164	49	Technical Specification point 68	The solution should have the capability to Capture, classify and index all communications on the wire at line-speeds.	The dependency of speed is not on the solution but on the NetFlow exporters itself. That said all data can be queried as and when it comes to proposed solution.	Corrigendum 11
165	36	Annexure - III	The proposed NBAD solution and DLP Solution must have been implemented during the last 3 years as on date of RFP and currently running successfully, in atleast 1 PSU Banks/ Private Banks in India. With the following supporting documents:	As the masked purchased order would have the details of the ordering entity and solution, request to please rephrase the supporting documents to: Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR Purchase Order along with Email from the client containing all the required information.	Purchase Order OR Email from the client containing all the required information.	
166	44	Annexure - X	3. In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.	Propose to change the clause to the following: In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), the OEM will help bank in identifying any other authorized Partner of the OEM with similar Certifications/Capabilities.	Please be guided as per the RFP
167	44	Annexure - X	2. We agree to provide services as per the scope of work and technical specifications of this RFP through our partner M/s _____	As understood, services here refer to telephonic technical support services and hardware replacement services. Please clarify on the scope of services here. Also as point #1, clearly mentions that the proposed partner is an authorised	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				partner for the delivery of the solution, the point is a duplicate and hence request to remove.	
168	51	4	Solution should be threat-aware and the data protection should combine unmatched data loss prevention with our endpoint protection (AV), defending against stealth data theft by malicious and dirty (suspicious or unknown) apps	This spec will make only Symantec qualify. Ypu have asked similar integration in the Web Proxy RFP with APT. This shows that now you have come up with 3 RFPs favouring Symantec. This point is not even related to DLP. Please remove this spec	Corrigendum 7
169	50	1	The solution should have a comprehensive list of pre-defined policies and templates with over 1700+ patterns to identify and classify information pertaining to different industry like Banking and Financial Institution and India IT Act. The solution should provide capabilities to identify data based on keywords or dictionaries and the solution should be able to enforce policies based on file types, size of files and also the name of the file.	Only one OEM will qualify for this spec. Please change it to "The solution should have a comprehensive list of pre-defined policies and templates to identify and classify information pertaining to different industry like Banking and Financial Institution and India IT Act. The solution should provide capabilities to identify data based on keywords or dictionaries and the solution should be able to enforce policies based on file types, size of files and also the name of the file."	Please be clarified that the solution should meet the required feature. Having templates with specific No. of patterns is not mandatory, however the solution should have templates with customized options to meet the requirement as specified in this clause.
170	51	12	Solution should Support running of server component of endpoint products in a VMware image	Please remove this spec. This favours a particular OEM.	Please be clarified that the solution should support installation of endpoint products in a

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
					VMware image also.
171	52	14	The solution should classify files as Encrypted based on statistical analysis of files.	Please remove this spec. This favours a particular OEM.	Please be clarified that the solution should be able to classify files as encrypted or non-encrypted either through integrated feature or through integration with Bank's classification tool. Integration with Bank's classification tool is the responsibility of the bidder and should be done without any extra cost to the Bank.
172	52	17	The solution should have more than 50 pre-defined applications and multiple application groups and allow each application/application group to monitor operations like Cut/Copy, Paste, File Access and Screen Capture or Download. Also solution should have the capability to define the third party application.	Only one OEM will qualify for this spec. Please change it to "The solution should have pre-defined applications and multiple application groups and allow each application/ application group to monitor operations like Cut/Copy, Paste, File Access and Screen Capture or Download. Also solution should have the capability to define the third party application."	Please be clarified that the solution should have multiple pre-defined applications and should meet the requirement as specified in this clause Having specific No. of pre-defined applications is not mandatory.
173	52	21	The solution should · monitor/block data copied to removable storage devices	Please remove OEM DLP specific words like "Thunderbolt on MAC , MTP on Windows" , "Web	Please be clarified that the solution should have the functionality to

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			(USB, Firewire, SD, Thunderbolt on MAC , MTP on Windows, eSATA and compact flash cards) • Monitor/block data copied to CD/DVD • Monitor/block corporate email via Microsoft Outlook. • Monitor/block HTTP transmissions • Monitor/block HTTPS transmissions via Microsoft Edge, Internet Explorer, Mozilla Firefox, Safari or Google Chrome • Monitor/block FTP transmissions • Monitor/block or exclude detection (by printer name) of data sent to local or networked printer • Monitor/block data sent to a local or networked fax • Monitor/block copy or paste actions • Monitor/block data copied to or from network file shares via Windows Explorer • Monitor/block data copied to network file shares from MAC clients • Monitor/block data copied	Distributed Authoring and Versioning (WebDAV)",	monitor/block data copied from the PC to any removable storage devices through any port like USB, Firewire SD etc. and the solution should have the functionality to Monitor/block data copied through LAN Manager (LAN Man) or through any other protocol.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>through LAN Manager (LAN Man), Remote Desktop Protocol (RDP) and Web Distributed Authoring and Versioning (WebDAV)</p> <ul style="list-style-type: none"> · Monitor/block use of confidential data by defined applications, including unauthorized encryption tools, IM programs and apps with proprietary protocols. Out-of-the-box coverage for Skype, Webex, LiveMeeting, Office Communicator, Bluetooth, iTunes, and Google Talk · Monitor/blocks use of Outlook.com and Outlook Web App (OWA) · Monitor/blocks Microsoft Office 2013 file formats for detection and application monitoring, including the default formats for Microsoft Access, Excel, OneNote, Outlook, PowerPoint, Project, Publisher, and Word. · Monitor/block policy violations based on metadata · Monitor/block multiple file uploads to Sharepoint using Windows Explorer drag and drop, and copy and paste 		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<ul style="list-style-type: none"> · Monitor/block sensitive information uploaded through Sharepoint using the Upload Multiple Files option · Monitor/block —save as operations from Microsoft Office applications (Word, Excel, and PowerPoint) to Box on Windows endpoints · Monitor/block Save operations from Outlook (versions 2010, 2013, and 2016) using the Box for Office add-in · Monitor/block files saved from Microsoft Office applications to OneDrive, SharePoint, and WebDav locations 		
174	53	30	The solution should support Windows(CIFS), Samba on Unix, NFS, SharePoint and Unix & Solaris without having to install any software on servers to be scanned.	Please change the specs to "The solution should support Windows(CIFS), NFS, SharePoint and Unix without having to install any software on servers to be scanned.'	Please be clarified that as most paths are accessed through NFS for installation of software thus the solution support Windows (CIFS), NFS, Sharepoint, Unix etc.
175	54	33	Solution should be able to detect malicious dissemination , Password and encrypted Files. Also detect the web uploads over the	DLP Solution alone can not achieve this. Are you looking this feature in integration with Web Proxy solution?	Please be clarified that the solution should be able to meet this requirement if it is integrated with Bank's

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			Dark Web sites.		Proxy Solution.
176	54	34	The solution should Support multiple conditions by combining different data classifier, including Policy Template, Patter, RegEx, Keyword, Dictionary, Natural Language Policy	This spec favours single OEM. Please change it to "The solution should Support multiple conditions by combining different data classifier, including Policy Template, Patter, RegEx, Keyword, Dictionary"	Corrigendum 15
177	54	35	The souldion should able to detect and Block the sensitive information uploads to Group of P2P software :-BitTornado Bittorrent eMule - eMule FrostWire	DLP Solution alone can not achieve this. Are you looking this feature in integration with Web Proxy solution?	Corrigendum 16
178	54	36	The solution should suport detection of PKCS #12 files (.p12, .pfx) that are commonly used to bundle a private key with its X.509 certificate.	Please remove this spec. It is not related to DLP.	Corrigendum 17
179	54	37	The solution should suport the multiple Endpoint Profile Creation for the Better Secuity between the different departments. Encryption Keys are also should be isolated between the different departments.	Please remove this spec. This favours a particular OEM.	Corrigendum 18
180	54	41	The solution should provide an option of rule override which can be authorized to use an override code issued	Please remove this spec. It is not related to DLP.	Please be clarified that the DLP solution should provide an option of DLP rule override for a

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			from the security administrator based on the end user's justification.		specific machine/user based on the end user's justification. This option should be available to the security administrator from the central management console.
181	54	43	The solution should have ability to enable or disable specific channels based on the agent location	This is OEM specific terminology. Please remove this spec.	Please be guided as per the RFP.
182	54	45	The solution should have ability to prevent printing of Microsoft Office documents if they contain sensitive information, regardless of whether a particular printing job does not include the sensitive portion.	This is specific to single OEM. Please change the specs to "The solution should have ability to prevent printing of Microsoft Office documents"	Please be clarified that the solution should have the ability to prevent printing of Microsoft office documents.
183	55	47	The solution should support Blocking of non-Windows CD/DVD burners, it should also Inspect and optionally block Explorer writes to WPD class devices	This is specific to single OEM. Please change the specs to "The solution should have ability to prevent printing of Microsoft Office documents"	Please be clarified that the solution should support Blocking of non-Windows CD/DVD burners
184	56	64	The solution should enforce fingerprinting policy on both network and endpoint channel, even when the endpoint is off network By using Python, complex logic,	Please neutralise the specs as different OEMs use different approach. Please change the specs to "The solution should enforce fingerprinting policy on both network and endpoint channel,	Corrigendum 20

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			rating and algorithm can be developed as a custom data classifier where customer can use in compound with any existing data classifier to identify sensitive data which is unique to an organization	even when the endpoint is off network"	
185	56	65	<p>Agent of Endpoint DLP should be supported on</p> <ul style="list-style-type: none"> · Windows Enterprise or Standard (64-bit) 2008 R2 and 2012 R2 · Microsoft Windows Server 2016 Standard or Datacenter Edition (64-bit) · Windows 7 Enterprise, Professional, Ultimate (32-bit & 64-bit) SP1 · Windows 8.1 Enterprise, Pro PC operating system (64-bit) Unpatched, Update 1, Update 2, Update 3 · Windows 10 Enterprise, Pro PC operating system (64-bit) Creators Update (version 1703), Version 1709 (Fall Creators Update), Version 1803 (April 2018 Update) [build #17134.48], Version 1607 LTSC, Creators Update (version 1809) · Apple macOS 10.11 (64-bit), 	<p>Please change the spec to "Agent of Endpoint DLP should be supported on</p> <ul style="list-style-type: none"> · Windows Enterprise or Standard (64-bit) 2008 R2 and 2012 R2 · Microsoft Windows Server 2016 Standard or Datacenter Edition (64-bit) · Windows 7 (32-bit & 64-bit) · Windows 8.1 Enterprise operating system (64-bit) · Windows 10 Enterprise operating system (64-bit) Creators Update (version 1703), Version 1709 (Fall Creators Update), Version 1803 (April 2018 Update), Version 1607 , Creators Update (version 1809) · Apple macOS 10.11 (64-bit), macOS 10.12 (64-bit), macOS 10.13 through 10.13.6 (64-bit), macOS 10.14 through 10.14.3 (64-bit)" 	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			macOS 10.12 (64-bit), macOS 10.13 through 10.13.6 (64-bit), macOS 10.14 through 10.14.3 (64-bit)		
186	56	69	Solution should have the capability to enable Bank to set caps on % of CPU and disk, and amount of bandwidth used by agent for minimal impact on endpoint and network	Please neutralise the specs as different OEMs use different approach. Please change the specs to "Solution should have the capability to enable Bank to set control CPU/ disk/ amount of bandwidth used by agent for minimal impact on endpoint and network"	Please be clarified that the solution should have the capability to ensure minimal impact on endpoint and network.
187	57	80	Agent should not appear in —Add/Remove Programs and System Tray, and obfuscated in Services and Task Manager	Please neutralise the specs as different OEMs use different approach. Please change the specs to "Agent should not appear or have challenge/response key in — Add/Remove Programs and System Tray, and obfuscated in Services and Task Manager"	Please be clarified that the solution should meet the requirement of the clause by any methodology or approach.
188	57	88	Agent should have the ability to Monitor and whitelist Windows Store applications	Please remove this specs. It is whitelisting spec and not DLP.	Corrigendum 22
189	57	89	Agent Should have the capability to contain files to temporary storage- to prevent sensitive information from being written from an endpoint to a removable device—such as a USB flash drive, CD/DVD, or external	Please neutralise the specs as different OEMs use different approach. Please change the specs to "Agent Should have the capability to contain files to prevent sensitive information from being written from an endpoint to a removable device—such as a USB	Corrigendum 23

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			hard disk	flash drive, CD/DVD, or external hard disk"	
190	57	90	Agent should provide for Centrally enable/disable the SPDY protocol on Internet Explorer and Firefox browsers	Please remove this spec. This is Oem favouring.	Please be clarified that this feature is not mandatorily desired but can be provided if feasible.
191	57	98	The dashboard must display the number of cases in the designated period that fall above the risk score threshold that you've selected. Risk score thresholds must be customizable and instantly produce an report to prioritize the cases from high-to-low risk levels by leveraging analytics or machine learning technologies.	Please neutralise the specs as different OEMs use different approach. Please change the specs to "The dashboard must display the number of cases in the designated period that fall above the risk score threshold/ priority that you've selected. Risk score thresholds/ Priority must be customizable and instantly produce an report to prioritize the cases from high-to-low risk/priority levels."	Please be clarified that the solution should be able to meet the requirement as specified in the clause either by leveraging analytics or machine learning technologies or by any other methodology or approach.
192	58	105	Solution should provide for Option to configure scan timeout by specifying maximum overall duration or maximum idle period	Please remove this spec. This is Oem favouring.	Please be clarified that this feature is not mandatorily desired but can be provided if feasible.
193	58	110	Solution should have the ability to failover a secondary Endpoint Server for endpoint discover scan	Please remove this spec. This OEM favouring architecture	Corrigendum 26
194	58	115	Pop-up notification should have automatic ability to present itself in one of 25+ languages based on	Please remove this spec. This is Oem favouring.	Corrigendum 28

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			underlying OS		
195	59	123	Solution should be able to identify malicious traffic pattern generated by Malware infected PC in order to prevent future data leakage by the malware	Please change the specs to "Solution should be able to identify malicious traffic pattern generated by infected PC in order to prevent future data leakage by the malware"	Please be guided as per the RFP
196	59	126	Solution Should be able to capture all the data flowing outside of the network even if there is no policy configured to match the data. This data should be used later to do a search for after the fact incident so the the admin can do a forensic investigation.	This spec will make the storage component of the RFP too big. This will increase the cost. Please remove this spec.	Corrigendum 38
197	59	129	The solution should support the templates for detecting the Deep Web Urls- .i2P and .Onion , Encrypted attachments to competitors , Password Dissemination , User Traffic over time , Unknown Encrypted File Formats Detection.	Please remove this spec. This is Oem favouring.	Please be clarified that this feature is not mandatorily desired but can be provided if feasible.
198	59	130	The solution should support detection of PKCS #12 files (.p12, .pfx) that are commonly used to bundle a private key with its X.509 certificate.	Please remove this spec. This is Oem favouring.	Corrigendum 17

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
199	59	131	Solution should able to detect and protect for the low volume data leaks over the Network and should able to cumulate the transactions up to 7 days	Please remove this spec. This is Oem favouring.	Please be clarified that the solution should be able to detect and protect for the data leaks over the network.
200	59	132	The solution should have ability to detect cumulative malware information leaks. The solution should able to detect the data leak overs and the data sent and uploaded after the office hours predefined patterns.	This spec favour existing Av vendor (Symantec). Please remove the specs.	Please be clarified that the solution should detect data leaks and data sent after office hours
201	60	135	The solution should be able to fingerprint only specific fields or columns within a database and should be able to identify information from databases by correlating information residing in different columns in a database.	Please change the specs to "The solution should be able to fingerprint only specific fields or columns or table within a database and should be able to identify information from databases by correlating information residing in different columns in a database."	Please be guided as per the RFP
202	60	137	The Solution should have advanced Machine Learning – Ability to automatically learn sensitive information from copies of information that needs to be protected and also automatically learn false positives. The solution should enforce policies to detect low and slow data leaks	Please remove this spec. This is Oem favouring.	Please be clarified that the solution should have the ability to learn sensitive information and false positives.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
203	60	141	The solution should inspect data leaks over HTTP , HTTPs and SMTP User client like Outlook and Lotus Notes.The solution should be able to inspect HTTP traffic and HTTPs traffic natively . Should provide support both build-in SSL decryption and destination awareness capability with integration with Network and Gateway DLP controls.	As the solution will be integrating with web proxy hence you would not need on-board SSL decryption. Please change the specs to "The solution should inspect data leaks over HTTP , HTTPs and SMTP User client like Outlook and Lotus Notes.The solution should be able to inspect HTTP traffic and HTTPs traffic."	Corrigendum 31
204	60	143	The solution should enforce policies to detect low and slow volume data leaks over the period for max 7 days	Please remove this spec. This is Oem favouring.	Please be clarified that the solution should enforce policies to detect data leaks over both endpoints and network levels.
205	61	151	The proposed solution should provide Incident Workflow capabilities where user/Business Manager can remediate the DLP policy violations actions from handsets/emails without logging into the Management Console	Please remove this spec. This is Oem favouring. Also we don't recommend it as it creates a security loophole.	Corrigendum 35
206	61	160	The Proposed DLP engine must performs a post-processing incident grouping step to avoid displaying	Please remove this spec. This is Oem favouring.	Please be clarified that the solution should provide incident grouping of same user

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			related incidents in different cases. All incidents from the same user that have the same classification are combined into a group and DLP case card.		and related incidents, if feasible.
207	36	Eligibility Criteria of the Bidder / SI No. 3	<p>The proposed NBAD solution and DLP Solution must have been implemented during the last 3 years as on date of RFP and currently running successfully, in atleast 1 PSU Banks/ Private Banks in India. (One reference each for both the solutions is required)</p> <p><i>[Supporting Documents to be submitted : Satisfactory Performance Certificate from the Clients as per Annexure-VI.</i></p> <p><i>OR</i></p> <p><i>Purchase Order along with Email from the client containing all the required information.</i></p> <p><i>Kindly note that that Client's Email should be from their official Email IDs only, containing their name,</i></p>	Request Bank to clarify whether we have to provide OEM implementations for this clause. If Yes, please confirm whether implementations from different organisations as individual/stand-alone are accepted	Please be clarified that this criteria is to be fulfilled by the OEM, but it is the bidder's responsibility to submit the supporting documents in the technical bid.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<i>designation & Mobile no. OR Copy Of Work Order along with Installation Certificate signed & stamped by the Client OR Copy of Work Order along with any other proof of execution. (Kindly note that any of the above documents submitted must be sufficient enough to certify OEM's/bidder's experience, must be authentic and must also contain all the material information as required in Annexure-VI)]</i>		
208	36	Eligibility Criteria of the Bidder / SI No. 4	The bidder must have successfully implemented NBAD/DLP solution during the last 3 years as on date of RFP in atleast 1 PSU Banks/ Private Banks/PSU/BFSI in India, which should be currently running successfully. [Supporting Documents to be submitted : Satisfactory Performance	Request Bank to modify the clause as "The Bidder/OEM must have successfully implemented NBAD/DLP solution during the last 3 years as on date of RFP in atleast 1 PSU Banks/ Private Banks/PSU/BFSI in India, which should be currently running successfully"	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p><i>Certificate from the Clients as per Annexure-VI. OR Purchase Order along with Email from the client containing all the required information. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Mobile no. OR Copy Of Work Order along with Installation Certificate signed & stamped by the Client OR Copy of Work Order along with any other proof of execution. (Kindly note that any of the above documents submitted must be sufficient enough to certify OEM's/bidder's experience, must be authentic and must also contain all the material information as required in Annexure-VI)]</i></p>		
209	36	Eligibility Criteria of the Bidder / SI	Serial Number 5 is missing	Please confirm whether this is an omission	Typo error. Please ignore

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		No. 5			
210	27	6. DELIVERY& INSTALLATION	6. DELIVERY& INSTALLATION : Bidder shall be responsible for delivery and installation of the complete solution (hardware & software both) ordered at both DC & DR site for both the solutions, within 6 weeks from the date of Purchase order. Installation means mounting of Servers in Rack (If any) and —Power-Onll all the hardware with all the accessories provided with the hardware. The point of delivery/ destination will be as defined by the Bank in the purchase order. The date on which the complete system is installed will be taken as the date of installation. In case of part installation of the system, the date of last items installed will be taken as the date of installation.	Please change to " 6. DELIVERY& INSTALLATION : Bidder shall be responsible for delivery and installation of the complete solution (hardware & software both) ordered at both DC & DR site for both the solutions, within 16 weeks from the date of Purchase order. Installation means mounting of Servers in Rack (If any) and —Power-Onll all the hardware with all the accessories provided with the hardware. The point of delivery/ destination will be as defined by the Bank in the purchase order. The date on which the complete system is installed will be taken as the date of installation. In case of part installation of the system, the date of last items installed will be taken as the date of installation.	Corrigendum 12
211	27	7. IMPLEMENTATION	7. IMPLEMENTATION Bidder shall be responsible for complete implementation, as per Scope of work &	Please change to "7. IMPLEMENTATION Bidder shall be responsible for complete implementation, as per	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			technical specification, of both the solutions at both DC & DR as well as test set up at DC within 1 months from the date of delivery or within 2 months from the date of Purchase Order, whichever is later.	Scope of work & technical specification, of both the solutions at both DC & DR as well as test set up at DC within 3 months from the date of delivery or within 4 months from the date of Purchase Order, whichever is later."	
212	27	Payment	Eligible Amount		Please be guided as per the RFP
213	27	Payment	Complete Installation of all the required hardware & delivery of all software licenses(Complete BOM at DC & DR) - 70% of (A+B)	Please change this to "Complete Installation of all the required hardware & delivery of all software licenses(Complete BOM at DC & DR) - 80% of (A+B)	Please be guided as per the RFP
214	27	Payment	Sign Off of complete solution with all modules/functionalities - (20% of A) + (20% of B) + (90% of C)	Please change this to " Sign Off of complete solution with all modules/functionalities - (10% of A) + (10% of B) + (90% of C)"	Please be guided as per the RFP
215	27	Payment	After three months of sign-off - 10% of (A+B+C) or immediately on submission of equivalent amount of BG	Please change this to " After 1 month of sign-off - 10% of (A+B+C) or immediately on submission of equivalent amount of BG	Please be guided as per the RFP
216	27	Penalty due to delay in Service - Delivery of Complete Solution including hardware	Within 4 weeks from the date of Purchase Order-Penalty - 1% of (A+B) for every week delay, Maximum Penalty 10% of (A+B). Threshold of delay 6 Weeks from the date of PO	Please change to "Within 4 weeks from the date of Purchase Order-Penalty - 0.5 % of (A+B) for every week delay, Maximum Penalty 5% of (A+B). Threshold of delay 8 Weeks from the date of PO"	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
217	30	Penalty due to delay in Service - Complete Implementation	Within one months from the delivery or within two months from the date of Purchase Order, whichever is later.- Penalty - 1% of (A+B+C) for every week delay,Maximum Penalty 10% of (A+B+C). Threshold of delay three months from the date of PO	Please change to " Within one months from the delivery or within two months from the date of Purchase Order, whichever is later.-Penalty - 0.5% of (A+B+C) for every week delay,Maximum Penalty 5% of (A+B+C). Threshold of delay Four months from the date of PO	Please be guided as per the RFP
218	10	3.1 For NBAD Solution point 3.1.3	The proposed NBAD solution should be seamlessly integrated with the Bank's SIEM solution, Network Access Control (NAC) solution or any other existing or future solution, as required by the Bank.	We understand that current NAC solution is ISE in the network and can be seamlessly integrated with the proposed solution however any future solution integration require REST API integration. REST APIs are based on open standards, you can use any programming or scripting language you wish as long as it supports HTTP. This will enable the functionality of solution to be accessed programmatically. Also please provide the SIEM solution implemented at the bank. Kindly also share with which all existing solutions the proposed NBAD solution needs to be integrated with other than the SIEM and NAC.	Please be guided as per the RFP
219	10	3.1 For NBAD Solution point 3.1.1	The Bidder shall be responsible for supply, implementation and maintenance of NBAD	To be able to propose the most optimal NBA deployment we need the infra details are required i.e. number of Access Switch,	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			Solution for Bank's Network spread across 7000 branches & 10,000 ATMs. The NBAD solution should be functional on WAN & LAN of all Bank's Location.	Distribution Switch, WAN Router, Wireless Access ,Data Center (Base on Number of Servers),Core Switch, Firewall etc. Request the bank to provide the deployed architecture and details of the router and switches along with the backhaul connectivity for the branches to be able to propose the most effective NBAD solution deployment.	
220	11	3.1 For NBAD Solution point 3.1.4	The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale both horizontally and vertically.	As this is a network behavior anomaly detection tools which is used as additional threat detection tools to monitor network activities and generate general alerts. So we propose high availability should be between DC & DR not within DC & DR for better utilization of resources. Please clarify.	Please be guided as per the RFP
221	49	Technical Specification point 68	The solution should have the capability to Capture, classify and index all communications on the wire at line-speeds.	The dependency of speed is not on the solution but on the NetFlow exporters itself. That said all data can be queried as and when it comes to proposed solution.	Corrigendum 11
222	36	Annexure - III	The proposed NBAD solution and DLP Solution must have been implemented during the last 3 years as on date of RFP and currently running	As the masked purchased order would have the details of the ordering entity and solution, request to please rephrase the supporting documents to:	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>successfully, in atleast 1 PSU Banks/ Private Banks in India. With the following supporting documents:</p> <p>Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR Purchase Order along with Email from the client containing all the required information.</p>	<p>Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR Purchase Order OR Email from the client containing all the required information.</p>	
223	44	Annexure - X	3. In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.	<p>Propose to change the clause to the following: In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), the OEM will help bank in identifying any other authorized Partner of the OEM with similar Certifications/Capabilities.</p>	Please be guided as per the RFP
224	44	Annexure - X	2. We agree to provide services as per the scope of work and technical	As understood, services here refer to telephonic technical support services and hardware replacement	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			specifications of this RFP through our partner M/s _____	services. Please clarify on the scope of services here. Also as point #1, clearly mentions that the proposed partner is an authorised partner for the delivery of the solution, the point is a duplicate and hence request to remove.	
225	51	ANNEXURE-XII	4. Solution should be threat-aware and the data protection should combine unmatched data loss prevention with our endpoint protection (AV), defending against stealth data theft by malicious and dirty (suspicious or unknown) apps.	What is the current endpoint protection (AV) deployed at Bank ?	Symantec EndPoint Protection
226	52	ANNEXURE-XII	14. The solution should classify files as Encrypted based on statistical analysis of files.	Does bank want to enforce the encryption to files though DLP ?	Please be clarified that the solution should be able to classify files as encrypted or non-encrypted either through integrated feature or through integration with Bank's classification tool. Integration with Bank's classification tool is the responsibility of the bidder and should be done without any extra cost to the Bank.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
227	53	ANNEXURE-XII, Point 23	Solution should have the ability to protect large volumes of data -entire database of customer records, large number of fingerprinted documents	Please provide database name.	Please be guided as per the RFP
228	55	ANNEXURE-XII,	46. The solution should enable Bank to classify newly created content, existing files, and emails in a DLP policy-driven or userdriven manner	Request you confirm bidder has to provide the Data classification tool or it will be provided from the bank	Please be clarified that the solution either have integrated Classification tool or the solution should be integrated with Bank's classification tool.
229	55	ANNEXURE-XII,	48. Policy engine should allows Bank to set up different classification taxonomies and policies to be applied to designated users.	Which sers directory source used in bank?	Active Directory
230	55	ANNEXURE-XII,	52. The solution should provide Out of the Box Rule Sets.	What is expectations here for out of the box rule sets?	The solution should provide customized rules
231	55	ANNEXURE-XII,	56.The solution should be able to enforce different policies for desktops and laptops.	From where we get the informaiton about Laptop and Desktop?	Please be guided as per the RFP
232	55	ANNEXURE-XII,	57. The proposed solution should provide pre-defined policies for identifying possible for identifying possible expression that are indicative of cyber bullying , self destructive pattern or employee	This feature is of Advanced Threat Protection solution, Request bank to remove this clause	Please be clarified that this feature is not mandatorily desired but can be provided if feasible.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			discontent , Mail to Self		
233	59	ANNEXURE-XII	121.Solution must have capability to integrate with 3rd party Proxysolution for content inspection using ICAP channel or must have DLP engine on OEM provided Proxy itself	Which proxy is used by bank. Does SSL inspection enabled on the proxy to identify the data going out from HTTPS	The same will be shared with the successful bidder
234	59	ANNEXURE-XII	122. Solution should be able to identify data leaked in the form unknown and known encrypted format like password protected word document	DLP solution can block the encrypted file and but cannot identify sensitive data in password protected file	Please be clarified that the solution should have specified functionality, if integrated with Bank's Classification tool.
235	60	ANNEXURE-XII	136. The solution should have printer agents for print servers to detect data leaks over print channel.	This covered by Endpoint DLP agent when document being printed. There would be no configuraiton on print server	Please be guided as per the RFP
236	60	ANNEXURE-XII	138. The solution should be able to enforce policies to detect data leaks even through textual image files through OCR technology	This feature will be on Network DLP only	Please be guided as per the RFP
237	60	ANNEXURE-XII	139. The solution should be able to alert and notify sender, sender's manager and the policy owner whenever there is a policy	Please confirm if manager attributes is available in active directory	The same will be shared with the successful bidder

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			violation, Different notification templates for different audience should be possible		
238	61	ANNEXURE-XII	156.The solution should provide an inbuilt Case Management Tool.	Request bank to change the clause " Case Management Tool" to " Inicidnet Management Tool"	Please be clarified that Case Management tool, here means Incident Management tool.
239	12	Scope of Work	3.2.4The complete implementation of the solution is to be done by the OEM. Bidder has to arrange for OEM's resources and the bidder will be responsible for all co-ordination with the OEM and for completion of the implementation, within the timelines. Opinion and advise of Bank's official is to be taken into consideration during implementation. At the end of the implementation, the bidder has to arrange for a Certificate from the OEM, certifying that the implementation has been done by OEM's Resources and the deployed solution meets all the technical/functional specification of the solution as specified in Annexure-XII of	Request bank to clarify the who should do implementati for the solution. Bidder or OEM	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			this RFP.		
240	27	ANNEXURE-I	7. Bidder shall be responsible for complete implementation, as per Scope of work & technical specification, of both the solutions at both DC & DR as well as test set up at DC within 1 months from the date of delivery or within 2 months from the date of Purchase Order, whichever is later.		Please be guided as per the RFP
241	14	Scope of Work	3.2.18 Training- Vendor is required to impart training to the identified bank personnel/ SOC team on the product architecture, functionality and solution design, after complete implementation, within one month from the sign-off. In addition to that, mandatory training of atleast three days is to be provided to Bank staff (10 officials) in the first year of Contract (at a minimum gap of 6 months), with complete knowledge transfer for handling the application or regarding any new feature/update etc, at no extra cost to the Bank. The training	Please provide the training location	At any PNB offices in Delhi/NCR or Mumbai

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			shall cover functional, operational and reporting aspects of the entire solution along with product architecture. Further, Vendor/OEM has to impart One day training to officials at Bank, once every year, if requested by the Bank, without any extra cost to the Bank.		
242	27	ANNEXURE-II	7. Bidder shall be responsible for complete implementation, as per Scope of work & technical specification, of both the solutions at both DC & DR as well as test set up at DC within 1 months from the date of delivery or within 2 months from the date of Purchase Order, whichever is later	Request bank to provide the implementation time for 3months. Considering DLP implementaiton required lot of efforts to make operational and process and information gathering	Please be guided as per the RFP
243	10	3.1 For NBAD Solution point 3.1.3	The proposed NBAD solution should be seamlessly integrated with the Bank's SIEM solution, Network Access Control (NAC) solution or any other existing or future solution, as required by the Bank.	We understand that current NAC solution is ISE in the network and can be seamlessly integrated with the proposed solution however any future solution integration require REST API integration. REST APIs are based on open standards, you can use any programming or scripting language you wish as long as it supports HTTP. This will enable the functionality of solution	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				to be accessed programmatically. Also please provide the SIEM solution implemented at the bank. Kindly also share with which all existing solutions the proposed NBAD solution needs to be integrated with other than the SIEM and NAC.	
244	10	3.1 For NBAD Solution point 3.1.1	The Bidder shall be responsible for supply, implementation and maintenance of NBAD Solution for Bank's Network spread across 7000 branches & 10,000 ATMs. The NBAD solution should be functional on WAN & LAN of all Bank's Location.	To be able to propose the most optimal NBA deployment we need the infra details are required i.e. number of Access Switch, Distribution Switch, WAN Router, Wireless Access ,Data Center (Base on Number of Servers),Core Switch, Firewall etc. Request the bank to provide the deployed architecture and details of the router and switches along with the backhaul connectivity for the branches to be able to propose the most effective NBAD solution deployment.	Please be guided as per the RFP
245	11	3.1 For NBAD Solution point 3.1.4	The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale	As this is a network behavior anomaly detection tools which is used as additional threat detection tools to monitor network activities and generate general alerts. So we propose high availability should be between DC & DR not within DC & DR for better utilization of resources. Please clarify.	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			both horizontally and vertically		
246	49	Technical Specification point 68	The solution should have the capability to Capture, classify and index all communications on the wire at line-speeds.	The dependency of speed is not on the solution but on the NetFlow exporters itself. That said all data can be queried as and when it comes to proposed solution.	Corrigendum 11
247	36	Annexure - III	<p>The proposed NBAD solution and DLP Solution must have been implemented during the last 3 years as on date of RFP and currently running successfully, in atleast 1 PSU Banks/ Private Banks in India. With the following supporting documents:</p> <p>Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR Purchase Order along with Email from the client containing all the required information.</p>	<p>As the masked purchased order would have the details of the ordering entity and solution, request to please rephrase the supporting documents to:</p> <p>Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR Purchase Order OR Email from the client containing all the required information.</p>	Please be guided as per the RFP
248	44	Annexure - X	3. In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to	<p>Propose to change the clause to the following:</p> <p>In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT</p>	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			the Bank, terminates contract due any reasons with Bank or due to any other reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.	Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), the OEM will help bank in identifying any other authorized Partner of the OEM with similar Certifications/Capabilities.	
249	44	Annexure - X	2. We agree to provide services as per the scope of work and technical specifications of this RFP through our partner M/s _____	As understood, services here refer to telephonic technical support services and hardware replacement services. Please clarify on the scope of services here. Also as point #1, clearly mentions that the proposed partner is an authorised partner for the delivery of the solution, the point is a duplicate and hence request to remove.	Please be guided as per the RFP
250	27	9.Payment terms	Complete Installation of all the required hardware & delivery of all Software including Licenses (Complete BOM at DC & DRS) - 70% of (A+B)	We request you to please amend this payment term for 70% on devliery of hardware & Software & Power on of the devices.	Please be guided as per the RFP
251	30	14.2 Penalty due to Downtime	Penalty due to downtime	Since SLA is measured on monthly basis, request to revise penalty calculation on monthly prorata value of (A+B)	Please be guided as per the RFP
252	31	14.3	14.3 Penalty due to Absence of Onsite Technical support(OTS)	Penalty calculated on total implementation cost is on higher side, request to revise to monthly	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				prorata value	
253	31	14.1, 14.2 & 14.3	Penalty as in 14.1, 14.2 & 14.3 can be levied simultaneously.	Penalty provisions are on very higher side, request revision of cumulative penalty cap to 10% of the total contract value	Please be guided as per the RFP
254	27	6. DELIVERY& INSTALLATION	6. DELIVERY& INSTALLATION	we request to kindly change this to 8-10 weeks	Corrigendum 12
255	25	Indemnity:	36. INDEMNITY	We request that indemnity be restricted to third party claim for bodily injury including death, damage to tangible property due to gross negligence and willful misconduct of Bidder and infringement of intellectual property rights only.	Please be guided as per the RFP
256		Patent Rights:	32. PATENTS RIGHTS	Bidder is not the OSD / manufacturer and the IP infringement indemnity shall be limited to what Bidder gets from the OEM. Bidder shall pass-on the IP infringement indemnity to PNB that it gets from the OSD.	Please be guided as per the RFP
257		Limitation of Liability ("LOL"):	28. LIMITATION OF LIABILITY	To make the contract feasible and commercially viable; The maximum aggregate liability of each party under this proposal for any claim or series of claims regardless of the form of claim, damage and legal theory shall not exceed the Annual Contract Value.	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				Neither party shall be liable for any indirect, special, punitive, exemplary, speculative or consequential loss or damage.	
258	10	3.1 For NBAD Solution point 3.1.3	The proposed NBAD solution should be seamlessly integrated with the Bank's SIEM solution, Network Access Control (NAC) solution or any other existing or future solution, as required by the Bank.	We understand that current NAC solution is ISE in the network and can be seamlessly integrated with the proposed solution however any future solution integration require REST API integration. REST APIs are based on open standards, you can use any programming or scripting language you wish as long as it supports HTTP. This will enable the functionality of solution to be accessed programmatically. Also please provide the SIEM solution implemented at the bank. Kindly also share with which all existing solutions the proposed NBAD solution needs to be integrated with other than the SIEM and NAC.	Please be guided as per the RFP
259	10	3.1 For NBAD Solution point 3.1.1	The Bidder shall be responsible for supply, implementation and maintenance of NBAD Solution for Bank's Network spread across 7000 branches & 10,000 ATMs. The NBAd solution should be functional on WAN & LAN of all Bank's	To be able to propose the most optimal NBA deployment we need the infra details are required i.e. number of Access Switch, Distribution Switch, WAN Router, Wireless Access ,Data Center (Base on Number of Servers),Core Switch, Firewall etc. Request the bank to provide the	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			Location.	deployed architecture and details of the router and switches along with the backhaul connectivity for the branches to be able to propose the most effective NBAD solution deployment.	
260	11	3.1 For NBAD Solution point 3.1.4	The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale both horizontally and vertically.	As this is a network behavior anomaly detection tools which is used as additional threat detection tools to monitor network activities and generate general alerts. So we propose high availability should be between DC & DR not within DC & DR for better utilization of resources. Please clarify.	Please be guided as per the RFP
261	49	Technical Specification point 68	The solution should have the capability to Capture, classify and index all communications on the wire at line-speeds.	The dependency of speed is not on the solution but on the NetFlow exporters itself. That said all data can be queried as and when it comes to proposed solution.	Corrigendum 11
262	36	Annexure - III	The proposed NBAD solution and DLP Solution must have been implemented during the last 3 years as on date of RFP and currently running successfully, in atleast 1 PSU Banks/ Private Banks in India. With the following supporting documents:	As the masked purchased order would have the details of the ordering entity and solution, request to please rephrase the supporting documents to: Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR Purchase Order	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR Purchase Order along with Email from the client containing all the required information.	OR Email from the client containing all the required information.	
263	44	Annexure - X	3. In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.	Propose to change the clause to the following: In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), the OEM will help bank in identifying any other authorized Partner of the OEM with similar Certifications/Capabilities.	Please be guided as per the RFP
264	44	Annexure - X	2. We agree to provide services as per the scope of work and technical specifications of this RFP through our partner M/s _____	As understood, services here refer to telephonic technical support services and hardware replacement services. Please clarify on the scope of services here. Also as point #1, clearly mentions that the proposed partner is an authorised partner for the delivery of the	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				solution, the point is a duplicate and hence request to remove.	
265	11	3.1.13	Training	What is the duration, number of participants and location where the training is to be done one month after project completion. What will be the location of the yearly trainings	Please be guided as per the RFP
266	12	3.1.14	OTS	Request to modify OEM certification requirement to OEM trained	Please be guided as per the RFP
267	14	3.2.19	OTS	Request to modify OEM certification requirement to OEM trained	Please be guided as per the RFP
268	27	7	Implementation	Since the installation is to be carried out at around 60000 endpoints, request to increase the timelines for endpoints to 6 months	Please be guided as per the RFP
269	27	9	Payment	Request to modify payment to 70% on delivery of hardware as per industry standards	Please be guided as per the RFP
270	30	14.2	Penalty due to downtime	There is no capping on the penalty due to downtime. Request to cap at max 5%	Please be guided as per the RFP
271	31	14.3	Penalty due to absence of OTS	15 days time is too short, request to increase to 6 weeks	Please be guided as per the RFP
272	31	14.3	Penalty	Request to cap max penalty to 10%	Please be guided as per the RFP
273			New clause	Who will be doing the agent installation at the end points and who will handle if there is issue in the end points	Please be clarified that agent installation at endpoints will be centrally pushed, where

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
					feasible. Where it is not feasible, the same is to be done by the Bidder in coordination with OEM. Resolution of any issue will be the responsibility of the bidder.
274	51	Network & Endpoint DLP Solutions 2	The solution should provide for Agent-based discovery of confidential data on Windows and Mac endpoints (desktops/laptops), including reporting on Access Control Lists (ACLs) for files that violate policy of Bank.	We Request bank to clarify on the relevance of ACL in the DLP system, we understand that there is no concept for ACL in DLP and request you to please remove this term	Please be guided as per the RFP
275	51	Network & Endpoint DLP Solutions 4	Solution should be threat-aware and the data protection should combine unmatched data loss prevention with our endpoint protection (AV), defending against stealth data theft by malicious and dirty (suspicious or unknown) apps.	DLP and AV are different technologies and there is no relevance for the endpoint AV to interact with DLP system, This particular feature is specific to particular OEM only, hence request you to please remove this clause	Corrigendum 7
276	51	Network & Endpoint DLP Solutions 6	Solution should have an integrated classification tool and DLP policy should allow classification of data already present on the endpoints.	Classification is always a separate solution hence bank to remove this clause of integrated Classification solution and the amend this clause : Solution should provide the labing framework to apply DLP Classification as a process have an	Corrigendum 8

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				ability to intergrate with 3rd party classification tool and Solution policies should allow classification of data already present on the endpoints.	
277	51	Network & Endpoint DLP Solutions 8	The solution should monitor data downloaded to local drive	This is not a feature of DLP, since DLP works on the data being sent out using various Data leakage channels, hence we request bank to remove this clause	Please be clarified that the clause requires that the DLP solution should monitor data moved or copied to local drive.
278	52 and 53	Network & Endpoint DLP Solutions 21	<p>The solution should monitor/ block data copied to removable storage devices (USB, Firewire, SD, Thunderbolt on MAC , MTP on Windows, eSATA and compact flash cards), Monitor/ block data copied to CD/DVD, Monitor/ block corporate email via Microsoft Outlook, Monitor/ block HTTP transmissions</p> <ul style="list-style-type: none"> · Monitor/ block HTTPS transmissions via Microsoft Edge, Internet Explorer, Mozilla Firefox, Safari or Google Chrome · Monitor/block FTP transmissions · Monitor/block or exclude detection (by printer name) of data sent to local or 	Firewire is a medium for connectivity hence it should not the part of DLP solution to protect hence request you to please remove this. Save as is something meaning that file/content is already copied, while DLP will block the sensitive info on the access operations itself, hence those should changed on Access rather that save as operation	Please be clarified that the solution should have the functionality to monitor/block data copied from the PC to any removable storage devices through any port like USB, Firewire SD etc.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>networked printer</p> <ul style="list-style-type: none"> · Monitor/block data sent to a local or networked fax · Monitor/block copy or paste actions · Monitor/block data copied to or from network file shares via Windows Explorer · Monitor/block data copied to network file shares from MAC clients · Monitor/block data copied through LAN Manager (LAN Man), Remote Desktop Protocol (RDP) and Web Distributed Authoring and Versioning (WebDAV) · Monitor/block use of confidential data by defined applications, including unauthorized encryption tools, IM programs and apps with proprietary protocols. Out-of-the-box coverage for Skype, Webex, LiveMeeting, Office Communicator, Bluetooth, iTunes, and Google Talk · Monitor/blocks use of Outlook.com and Outlook Web App (OWA) · Monitor/blocks Microsoft Office 2013 file formats for 		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>detection and application monitoring, including the default formats for Microsoft Access, Excel, OneNote, Outlook, PowerPoint, Project, Publisher, and Word.</p> <ul style="list-style-type: none"> · Monitor/block policy violations based on metadata · Monitor/block multiple file uploads to Sharepoint using Windows Explorer drag and drop, and copy and paste · Monitor/block sensitive information uploaded through Sharepoint using the Upload Multiple Files option · Monitor/block —save as operations from Microsoft Office applications (Word, Excel, and PowerPoint) to Box on Windows endpoints · Monitor/block Save operations from Outlook (versions 2010, 2013, and 2016) using the Box for Office add-in · Monitor/block files saved from Microsoft Office applications to OneDrive, SharePoint, and WebDav locations 		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
279	53	Network & Endpoint DLP Solutions 28	The solution should Index and retain all unfiltered files that are analyzed while scanning file servers, Desktops/laptops, Web and FTP servers, share-point servers.	Unfiltered content means that all files are captured on those location which will never be the part of DLP, hence request bank to remove this point	Corrigendum 14
280	54	Network & Endpoint DLP Solutions 38	The solution should be able to Configure and distribute action rules, including email notification, blocking, quarantining, redirection, and bouncing.	Bouncing notification is part an anti-spam solution, hence request you to please remove this	Corrigendum 19
281	54	Network & Endpoint DLP Solutions 43	The solution should have ability to enable or disable specific channels based on the agent location	Please clarify what is the meaning of agent location, agent will always be on the endpoint, and the policies can be created based on the content and the channel on which it is sent.	Please be guided as per the RFP.
282	56	Network & Endpoint DLP Solutions 65	Agent of Endpoint DLP should be supported on <ul style="list-style-type: none"> · Windows Enterprise or Standard (64-bit) 2008 R2 and 2012 R2 · Microsoft Windows Server 2016 Standard or Datacenter Edition (64-bit) · Windows 7 Enterprise, Professional, Ultimate (32-bit & 64-bit) SP1 · Windows 8.1 Enterprise, Pro PC operating system (64-bit) Unpatched, Update 1, Update 	Windows 7 is already not supported by Microsoft, hence request to remove it from the list, while Network DLP will still be able to protect the Data leakage from that windows 7 machine	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			2, Update 3 · Windows 10 Enterprise, Pro PC operating system (64-bit) Creators Update (version 1703), Version 1709 (Fall Creators Update), Version 1803 (April 2018 Update) [build #17134.48], Version 1607 LTSB, Creators Update (version 1809) · Apple macOS 10.11 (64-bit), macOS 10.12 (64-bit), macOS 10.13 through 10.13.6 (64-bit), macOS 10.14 through 10.14.3 (64-bit)		
283	56	Network & Endpoint DLP Solutions 69	Solution should have the capability to enable Bank to set caps on % of CPU and disk, and amount of bandwidth used by agent for minimal impact on endpoint and network	Each OEM has its own way to reduce the impact on the endpoint or network, hence request bank to relax this point as : Solution should have the capability to make sure that there is minimal impact on endpoint and network when DLP scanning is happening	Please be clarified that the solution should have the capability to ensure minimal impact on endpoint and network.
284	56	Network & Endpoint DLP Solutions 77	Solution should have Load-balancer and firewall friendly	Request bank to clarify this point, there is no relation between the DLP solution and Load-balancer/Firewall	Please be guided as per the RFP.
285	57	Network & Endpoint DLP Solutions 90	Agent should provide for Centrally enable/disable the SPDY protocol on Internet Explorer and Firefox browsers	We request bank to remove this point because this is vendor specific and this can be managed by GPO as well	Please be clarified that this feature is not mandatorily desired but can be provided if feasible.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
286	57	Network & Endpoint DLP Solutions 93	Agent should have the capability to discover the Files that are modified between the specified Dates or Month Ago or Also for specific size to reduce the bandwidth and effective discovery.	DLP solution does the incremental scanning of the files which are modified after the last scanning and we request bank to change this clause like - Agent should have the capability to discover the files that are modified or also for specific size to reduce the BW and effective discovery because normally discovery happens Full once and subsequent it is incremental.	Corrigendum 24
287	58	Network & Endpoint DLP Solutions 111	The Solution should Schedule automatically recurring scans and should have the capability to throttle and carry out Incremental scans to limit network bandwidth usage.	Each OEM has its own way to reduce the impact on the endpoint or network, hence request bank to relax this point as : The Solution should Schedule automatically recurring scans and should have the options to reduce the performance impact to carry out Incremental scanning.	Corrigendum 27
288	58	Network & Endpoint DLP Solutions 115	Pop-up notification should have automatic ability to present itself in one of 25+ languages based on underlying OS	Specific to OEM, request you to please remove this clause	Corrigendum 28
289	58	Network & Endpoint DLP Solutions 117	Solution should have the ability to suggest or enforce classification and digital rights management protection for end users in real-time	WE request bank to relax this point as : Solution should have the ability to suggest or enforce classification and digital rights management protection for end users in real-time either inbuilt or 3rd party	Please be clarified that the solution should cater this requirement either through integrated classification tool or through integration with Bank's

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
					classification tool. Integration with Bank's classification tool is the responsibility of the bidder and should be done without any extra cost to the Bank.
290	61	Network & Endpoint DLP Solutions 156	The solution should provide an inbuilt Case Management Tool.	We request bank to provide clarification and details as what is expected from Case management	Please be guided as per the RFP
291				<p>We Request Bank to Add the following points to make DLP Solution more Effective</p> <p>"Solution should be able to discover the PII or confidential information from images while discovery"</p> <p>This feature will help bank to control data leakage using image files</p>	Request not acceptable
292				<p>We Request Bank to Add the following points to make DLP Solution more Effective</p> <p>"Solution provide the option to control online application which are using the web sockets instead of normal http get or post"</p> <p>This feature will help bank to even control applications based on the web sockets</p>	Request not acceptable

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
293				We Request Bank to Add the following points to make DLP Solution more Effective "Solution should support the detection of confidential data based on structured and unstructured finger printing while the users are roaming" This feature will help bank to left users travel without the fear of losing the data while user are even roaming	Request not acceptable
294	24	32. PATENTS RIGHTS	<p>The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.</p> <p>- The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.</p>	Supplier shall replace or modify the infringed material with non-infringed material, however it cannot indemnify the customer. Supplier shall provide revocable license to use over the software provided by it.	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>- The supplier shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible therefore, including all expenses and court and legal fees.</p> <p>- The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.</p> <p>- The Supplier shall grant to the Bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein in</p>		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			perpetuity.		
295	25	36. INDEMNITY	The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes except GST and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract	We propose the following clause to replace the current clause "Each Party shall indemnify the other from and against any claims by third parties (including any Governmental Authority) and expenses (including legal fees and court costs) arising from damage to tangible property, personal injury or death caused by such Party's negligence or willful misconduct. NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B)	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect the Bank during the tenure of contract. Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon. In the event of any third party raising claim or bringing action against the Bank	ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER FROM THE CUSTOMER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE	

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank.	TO THE LIABILITY.	
296	28	11. WARRANTY	Complete solution supplied should be covered under comprehensive on-site BACK-TO-BACK warranty for three years from the date of installation. Bidder should make adequate arrangements with OEM for the same. This includes replacing the faulty component, updating the latest patches of software, re-configuration, redeployment of application (if required), providing latest version (software subscription) of the software/license etc.		Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>Definition update / patch update, upgrade would be done by vendor immediately for critical updates or on monthly basis for normal updates/upgrades.</p> <p>The vendor shall be fully responsible for the warranty of all equipment, accessories, spare parts, including that of software items etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or vendor any defect that may develop under normal use of supplied equipment during warranty period.</p> <p>Page 26 of 64 Warranty should not become void if the purchaser buys any other supplemental hardware from third party and install it with/in these machines. However, the warranty will not apply to such hardware items installed.</p>		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>Warranty should cover the following at no extra cost to Bank:-</p> <p>Ø Service support should be available on 24 x 7 x 365 basis.</p> <p>Ø Any issue except hardware failure in the deployed solution should be resolved within 4 hours of receipt of complaint.</p> <p>Ø In case of failure of any hardware, replacement should be within 24 hours from the time call is lodged during warranty and AMC. The replacement unit has to be shipped by the OEM & should be compatible with given appliance and the bidder should install and configure the same. Once confirmed by Bank on the successful working of the device, the faulty unit has to be collected by the bidder and delivered to OEM. All charges, including taxes if any, towards replacement has to be borne by the bidder.</p> <p>Ø Any corruption in the</p>		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>software or media shall be rectified during the full period of the contract including Warranty and AMC.</p> <p>Ø Warranty would cover updates/maintenance patches/bug fixes (available from the original software vendor) for system software &firmware patches/bug fixes, if any, for hardware.</p> <p>Ø The vendor should provide on-site preventive maintenance on regular interval i.e. quarterly. Pro-active product health status check-up (on-site) and submission of report quarterly. During the preventive maintenance the bidder should also check the firmware / operating system running on the IMPS engine and other components and upgrade the same to latest version as released by OEM. The vendor will be required to forward to the Banks well in advance (at least 7 days) the preventive maintenance schedule / plan to enable the Bank to intimate the</p>		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>locations/offices and obtaining downtime etc.</p> <p>Ø Free of cost version upgrade/customization will be done by bidder whenever new version of firmware/software is released or new requirements comes.</p> <p>Ø The bidder to note that, the Bank reserves the right to modify/update the parameter files/configuration after feasibility check by the vendor. The feasibility of same should be informed to the Bank.</p> <p>Ø The bidder to submit detailed Root Cause Analysis for hardware & software related issues/failures.</p> <p>Ø Any coordination with the OEM for support should be carried out by the bidder engineer.</p> <p>Ø The bidder to note that, only under exceptional conditions remote access for devices would be provided. Under all other circumstances bidder to provide on-site support only.</p> <p>Ø The OEM must provide</p>		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>technical support. The OEM must provide the dedicated login credentials to Bank with highest level permissions to search knowledge base, downloading of the patches, documents and to manage the device. Bank should be able to raise tickets directly to OEMs.</p> <p>Ø Bank should have a facility to log a call using web interface wherein all the support contract details should be linked. This interface should provide the incident number for monitoring the progress of the call/support ticket. The Bank should also have flexibility to log the calls using either emails/telephone also.</p> <p>Ø The OEM should have a comprehensive known error database or knowledge database in the form a web access which is accessible to Bank team for resolving first level issues. This is not a local database maintained to track incidents. This repository is the knowledge</p>		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			base of all the incidents resolved worldwide by the vendor support teams.		
297	32	20. INDEMNITY	The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other	We propose the following clause to replace the current clause "Each Party shall indemnify the other from and against any claims by third parties (including any Governmental Authority) and expenses (including legal fees and court costs) arising from damage to tangible property, personal injury or death caused by such Party's negligence or willful misconduct. NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect the Bank during the tenure of purchase order. Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon.</p> <p>In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in</p>	<p>THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER FROM THE CUSTOMER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE LIABILITY.</p>	

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank, Vendor (successful bidder) will also assume full responsibility of any loss or damage caused due to any of their onsite engineer/representative.		
298	32	21. TERMINATION OF CONTRACT	The quality of services given by the bidder & progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving 30 days' notice to the bidder, including 15 days curing period. The decision of the Bank regarding quality of services shall be final and binding on the bidder. The Bank shall have the right to terminate/cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of 30 days, for any valid reason, including but not limited to the following	Termination should only be for material breach of the contract and if the Bidder fails to rectify the breach within 60 days of notice provided by the Customer.	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>:</p> <p>a) Excessive delay in execution of order placed by the Bank</p> <p>b) Discrepancies / deviations in the agreed processes and/or products</p> <p>c) Failure of vendor (successful bidder) to complete implementation of appliance within the time as specified in the RFP document</p> <p>d) Violation of terms & conditions stipulated in this RFP.</p> <p>e) Exceeding any of the threshold limit of Delay as per clause 15.1. f) Penalty as in Clause 15.2 reaches its max. Limit.</p>		
299	33	24. PATENT RIGHTS	<p>The supplier shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.</p> <p>q The supplier shall, at their own expense, defend and</p>	Supplier shall replace or modify the infringed material with non-infringed material, however it cannot indemnify the customer. Supplier shall provide revocable license to use over the software provided by it.	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.</p> <p>q The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible including all expenses and court and legal fees.</p> <p>q The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.</p> <p>q The Supplier shall grant to the Bank a fully paid-up, irrevocable, non-exclusive</p>		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.		
300	34	28. LIMITATION OF LIABILITY	Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for a) IP Infringement indemnity b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by Bank on the vendor that gave rise to claim, under this tender. Vendor shall not be liable for any indirect, consequential, incidental or special damages under the	We propose the following clause to replace the current clause "NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			agreement/ purchase order.	NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER FROM THE CUSTOMER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE LIABILITY.	
301	28	10. INSURANCE	The hardware/equipment to be supplied under the contract period shall be fully insured till installation of the system by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. Bank will not be responsible for any loss to bidder on account of non-insurance to any equipment or services. All	Tata Communications proposes that "The responsibility of insurance of the Hardware and software should be of the bank and not the bidder"	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			expenses towards insurance shall be borne by the vendor.		
302	30	13. UPGRADES AND UPDATES	The bidder shall be required to provide all future updates and upgrades for the proposed hardware/software provided free of cost during contract period. If however, the upgrades/updates is not available then the support for the implemented solution should be available at any point of time.	Tata Communications proposes that in case of any upgrade of the given solution which may entail additional cost to the bidder, that shall be passed on to the bank on mutual agreement.	Please be guided as per the RFP.
303	36	Eligibility Criteria Points 3& 4	References	Request Bank to consider self-declarations in lieu of Customer Letters as Bidder might have references from PSUs/PSBs, most of which do not allow sharing of any customer identifiable documents.	Please be guided as per the RFP.
304	36	Eligibility Criteria Point 5		Point 5 is missing in given table.	Typo error. Please ignore
305	30	Penalty Clause	Expected Delivery Timeline	Request bank to revise Solution delivery including Hardware timeline to 8 weeks and Threshold to 10 weeks.	Please be guided as per the RFP.
306	30	Penalty Clause	Complete Implementation	Request bank to revise complete implementation timeline to 2 months from date of Hardware-Software delivery or 4 Months from Date of Purchase order. Threshold	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				to 5 Months from date of PO.	
307	30	Penalty Clause	Delivery Timeline & Complete Implementation	Request bank to revise penalty for delay to 0.5% per week	Please be guided as per the RFP.
308	31	Penalty Clause	14.3 Penalty for Onsite Technical Support	Bank should provide PO for Onsite technical support along with implementation to avoid delay in positioning of a resource for onsite support.	Please be guided as per the RFP.
309	31	Clause 14 - Penalty Clause	Overall	Bank should not be penalizing bidder for multiple penalties at the same time as it would amount to double penalty for the bidder.	Please be guided as per the RFP.
310	10	3.1 For NBAD Solution point 3.1.3	The proposed NBAD solution should be seamlessly integrated with the Bank's SIEM solution, Network Access Control (NAC) solution or any other existing or future solution, as required by the Bank.	We understand that current NAC solution is ISE in the network and can be seamlessly integrated with the proposed solution however any future solution integration require REST API integration. REST APIs are based on open standards, you can use any programming or scripting language you wish as long as it supports HTTP. This will enable the functionality of solution to be accessed programmatically. Also please provide the SIEM solution implemented at the bank. Kindly also share with which all existing solutions the proposed NBAD solution needs to be	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				integrated with other than the SIEM and NAC.	
311	10	3.1 For NBAD Solution point 3.1.1	The Bidder shall be responsible for supply, implementation and maintenance of NBAD Solution for Bank's Network spread across 7000 branches & 10,000 ATMs. The NBAD solution should be functional on WAN & LAN of all Bank's Location.	To be able to propose the most optimal NBA deployment we need the infra details are required i.e. number of Access Switch, Distribution Switch, WAN Router, Wireless Access ,Data Center (Base on Number of Servers),Core Switch, Firewall etc. Request the bank to provide the deployed architecture and details of the router and switches along with the backhaul connectivity for the branches to be able to propose the most effective NBAD solution deployment.	Please be guided as per the RFP.
312	11	3.1 For NBAD Solution point 3.1.4	The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale both horizontally and vertically.	As this is a network behavior anomaly detection tools which is used as additional threat detection tools to monitor network activities and generate general alerts. So we propose high availability should be between DC & DR not within DC & DR for better utilization of resources. Please clarify.	Please be guided as per the RFP.
313	49	Technical Specification point 68	The solution should have the capability to Capture, classify and index all communications	The dependency of speed is not on the solution but on the NetFlow exporters itself. That said all data	Corrigendum 11

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			on the wire at line-speeds.	can be queried as and when it comes to proposed solution.	
314	36	Annexure - III	<p>The proposed NBAD solution and DLP Solution must have been implemented during the last 3 years as on date of RFP and currently running successfully, in atleast 1 PSU Banks/ Private Banks in India. With the following supporting documents:</p> <p>Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR Purchase Order along with Email from the client containing all the required information.</p>	<p>As the masked purchased order would have the details of the ordering entity and solution, request to please rephrase the supporting documents to: Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR Purchase Order OR Email from the client containing all the required information.</p>	Please be guided as per the RFP.
315	44	Annexure - X	3. In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), we will perform the said	<p>Propose to change the clause to the following: In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), the OEM will</p>	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.	help bank in identifying any other authorized Partner of the OEM with similar Certifications/Capabilities.	
316	44	Annexure - X	2. We agree to provide services as per the scope of work and technical specifications of this RFP through our partner M/s _____	As understood, services here refer to telephonic technical support services and hardware replacement services. Please clarify on the scope of services here. Also as point #1, clearly mentions that the proposed partner is an authorised partner for the delivery of the solution, the point is a duplicate and hence request to remove.	Please be guided as per the RFP.
317	51	4	Solution should be threat-aware and the data protection should combine unmatched data loss prevention with our endpoint protection (AV), defending against stealth data theft by malicious and dirty (suspicious or unknown) apps	This spec will make only Symantec qualify. You have asked similar integration in the Web Proxy RFP with APT. This shows that now you have come up with 3 RFPs favouring Symantec. This point is nt even related to DLP. Please remove this spec.	Corrigendum 7
318	50	1	The solution should have a comprehensive list of pre-defined policies and templates with over 1700+ patterns to identify and classify information pertaining to different industry like Banking and Financial Institution and India IT Act.	Only one OEM will qualify for this spec. Please change it to "The solution should have a comprehensive list of pre-defined policies and templates to identify and classify information pertaining to different industry like Banking and Financial Institution and India IT Act. The solution should provide	Please be clarified that the solution should meet the required feature. Having templates with specific No. of patterns is not mandatory, however the solution should have templates with

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			The solution should provide capabilities to identify data based on keywords or dictionaries and the solution should be able to enforce policies based on file types, size of files and also the name of the file.	capabilities to identify data based on keywords or dictionaries and the solution should be able to enforce policies based on file types, size of files and also the name of the file."	customized options to meet the requirement as specified in this clause.
319	51	12	Solution should Support running of server component of endpoint products in a VMware image	Please remove this spec. This favours a particular OEM.	Please be clarified that the solution should support installation of endpoint products in a VMware image also.
320	52	14	The solution should classify files as Encrypted based on statistical analysis of files.	Please remove this spec. This favours a particular OEM.	Please be clarified that the solution should be able to classify files as encrypted or non-encrypted either through integrated feature or through integration with Bank's classification tool. Integration with Bank's classification tool is the responsibility of the bidder and should be done without any extra cost to the Bank.
321	52	17	The solution should have more than 50 pre-defined applications and multiple application groups and allow	Only one OEM will qualify for this spec. Please change it to "The solution should have pre-defined applications and multiple	Please be clarified that the solution should have multiple pre-defined applications and should

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			each application/application group to monitor operations like Cut/Copy, Paste, File Access and Screen Capture or Download. Also solution should have the capability to define the third party application.	application groups and allow each application/ application group to monitor operations like Cut/Copy, Paste, File Access and Screen Capture or Download. Also solution should have the capability to define the third party application."	meet the requirement as specified in this clause Having specific No. of pre-defined applications is not mandatory.
322	52	21	<p>The solution should</p> <ul style="list-style-type: none"> · monitor/block data copied to removable storage devices (USB, Firewire, SD, Thunderbolt on MAC , MTP on Windows, eSATA and compact flash cards) · Monitor/block data copied to CD/DVD · Monitor/block corporate email via Microsoft Outlook. · Monitor/block HTTP transmissions · Monitor/block HTTPS transmissions via Microsoft Edge, Internet Explorer, Mozilla Firefox, Safari or Google Chrome · Monitor/block FTP transmissions · Monitor/block or exclude detection (by printer name) of data sent to local or networked printer 	Please remove OEM DLP specific words like "Thunderbolt on MAC , MTP on Windows" , "Web Distributed Authoring and Versioning (WebDAV)",	Please be clarified that the solution should have the functionality to monitor/block data copied from the PC to any removable storage devices through any port like USB, Firewire SD etc. and should have the functionality to Monitor/block data copied through LAN Manager (LAN Man) or through any other protocol

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<ul style="list-style-type: none"> · Monitor/block data sent to a local or networked fax · Monitor/block copy or paste actions · Monitor/block data copied to or from network file shares via Windows Explorer · Monitor/block data copied to network file shares from MAC clients · Monitor/block data copied through LAN Manager (LAN Man), Remote Desktop Protocol (RDP) and Web Distributed Authoring and Versioning (WebDAV) · Monitor/block use of confidential data by defined applications, including unauthorized encryption tools, IM programs and apps with proprietary protocols. Out-of-the-box coverage for Skype, Webex, LiveMeeting, Office Communicator, Bluetooth, iTunes, and Google Talk · Monitor/blocks use of Outlook.com and Outlook Web App (OWA) · Monitor/blocks Microsoft Office 2013 file formats for detection and application 		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>monitoring, including the default formats for Microsoft Access, Excel, OneNote, Outlook, PowerPoint, Project, Publisher, and Word.</p> <ul style="list-style-type: none"> · Monitor/block policy violations based on metadata · Monitor/block multiple file uploads to Sharepoint using Windows Explorer drag and drop, and copy and paste · Monitor/block sensitive information uploaded through Sharepoint using the Upload Multiple Files option · Monitor/block —save as operations from Microsoft Office applications (Word, Excel, and PowerPoint) to Box on Windows endpoints · Monitor/block Save operations from Outlook (versions 2010, 2013, and 2016) using the Box for Office add-in · Monitor/block files saved from Microsoft Office applications to OneDrive, SharePoint, and WebDav locations 		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
323	53	30	The solution should support Windows(CIFS), Samba on Unix, NFS, SharePoint and Unix & Solaris without having to install any software on servers to be scanned.	Please change the specs to "The solution should support Windows(CIFS), NFS, SharePoint and Unix without having to install any software on servers to be scanned.'	Please be clarified that as most paths are accessed through NFS for installation of software thus the solution support Windows (CIFS), NFS, Sharepoint, Unix etc.
324	54	33	Solution should be able to detect malicious dissemination , Password and encrypted Files. Also detect the web uploads over the Dark Web sites.	DLP Solution alone can not achieve this. Are you looking this feature in integration with Web Proxy solution?	Please be clarified that the solution should be able to meet this requirement if it is integrated with Bank's Proxy Solution.
325	54	34	The solution should Support multiple conditions by combining different data classifier, including Policy Template, Patter, RegEx, Keyword, Dictionary, Natural Language Policy	This spec favours single OEM. Please change it to "The solution should Support multiple conditions by combining different data classifier, including Policy Template, Patter, RegEx, Keyword, Dictionary"	Corrigendum 15
326	54	35	The solution should able to detect and Block the sensitive information uploads to Group of P2P software :-BitTornado Bittorrent eMule - eMule FrostWire	DLP Solution alone can not achieve this. Are you looking this feature in integration with Web Proxy solution?	Corrigendum 16
327	54	36	The solution should suport detection of PKCS #12 files (.p12, .pfx) that are commonly used to bundle a private key with its X.509 certificate.	Please remove this spec. It is not related to DLP.	Corrigendum 17

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
328	54	37	The solution should support the multiple Endpoint Profile Creation for the Better Security between the different departments. Encryption Keys are also should be isolated between the different departments.	Please remove this spec. This favours a particular OEM.	Corrigendum 18
329	54	41	The solution should provide an option of rule override which can be authorized to use an override code issued from the security administrator based on the end user's justification.	Please remove this spec. It is not related to DLP.	Please be clarified that the DLP solution should provide an option of DLP rule override for a specific machine/user based on the end user's justification. This option should be available to the security administrator from the central management console.
330	54	43	The solution should have ability to enable or disable specific channels based on the agent location	This is OEM specific terminology. Please remove this spec.	Please be guided as per the RFP.
331	54	45	The solution should have ability to prevent printing of Microsoft Office documents if they contain sensitive information, regardless of whether a particular printing job does not include the sensitive portion.	This is specific to single OEM. Please change the specs to "The solution should have ability to prevent printing of Microsoft Office documents"	Please be clarified that the solution should have the ability to prevent printing of Microsoft office documents.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
332	55	47	The solution should support Blocking of non-Windows CD/DVD burners, it should also Inspect and optionally block Explorer writes to WPD class devices	This is specific to single OEM. Please change the specs to "The solution should have ability to prevent printing of Microsoft Office documents"	Please be clarified that the solution should support Blocking of non-Windows CD/DVD burners
333	56	64	The solution should enforce fingerprinting policy on both network and endpoint channel, even when the endpoint is off network By using Python, complex logic, rating and algorithm can be developed as a custom data classifier where customer can use in compound with any existing data classifier to identify sensitive data which is unique to an organization	Please neutralise the specs as different OEMs use different approach. Please change the specs to "The solution should enforce fingerprinting policy on both network and endpoint channel, even when the endpoint is off network"	Corrigendum 20
334	56	65	Agent of Endpoint DLP should be supported on <ul style="list-style-type: none"> · Windows Enterprise or Standard (64-bit) 2008 R2 and 2012 R2 · Microsoft Windows Server 2016 Standard or Datacenter Edition (64-bit) · Windows 7 Enterprise, Professional, Ultimate (32-bit & 64-bit) SP1 · Windows 8.1 Enterprise, Pro PC operating system (64-bit) 	Please change the spec to "Agent of Endpoint DLP should be supported on <ul style="list-style-type: none"> · Windows Enterprise or Standard (64-bit) 2008 R2 and 2012 R2 · Microsoft Windows Server 2016 Standard or Datacenter Edition (64-bit) · Windows 7 (32-bit & 64-bit) · Windows 8.1 Enterprise operating system (64-bit) · Windows 10 Enterprise operating system (64-bit) Creators Update 	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			Unpatched, Update 1, Update 2, Update 3 · Windows 10 Enterprise, Pro PC operating system (64-bit) Creators Update (version 1703), Version 1709 (Fall Creators Update), Version 1803 (April 2018 Update) [build #17134.48], Version 1607 LTSC, Creators Update (version 1809) · Apple macOS 10.11 (64-bit), macOS 10.12 (64-bit), macOS 10.13 through 10.13.6 (64-bit), macOS 10.14 through 10.14.3 (64-bit)	(version 1703), Version 1709 (Fall Creators Update), Version 1803 (April 2018 Update), Version 1607 , Creators Update (version 1809) · Apple macOS 10.11 (64-bit), macOS 10.12 (64-bit), macOS 10.13 through 10.13.6 (64-bit), macOS 10.14 through 10.14.3 (64-bit)"	
335	56	69	Solution should have the capability to enable Bank to set caps on % of CPU and disk, and amount of bandwidth used by agent for minimal impact on endpoint and network	Please neutralise the specs as different OEMs use different approach. Please change the specs to "Solution should have the capability to enable Bank to set control CPU/ disk/ amount of bandwidth used by agent for minimal impact on endpoint and network"	Please be clarified that the solution should have the capability to ensure minimal impact on endpoint and network.
336	57	80	Agent should not appear in —Add/Remove Programsll and System Tray, and obfuscated in Services and Task Manager	Please neutralise the specs as different OEMs use different approach. Please change the specs to "Agent should not appear or have challenge/response key in — Add/Remove Programsll and System Tray, and obfuscated in	Please be clarified that the solution should meet the requirement of the clause by any methodology or approach.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				Services and Task Manager"	
337	57	88	Agent should have the ability to Monitor and whitelist Windows Store applications	Please remove this specs. It is whitelisting spec and not DLP.	Corrigendum 22
338	57	89	Agent Should have the capability to contain files to temporary storage- to prevent sensitive information from being written from an endpoint to a removable device—such as a USB flash drive, CD/DVD, or external hard disk	Please neutralise the specs as different OEMs use different approach. Please change the specs to "Agent Should have the capability to contain files to prevent sensitive information from being written from an endpoint to a removable device—such as a USB flash drive, CD/DVD, or external hard disk"	Corrigendum 23
339	57	90	Agent should provide for Centrally enable/disable the SPDY protocol on Internet Explorer and Firefox browsers	Please remove this spec. This is Oem favouring.	Please be clarified that this feature is not mandatorily desired but can be provided if feasible.
340	57	98	The dashboard must display the number of cases in the designated period that fall above the risk score threshold that you've selected. Risk score thresholds must be customizable and instantly produce an report to prioritize the cases from high-to-low risk levels by leveraging analytics or machine learning	Please neutralise the specs as different OEMs use different approach. Please change the specs to "The dashboard must display the number of cases in the designated period that fall above the risk score threshold/ priority that you've selected. Risk score thresholds/ Priority must be customizable and instantly produce an report to prioritize the cases	Please be clarified that the solution should be able to meet the requirement as specified in the clause either by leveraging analytics or machine learning technologies or by any other methodology or approach.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			technologies.	from high-to-low risk/priority levels."	
341	58	105	Solution should provide for Option to configure scan timeout by specifying maximum overall duration or maximum idle period	Please remove this spec. This is Oem favouring.	Please be clarified that this feature is not mandatorily desired but can be provided if feasible.
342	58	110	Solution should have the ability to failover a secondary Endpoint Server for endpoint discover scan	Please remove this spec. This OEM favouring architecture	Corrigendum 26
343	58	115	Pop-up notification should have automatic ability to present itself in one of 25+ languages based on underlying OS	Please remove this spec. This is Oem favouring.	Corrigendum 28
344	59	123	Solution should be able to identify malicious traffic pattern generated by Malware infected PC in order to prevent future data leakage by the malware	This spec favour existing Av vendor (Symantec). Please remove the specs.	Please be guided as per the RFP
345	59	126	Solution Should be able to capture all the data flowing outside of the network even if there is no policy configured to match the data. This data should be used later to do a search for after the fact incident so the the admin can do a forensic investigation.	This spec will make the storage component of the RFP too big. This will increase the cost. Please remove this spec.	Corrigendum 38

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
346	59	129	The solution should support the templates for detecting the Deep Web Urls- .i2P and .Onion , Encrypted attachments to competitors , Password Dissemination , User Traffic over time , Unknown Encrypted File Formats Detection.	Please remove this spec. This is Oem favouring.	Please be clarified that this feature is not mandatorily desired but can be provided if feasible.
347	59	130	The solution should support detection of PKCS #12 files (.p12, .pfx) that are commonly used to bundle a private key with its X.509 certificate.	Please remove this spec. This is Oem favouring.	Corrigendum 17
348	59	131	Solution should able to detect and protect for the low volume data leaks over the Network and should able to cumulate the transactions up to 7 days	Please remove this spec. This is Oem favouring.	Please be clarified that the solution should be able to detect and protect for the data leaks over the network.
349	59	132	The solution should have ability to detect cumulative malware information leaks. The solution should able to detect the data leak overs and the data sent and uploaded after the office hours predefined patterns.	This spec favour existing Av vendor (Symantec). Please remove the specs.	Please be clarified that the solution should detect data leaks and data sent after office hours
350	60	135	The solution should be able to fingerprint only specific fields or columns within a database and should be able to identify	Please change the specs to "The solution should be able to fingerprint only specific fields or columns or table within a database	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			information from databases by correlating information residing in different columns in a database.	and should be able to identify information from databases by correlating information residing in different columns in a database."	
351	60	137	The Solution should have advanced Machine Learning – Ability to automatically learn sensitive information from copies of information that needs to be protected and also automatically learn false positives. The solution should enforce policies to detect low and slow data leaks	Please remove this spec. This is Oem favouring.	Please be clarified that the solution should have the ability to learn sensitive information and false positives.
352	60	141	The solution should inspect data leaks over HTTP , HTTPs and SMTP User client like Outlook and Lotus Notes.The solution should be able to inspect HTTP traffic and HTTPs traffic natively . Should provide support both build-in SSL decryption and destination awareness capability with integration with Network and Gateway DLP controls.	As the solution will be integrating with web proxy hence you would not need on-board SSL decryption. Please change the specs to "The solution should inspect data leaks over HTTP , HTTPs and SMTP User client like Outlook and Lotus Notes.The solution should be able to inspect HTTP traffic and HTTPs traffic."	Corrigendum 31
353	60	143	The solution should enforce policies to detect low and slow volume data leaks over the period for max 7 days	Please remove this spec. This is Oem favouring.	Please be clarified that the solution should enforce policies to detect data leaks over both endpoints and

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
					network levels.
354	61	151	The proposed solution should provide Incident Workflow capabilities where user/Business Manager can remediate the DLP policy violations actions from handsets/emails without logging into the Management Console	Please remove this spec. This is Oem favouring. Also we don't recommend it as it creates a security loophole.	Corrigendum 35
355	61	160	The Proposed DLP engine must performs a post-processing incident grouping step to avoid displaying related incidents in different cases. All incidents from the same user that have the same classification are combined into a group and DLP case card.	Please remove this spec. This is Oem favouring.	Please be clarified that the solution should provide incident grouping of same user and related incidents, if feasible.
356	51	Network & Endpoint DLP Solutions 2	The solution should provide for Agent-based discovery of confidential data on Windows and Mac endpoints (desktops/laptops), including reporting on Access Control Lists (ACLs) for files that violate policy of Bank.	We Request bank to clarify on the relevance of ACL in the DLP system, we understand that there is no concept for ACL in DLP and request you to please remove this term	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
357	51	Network & Endpoint DLP Solutions 4	Solution should be threat-aware and the data protection should combine unmatched data loss prevention with our endpoint protection (AV), defending against stealth data theft by malicious and dirty (suspicious or unknown) apps.	DLP and AV are different technologies and there is no relevance for the endpoint AV to interact with DLP system, This particular feature is specific to particular OEM only, hence request you to please remove this clause	Corrigendum 7
358	51	Network & Endpoint DLP Solutions 6	Solution should have an integrated classification tool and DLP policy should allow classification of data already present on the endpoints.	Classification is always a separate solution hence bank to remove this clause of integrated Classification solution and the amend this clause : Solution should provide the labeling framework to apply DLP Classification as a process have an ability to integrate with 3rd party classification tool and Solution policies should allow classification of data already present on the endpoints.	Corrigendum 8
359	51	Network & Endpoint DLP Solutions 8	The solution should monitor data downloaded to local drive	This is not a feature of DLP, since DLP works on the data being sent out using various Data leakage channels, hence we request bank to remove this clause	Please be clarified that the clause requires that the DLP solution should monitor data moved or copied to local drive.
360	52 and 53	Network & Endpoint DLP Solutions 21	The solution should · monitor/block data copied to removable storage devices (USB, Firewire, SD, Thunderbolt on MAC , MTP	Firewire is a medium for connectivity hence it should not the part of DLP solution to protect hence request you to please remove this. Save as is something	Please be clarified that the solution should have the functionality to monitor/block data copied from the PC to

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>on Windows, eSATA and compact flash cards)</p> <ul style="list-style-type: none"> · Monitor/block data copied to CD/DVD · Monitor/block corporate email via Microsoft Outlook. · Monitor/block HTTP transmissions · Monitor/block HTTPS transmissions via Microsoft Edge, Internet Explorer, Mozilla Firefox, Safari or Google Chrome · Monitor/block FTP transmissions · Monitor/block or exclude detection (by printer name) of data sent to local or networked printer · Monitor/block data sent to a local or networked fax · Monitor/block copy or paste actions · Monitor/block data copied to or from network file shares via Windows Explorer · Monitor/block data copied to network file shares from MAC clients · Monitor/block data copied through LAN Manager (LAN Man), Remote Desktop 	<p>meaning that file/content is already copied, while DLP will block the sensitive info on the access operations itself, hence those should be changed on Access rather than save as operation</p>	<p>any removable storage devices through any port like USB, Firewire SD etc.</p>

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			<p>Protocol (RDP) and Web Distributed Authoring and Versioning (WebDAV)</p> <ul style="list-style-type: none"> · Monitor/block use of confidential data by defined applications, including unauthorized encryption tools, IM programs and apps with proprietary protocols. Out-of-the-box coverage for Skype, Webex, LiveMeeting, Office Communicator, Bluetooth, iTunes, and Google Talk · Monitor/blocks use of Outlook.com and Outlook Web App (OWA) · Monitor/blocks Microsoft Office 2013 file formats for detection and application monitoring, including the default formats for Microsoft Access, Excel, OneNote, Outlook, PowerPoint, Project, Publisher, and Word. · Monitor/block policy violations based on metadata · Monitor/block multiple file uploads to Sharepoint using Windows Explorer drag and drop, and copy and paste · Monitor/block sensitive information uploaded through 		

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			Sharepoint using the Upload Multiple Files option · Monitor/block —save asll operations from Microsoft Office applications (Word, Excel, and PowerPoint) to Box on Windows endpoints · Monitor/block Save operations from Outlook (versions 2010, 2013, and 2016) using the Box for Office add-in · Monitor/block files saved from Microsoft Office applications to OneDrive, SharePoint, and WebDav locations		
361	53	Network & Endpoint DLP Solutions 28	The solution should Index and retain all unfiltered files that are analyzed while scanning file servers, Desktops/laptops, Web and FTP servers, share-point servers.	Unfiltered context means that all files are captured on those location which will never be the part of DLP, hence request bank to remove this point	Corrigendum 14
362	54	Network & Endpoint DLP Solutions 38	The solution should be able to Configure and distribute action rules, including email notification, blocking, quarantining, redirection, and bouncing.	Bouncing notification is part an anti-spam solution, hence request you to please remove this	Corrigendum 19

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
363	54	Network & Endpoint DLP Solutions 43	The solution should have ability to enable or disable specific channels based on the agent location	Please clarify what is the menaing of agent location, agent will always be on the endpoint, and the polices can created based on the content and the channel on which it is sent.	Please be guided as per the RFP.
364	56	Network & Endpoint DLP Solutions 65	Agent of Endpoint DLP should be supported on <ul style="list-style-type: none"> · Windows Enterprise or Standard (64-bit) 2008 R2 and 2012 R2 · Microsoft Windows Server 2016 Standard or Datacenter Edition (64-bit) · Windows 7 Enterprise, Professional, Ultimate (32-bit & 64-bit) SP1 · Windows 8.1 Enterprise, Pro PC operating system (64-bit) Unpatched, Update 1, Update 2, Update 3 · Windows 10 Enterprise, Pro PC operating system (64-bit) Creators Update (version 1703), Version 1709 (Fall Creators Update), Version 1803 (April 2018 Update) [build #17134.48], Version 1607 LTSC, Creators Update (version 1809) · Apple macOS 10.11 (64-bit), macOS 10.12 (64-bit), macOS 10.13 through 	Windows 7 is already not supported by Microsoft, hence request to remove it from the list, while Network DLP will still be able to protect the Data leakage from that windows 7 machine	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			10.13.6 (64-bit), macOS 10.14 through 10.14.3 (64-bit)		
365	56	Network & Endpoint DLP Solutions 69	Solution should have the capability to enable Bank to set caps on % of CPU and disk, and amount of bandwidth used by agent for minimal impact on endpoint and network	Each OEM has its own way to reduce the impact on the endpoint or network, hence request bank to relax this point as : Solution should have the capability to make sure that there is minimal impact on endpoint and network when DLP scanning is happening	Please be clarified that the solution should have the capability to ensure minimal impact on endpoint and network.
366	56	Network & Endpoint DLP Solutions 77	Solution should have Load-balancer and firewall friendly	Request bank to clarify this point, there is no relation between the DLP solution and Load-balancer/Firewall	Please be guided as per the RFP.
367	57	Network & Endpoint DLP Solutions 90	Agent should provide for Centrally enable/disable the SPDY protocol on Internet Explorer and Firefox browsers	We request bank to remove this point because this is vendor specific and this can be managed by GPO as well	Please be clarified that this feature is not mandatorily desired but can be provided if feasible.
368	57	Network & Endpoint DLP Solutions 93	Agent should have the capability to discover the Files that are modified between the specified Dates or Month Ago or Also for specific size to reduce the bandwidth and effective discovery.	DLP solution does the incremental scanning of the files which are modified after the last scanning and we request bank to change this clause like - Agent should have the capability to discover the files that are modified or also for specific size to reduce the BW and effective discovery because normally discovery happens Full once and subsequent it is incremental.	Corrigendum 24

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
369	58	Network & Endpoint DLP Solutions 111	The Solution should Schedule automatically recurring scans and should have the capability to throttle and carry out Incremental scans to limit network bandwidth usage.	Each OEM has its own way to reduce the impact on the endpoint or network, hence request bank to relax this point as : The Solution should Schedule automatically recurring scans and should have the options to reduce the performance impact to carry out Incremental scanning.	Corrigendum 27
370	58	Network & Endpoint DLP Solutions 115	Pop-up notification should have automatic ability to present itself in one of 25+ languages based on underlying OS	Specific to OEM, request you to please remove this clause	Corrigendum 28
371	58	Network & Endpoint DLP Solutions 117	Solution should have the ability to suggest or enforce classification and digital rights management protection for end users in real-time	WE request bank to relax this point as : Solution should have the ability to suggest or enforce classification and digital rights management protection for end users in real-time either inbuilt or 3rd party	Please be clarified that the solution should cater this requirement either through integrated classification tool or through integration with Bank's classification tool. Integration with Bank's classification tool is the responsibility of the bidder and should be done without any extra cost to the Bank.
372	61	Network & Endpoint DLP Solutions 156	The solution should provide an inbuilt Case Management Tool.	We request bank to provide clarification and details as what is expected from Case management	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
373				<p>We Request Bank to Add the following points to make DLP Solution more Effective</p> <p>“Solution should be able to discover the PII or confidential information from images while discovery”</p> <p>This feature will help bank to control data leakage using image files</p>	Request not acceptable
374				<p>We Request Bank to Add the following points to make DLP Solution more Effective</p> <p>“Solution provide the option to control online application which are using the web sockets instead of normal http get or post”</p> <p>This feature will help bank to even control applications based on the web sockets</p>	Request not acceptable
375				<p>We Request Bank to Add the following points to make DLP Solution more Effective</p> <p>“Solution should support the detection of confidential data based on structured and unstructured finger printing while the users are roaming”</p>	Request not acceptable

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				This feature will help bank to left users travel without the fear of losing the data while user are even roaming	
376	Page 50	1	The solution should have a comprehensive list of pre-defined policies and templates with over 1700+ patterns to identify and classify information pertaining to different industry like Banking and Financial Institution and India IT Act. The solution should provide capabilities to identify data based on keywords or dictionaries and the solution should be able to enforce policies based on file types, size of files and also the name of the file.	Need more detail for Classify information	Please be clarified that the solution should meet the required feature. Having templates with specific No. of patterns is not mandatory, however the solution should have templates with customized options to meet the requirement as specified in this clause.
377	Page 51	3	The solution should be able to monitor and protect data classifiers created in via the Fingerprinting of the structured and unstructured , it need to be synched to all the Network DLP channels and also to Endpoint Channel.	Need more detail data classifiers created in via the Fingerprinting of the structured and unstructured	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
378	Page 51	6	Solution should have an integrated classification tool and DLP policy should allow classification of data already present on the endpoints.	<p>As DLP Solution & Data classification tool these are two different solution need to add below Point in RFP to more secure & advantage to Bank</p> <p>Applying Classification Markings to a File</p> <p>Apply a marking to the header of a file</p> <p>Apply a marking to the footer of a file</p> <p>Apply a watermark to a file</p> <p>Apply an image marking to a file</p> <p>Apply a text box marking to a file</p> <p>Apply persistent metadata to a file</p> <p>Classify files which don't support metadata - e.g. TXT and CSV files</p> <p>Visible markings can be customised so they don't affect templates, existing content, structure or branding</p> <p>Classification integration with Email (Outlook & Exchange Server)</p> <p>Classification can be applied in MS Outlook</p> <p>When an email is classified, the recipients and originator are checked automatically on sending to ensure they are appropriate - e.g. to prevent an email marked 'internal' going to an external domain</p>	Corrigendum 8

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				<p>Classification be applied automatically based on attributes such as whether all email recipients internal, or a certain number of recipients are included</p> <p>The classification level of an email is automatically updated to match the level of any attachment (or match the highest level of classification if more than one attachment)</p> <p>Attachments can be checked to ensure they are classified, and the classification hasn't expired</p>	
379	51	13	<ul style="list-style-type: none"> • classified Proprietary File types (types that are not predefined) and on file content not on file extensions. • fingerprints contents in an automated way where the user does not have to touch the files or import hashes • fingerprinting task and pass on the same to all appliances 	<p>As DLP Solution & Data classification tool these are two different solution need to add below Point in RFP to more secure & advantage to Bank</p> <p>The classification of an email can be retained on the reply from an external recipient</p> <p>Apply markings in the first line of text & last line of text</p> <p>Apply markings in the subject of an email as either prefix or appended</p> <p>Apply markings in the x-header of an email</p> <p>Appends details of attached files (including their classification) to the end of an email, providing an attachment history</p>	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				<p>'Read receipts' may be controlled by classification</p> <p>Classification can change the importance or sensitivity of an email</p> <p>/ Add an expiry date to an email</p> <p>The solution should prohibit what label some users can certain addresses receive.</p> <p>Add an Outlook category to an email</p> <p>Ability to integrate and apply Rights Management</p> <p>Classification can control the email subject length / Classification can control the size of a message</p> <p>Classification can control 'reply to all'</p> <p>Classification for system generated automatic emails through classification of email in transit</p> <p>Automatic email classification for inbound email based on last email classification sent by internal user</p> <p>Any other un-classified emails from other mediums (Active Sync/Network Printer/Automatic System etc) should be classified with default classification</p> <p>Stop user saving or printing without classifying</p> <p>Stop accidental email dissemination to users without an appropriate</p>	

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				clearance level Suggest or mandate a default classification based on organization position, department, location, file contents Mandate classification of a file created externally when it is opened, shared or printed Detect content in files and suggest or mandate classification Detect content in nested files and suggest or mandate classification (data in motion and rest) at once without the manual process from the user.	
380	Page 52	16	Solution should provide the data labelling framework for the classification vendors like Bolden James ,Microsoft AIP for Auto Classification.	As DLP Solution & Data classification tool these are two different solution need to add below Point in RFP to more secure & advantage to Bank - Management and Reporting - Metadata is persistent - any removed metadata is re-applied when the file is saved, printed or emailed - Users can be prevented from changing classification - Details of the user who classified the file are logged - If a user is allowed to change classification, this change will be logged	Corrigendum 13

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				<ul style="list-style-type: none"> - Workflow approvals to downgrade classification - Policy Management - Simple centralized management tool where policies can be created and modified - Policy rules can be built and edited with a simple wizard - Policies can be tailored with a large range of attributes - for example Active Directory attributes - No limit to the number of policies that can be created - Unlimited classification levels to enable a policy to evolve - Classification can be amended over time - Policies can align to a DCT internal marking and enforcement policies - Policies can be easily tested (test mode) prior to deployment - Classification can be mandated - Policy Flexibility and Customisation - Policies can be tailored for different departments or hierarchy - e.g. only managers can downgrade a classification - Rules can be tailored for different departments or hierarchy - e.g. visible markings do not appear on a 	

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				<p>file when it's printed if the user is in Marketing</p> <ul style="list-style-type: none"> - Classification menus can be tailored for different departments or hierarchy - Classification buttons can be wrapped (stacked) into columns of 3 (so they don't take up too much space in the ribbon) - Localisation of language is supported - Reporting - All classification actions are logged - Registered event log can be accessed for investigation or auditing purposes - Events can be forwarded to the Classifier Reporting Database or any 3rd party reporting and analytics solutions - Comprehensive reporting solution should be available - Reporting should be able to customized - Customization of dashboards according to business needs - Technical specification - Classification does not 'bloat' a classified file, making it substantially larger - Multiple site deployments are 	

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				supported - Works offline, so will not stop employees being able to work If offline for any reason, will still log user actions for later review	
381	10	3.1 Scope of Work For NBAD Solution point 3.1.3	The proposed NBAD solution should be seamlessly integrated with the Bank's SIEM solution, Network Access Control (NAC) solution or any other existing or future solution, as required by the Bank.	We understand that current NAC solution is ISE in the network and can be seamlessly integrated with the proposed solution however any future solution integration require REST API integration. REST APIs are based on open standards, you can use any programming or scripting language you wish as long as it supports HTTP. This will enable the functionality of solution to be accessed programmatically. Also please provide the SIEM solution implemented at the bank. Kindly also share with which all existing solutions the proposed NBAD solution needs to be integrated with other than the SIEM and NAC.	Please be guided as per the RFP.
382	10	3.1 Scope of Work For NBAD Solution point 3.1.1	The Bidder shall be responsible for supply, implementation and maintenance of NBAD Solution for Bank's Network spread across 7000 branches & 10,000 ATMs. The NBAd solution should be functional	To be able to propose the most optimal NBA deployment we need the infra details are required i.e. number of Access Switch, Distribution Switch, WAN Router, Wireless Access ,Data Center (Base on Number of Servers),Core Switch, Firewall etc.	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			on WAN & LAN of all Bank's Location.	Request the bank to provide the deployed architecture and details of the router and switches along with the backhaul connectivity for the branches to be able to propose the most effective NBAD solution deployment.	
383	11	3.1 Scope of Work For NBAD Solution point 3.1.6	The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale both horizontally and vertically.	As this is a network behavior anomaly detection tools which is used as additional threat detection tools to monitor network activities and generate general alerts. So we propose high availability should be between DC & DR not within DC & DR for better utilization of resources. Please clarify.	Please be guided as per the RFP.
384	49	Technical Specification point 68	The solution should have the capability to Capture, classify and index all communications on the wire at line-speeds.	The dependency of speed is not on the solution but on the NetFlow exporters itself. That said, all data can be queried as and when it comes to proposed solution.	Corrigendum 11
385	36	Annexure - III	The proposed NBAD solution and DLP Solution must have been implemented during the last 3 years as on date of RFP and currently running successfully, in atleast 1 PSU Banks/ Private Banks in India. With the following supporting documents:	As the masked purchased order would have the details of the ordering entity and solution, request to please rephrase the supporting documents to: Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR Purchase Order along with Email from the client containing all the required information.	Purchase Order OR Email from the client containing all the required information.	
386	44	Annexure - X	3. In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.	Propose to change the clause to the following: In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), the OEM will help bank in identifying any other authorized Partner of the OEM with similar Certifications/Capabilities.	Please be guided as per the RFP.
387	44	Annexure - X	2. We agree to provide services as per the scope of work and technical specifications of this RFP through our partner M/s _____	As understood, services here refer to telephonic technical support services and hardware replacement services. Please clarify on the scope of services here. Also as point #1, clearly mentions that the proposed partner is an authorised	Please be guided as per the RFP.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
				partner for the delivery of the solution, the point is a duplicate and hence request to remove.	
388	9	PURPOSE OF THE PROJECT: End Point DLP	Automatically encrypting sensitive data being sent via email or transferred to removable devices or cloud/web applications	Encrypting of data via email, web applications is not relevant and hence this point should be deleted.	Corrigendum 30
389	9	PURPOSE OF THE PROJECT: End Point DLP	Portable decryption for USB/media.	This should be part of encryption tender hence should be deleted.	Corrigendum 1
390	9	PURPOSE OF THE PROJECT: End Point DLP	Drip DLP considering cumulative data transmission activity over time to discover small amounts of data leakage.	The terminology is OEM specific so should be deleted.	Please be clarified that that the DLP solution should consider small data transmission activity over time to discover small amounts of data leakage.
391	12	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.5	The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC & DR. The bidder should size for adequate hardware and related software and the proposed solution should have the functionality to scale both horizontally and vertically	Kindly Clarify if the solution needs to be in Active/ Active mode or Active Passive Mode at DC & DR.	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
392	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.9	Identify data leakage across all vectors, irrespective of policy being in place or not	Kindly Change it to: Identify data leakage across web and Endpoint as per policies created on DLP console.	Corrigendum 32
393	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.10	Solution shall be able to have controls the entire Corporate Network of Bank. The solution shall be device, Port and Protocol agnostic.	Solution shall be able to have controls the entire Corporate Network of Bank. The solution shall be device, Protocol agnostic.	Corrigendum 2
394	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.11	Data protection shall also involve being able to identify known and unknown plug and play devices being connected. Also, the solution shall seamlessly integrate with Encryption which shall be intelligent enough to enforce Encryption of sensitive data.	Kindly Change it to:-Data protection shall also involve being able to identify known and unknown plug and play devices being connected.	Corrigendum 3
395	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.12	Ability to selectively Encrypt data on the basis of designed policies	This should be deleted as this is part of Encryption solution.	Please be guided as per the RFP
396	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.13	Capability to control external devices being connected in the environment	Kindly Clarify in detail.	Corrigendum 4
397	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.14	Solution should have capability to provide exception and release any quarantine if required.	Kindly Delete this as it is not relevant to Network and Endpoint.	Corrigendum 5

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
398	13	3. SCOPE OF WORK: DLP Endpoint / Network 3.2.14	There shall be adequate audit trail capability to identify drift in the document and all the relevant details like who made what changes and change details.	Kindly Change it to:-There shall be adequate audit trail capability to identify drift in the document with respect to confidential data.	Corrigendum 6
399	50	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.1	The solution should have a comprehensive list of pre-defined policies and templates with over 1700+ patterns to identify and classify information pertaining to different industry like Banking and Financial Institution and India IT Act. The solution should provide capabilities to identify data based on keywords or dictionaries and the solution should be able to enforce policies based on file types, size of files and also the name of the file.	The solution should have a comprehensive list of pre-defined policies and templates with customized options to identify and classify information pertaining to different industry like Banking and Financial Institution and India IT Act. The solution should provide capabilities to identify data based on keywords or dictionaries and the solution should be able to enforce policies based on file types, size of files and also the name of the file.	Please be clarified that the solution should meet the required feature. Having templates with specific No. of patterns is not mandatory, however the solution should have templates with customized options to meet the requirement as specified in this clause.
400	51	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.8	The solution should monitor data downloaded to local drive	The solution should monitor data moved/Copied to local drive	Please be clarified that the clause requires that the DLP solution should monitor data moved or copied to local drive.

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401	51	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.9	The solution should be able to encrypt content copied to removable media natively and manage the Encryption and DLP policies from the same management Console. Should support both Native and Portable Encryption.	This is OEM specific and request bank to delete the same.	Corrigendum 9
402	51	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.13	<p>The solution should detect</p> <ul style="list-style-type: none"> · patterns in binary file types and color maps for images. · keywords/patterns based on location (beginning/end) and proximity to each other within documents · full Boolean expression for keywords and key phrases. · Pre-built dictionaries · wide range of sensitive data types (e.g., SSNs, CCNs,UID) · classified Proprietary File types (types that are not predefined) and on file content not on file extensions. · fingerprints contents in an automated way where the user does not have to touch the files or import hashes · fingerprinting task and pass on the same to all appliances (data in motion and rest) at once without the manual 	Would like to know more about "Color Maps"	Please be clarified that the solution should be able to detect different patterns in different file types & images

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			process from the user.		
403	52	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.19	The solution should Support PrtSc blocking on endpoint when configurable list of specific application are running, no matter it is in the foreground or background. The actual PrtSc capture will also be submitted to the DLP system as forensic evidence.	Point already covered under point no 91. This should be deleted.	Please be guided as per the RFP
404	52	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.20	The solution should Provide —Cloud Storage Applications ll group which monitor sensitive content accessed by these cloud storage application on the endpoint and prevent sensitive data from uploading to the cloud. For Example (Should support from day 1(Windows 10 and MAC OSX 10.14.x) - Amazon Cloud Drive Box Dropbox Google Drive SkyDrive iCloud)	Would like to know if bank is allowing access to Google Drive, Drop Box etc.	Please be clarified that in future Bank may use the cloud storage, thus the same has been desired
405	54	ANNEXURE-XII - Technical specification of the Offered solutions- Network	The solution should support the multiple Endpoint Profile Creation for the Better Security between the different departments. Encryption Keys	The solution should support the multiple Endpoint Profile Creation for the Better Security between the different departments.	Corrigendum 18

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		& Endpoint DLP Solutions- Point No.37	are also should be isolated between the different departments.		
406	54	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.39	The solution should be able to Identify mass storage device by vendor specific identification numbers.	The solution should be able to Identify mass storage device by vendor specific identification numbers for DLP policy exception.	Please be guided as per the RFP
407	54	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.41	The solution should provide an option of rule override which can be authorized to use an override code issued from the security administrator based on the end user's justification.	This is OEM specific and request bank to delete the same.	Please be clarified that the DLP solution should provide an option of DLP rule override for a specific machine/user based on the end user's justification. This option should be available to the security administrator from the central management console.
408	55	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.45	The solution should have ability to prevent printing of Microsoft Office documents if they contain sensitive information, regardless of whether a particular printing job does not include the sensitive portion.	The solution should have ability to prevent printing of Microsoft Office documents if they contain sensitive information.	Please be clarified that the solution should have the ability to prevent printing of Microsoft office documents.

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
409	55	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.54	The solution should have the ability to search across all captured data (not just incidents) on the network DLP system, then modify and test rules offline and implement the rules on live data thus reducing false positive.	This point is not relevant and should be deleted	Please be clarified that the solution should have the capability to search across all network data, not just the data which passes through the DLP Solution.
410	56	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.68	Agent should be able to perform discovery only when the endpoint is connected to external power or Machine is Idle.	Agent should be able to perform discovery only when the endpoint is connected to external power / Machine is Idle.	Please be guided as per the RFP.
411	57	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.87	Agent installed should have the capability to create the Bypass ID after validation by the administrator by generating the Passcode.	Same as point no 41. This is OEM specific and request bank to delete the same.	Corrigendum 21
412	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.122	Solution should be able to identify data leaked in the form unknown and known encrypted format like password protected word document.	Solution should be able to identify files in the form unknown and known encrypted format like password protected word document.	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
413	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.123	Solution should be able to identify malicious traffic pattern generated by Malware infected PC in order to prevent future data leakage by the malware.	Solution should be able to identify malicious traffic pattern with confidential data generated by Malware infected PC in order to prevent future data leakage by the malware.	Please be guided as per the RFP
414	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.124	Solution capture all TCP Protocols and protocol detection should be port agnostic. The solution should not discard any unidentified protocols and capture all traffic.	This point should be moved to DLP endpoint section.	Corrigendum 29
415	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.126	Solution Should be able to capture all the data flowing outside of the network even if there is no policy configured to match the data. This data should be used later to do a search for after the fact incident so the the admin can do a forensic investigation.	We recommend that this should be deleted. Monitoring and capturing all data will impact the system performance.	Corrigendum 38
416	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point	Solution should Index and retain all documents and unfiltered network traffic that the network sensor analyzes.	We recommend that this should be deleted. Monitoring and capturing all data will impact the system performance.	Corrigendum 39

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		No.127			
417	59	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.131	Solution should able to detect and protect for the low volume data leaks over the Network and should able to cumulate the transactions up to 7 days.	The terminology is OEM specific so should be deleted.	Please be clarified that the solution should be able to detect and protect for the data leaks over the network.
418	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.136	The solution should have printer agents for print servers to detect data leaks over print channel.	This is not applicable to DLP network and should be either deleted or added in DLP endpoint section.	Please be guided as per the RFP.
419	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.137	The Solution should have advanced Machine Learning – Ability to automatically learn sensitive information from copies of information that needs to be protected and also automatically learn false positives. The solution should enforce policies to detect low and slow data leaks	The terminology is OEM specific so should be deleted.	Please be clarified that the solution should have the ability to learn sensitive information and false positives.
420	60	ANNEXURE-XII - Technical specification of	Solution should also able to monitor and block the File Uploads to the destinations	Kindly explain if bank is planning to give users access to Google Drive	Please be clarified that in future Bank may use the cloud storage, thus

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		the Offered solutions- Network & Endpoint DLP Solutions- Point No.140	that bypass the browser extensions such as Google Drive , Web.Whatsapp.com etc		the same has been desired
421	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.141	The solution should inspect data leaks over HTTP , HTTPs and SMTP User client like Outlook and Lotus Notes.The solution should be able to inspect HTTP traffic and HTTPs traffic natively . Should provide support both build-in SSL decryption and destination awareness capability with integration with Network and Gateway DLP controls.	This is not applicable to DLP network and should be either deleted or added in DLP endpoint section.	Corrigendum 31
422	60	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.142	The solution should be able to block outbound emails sent via Outlook and Lotus Notes and can integrate with Network Email DLP with the single managamnet console. Also natively monitors and block the internal emails shared between the different department.	This is not applicable to DLP network and should be either deleted or added in DLP endpoint section. Also, is bank planning to buy email DLP as well.	Corrigendum 33
423	60	ANNEXURE-XII - Technical specification of the Offered	The solution should enforce policies to detect low and slow volume data leaks over the period for max 7 days.	The terminology is OEM specific hence should be deleted.	Please be clarified that the solution should enforce policies to detect data leaks over

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		solutions- Network & Endpoint DLP Solutions- Point No.143			both endpoints and network levels.
424	61	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.147	The solution should allow a specific incident manager to manage incidents of specific policy violation, specific user groups etc. The solution should have options for managing and remediating Incidents through email by providing incident management options within the in the notification email itself.	The solution should allow a specific incident manager to manage incidents of specific policy violation, specific user groups etc. The solution should have options for managing and remediating Incidents by providing incident management options within the DLP console.	Please be clarified that the solution should provide for incident management facility, either through the central management console or through notification emails.
425	61	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.149	Incident management should have the workflow of the selected incident, then select one of the following options Assign,Change Status,Change Severity,Ignore Incident,Tag Incident,Add Comments>Delete,Download Incident,Lock,unlock	Incident management should have the workflow of the selected incidents.	Corrigendum 34
426	61	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP	The proposed solution should provide Incident Workflow capabilities where user/Business Manager can remediate the DLP policy violations actions from	This is relevant to Email DLP hence request bank to delete the same.	Corrigendum 35

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
		Solutions- Point No.151	handsets/emails without logging into the Management Console		
427	62	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.165	The reports should be exported to at least CSV, PDF, HTML formats	Kindly change it to. The reports should be exported to at least CSV/ /PDF, XML formats	Please be clarified that the solution should be able to generate reports in any one of the formats.
428	62	ANNEXURE-XII - Technical specification of the Offered solutions- Network & Endpoint DLP Solutions- Point No.168	The solution should generate reports in PDF, Excel or CSV format.	Same as point no 166. Need to be deleted.	Please be clarified that the solution should be able to generate reports in any one of the formats.
429	12	Onsite Technical Support (OTS)-	One L2 resource(OEM certified Resource provided by the OEM itself) must be deployed at DC at normal shift (10:00 am to 6:00 pm) for One Year post Implementation i.e. one year from sign-off, without any extra cost to the Bank.	A Resource can not be given Free of Cost by Any means. We request Bank should look into this claus and amend. This is as zero cost resource is of No value to Bank	Please be guided as per the RFP
430	12	Onsite Technical Support (OTS)-	A certificate from the OEM is required in this regard, certifying that the deployed resource has atleast 3 yrs of	OEM Certification should be Checked. We don't deploy Engineers Onsite and this should be OEM/Bidder.	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			experience of the solution.		
431	14	Onsite Technical Support (OTS)-	The L2 resources deployed should have requisite knowledge and experience of at least 3 years of the deployed solution, required for management and monitoring of the overall operations of ATP Solution. A certificate from the OEM is required in this regard, certifying that the deployed resource has atleast 3 yrs of experience of the solution. Bank may carry out security verification of the deployed resources.	It should be DLP solution. OEM can only check if Resource provided by Bidder is Certification or not and furnish the same.	Corrigendum 36
432	31	14.3 Penalty due to Absence of Onsite Technical support(OTS)	If the Bank avails Onsite Technical support-The Bidder has to deploy resource within 15 days from the date of PO	If the Bank avails Onsite Technical support-The Bidder has to deploy resource within 45 days from the date of Supply	Please be guided as per the RFP
433	36	ELIGIBILITY CRITERIA OF THE BIDDER	The proposed NBAD solution and DLP Solution must have been implemented during the last 3 years as on date of RFP and currently running successfully, in atleast 1 PSU Banks/ Private Banks in India. (One reference each for both the solutions is required)	This should be OEM/Bidder	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
434	36	ELIGIBILITY CRITERIA OF THE BIDDER	The bidder and OEM should have Support center in Delhi/NCR and Mumbai.	It has to be for Bidder. We do Remote Support and this clause is irrelevant for OEM as we don't send Support Engineer onsite. Please amend	Corrigendum 37
435	44	MAF	With reference to the all components/parts/assemble/s ofware used inside the company products/Hardware being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products/Hardware shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly are being used or shall be used.	Should be allowed to Delete for OEM Providing DLP Software Solution	Please be guided as per the RFP
436	44	MAF	In case of default/unable to comply with above at the time of delivery or during installation, for hardware / software already billed, we agree to take back the supplied items without demur, if already supplied and return	Should be Deleted. This Clause can't be Signed by OEM	Please be guided as per the RFP

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			the money if any paid to us by you in this regard. We also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.		
437	44	MAF	We hereby further undertake to supply only new components and no refurbished or recycled components will be supplied	Repeat of Point 4 of MAF. Please Remove	Please be guided as per the RFP
438	45	ANNEXURE-XI		This is Duplicate to MAF. Please Delete this Format	This undertaking is to be provided by the bidder, if the bidder itself is the OEM.
439	46	ANNEXURE-XII	to be submitted in original by both the OEM and the bidder on their letter head, duly signed & stamped by their authorized signatory	This should be in Bidder Letter Head. Please Amend it to Bidder	Please be guided as per the RFP
440	27	DELIVERY & INSTALLATION	Bidder shall be responsible for delivery and installation of the complete solution (hardware & software both) ordered at both DC & DR site within 6 weeks from the date of Purchase order. Installation means mounting of Servers in Rack (If any) and "Power-On" all the hardware with all the	Please amend this clause: Bidder shall be responsible for delivery and installation of the complete solution (hardware & software both) ordered at both DC & DR site within 8 to 10 weeks from the date of Purchase order. Installation means mounting of Servers in Rack (If any) and "Power-On" all the hardware with all	Corrigendum 12

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			accessories provided with the hardware. The point of delivery/ destination will be as defined by the Bank in the purchase order. The date on which the complete system is installed will be taken as the date of installation. In case of part installation of the system, the date of last items installed will be taken as the date of installation.	the accessories provided with the hardware. The point of delivery/ destination will be as defined by the Bank in the purchase order. The date on which the complete system is installed will be taken as the date of installation. In case of part installation of the system, the date of last items installed will be taken as the date of installation.	
441	27	IMPLEMENTATION	Bidder shall be responsible for complete implementation, as per Scope of work & technical specification, of both the solutions at both DC & DR as well as test set up at DC within 1 months from the date of delivery or within 2 months from the date of Purchase Order, whichever is later.	Please amend this clause: Bidder shall be responsible for complete implementation, as per Scope of work & technical specification, of both the solutions at both DC & DR as well as test set up at DC within 3 months from the date of delivery or within 4 months from the date of Purchase Order, whichever is later.	Please be guided as per the RFP
442	26	PAYMENT	Payment* will be made as per the following schedule A-Hardware Cost B- Total Software Cost including all required licenses C-Implementation Cost including integration D-OTS Cost		Please be guided as per the RFP
			Deliverables	Eligible Amount	

SN	RFP Pg no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion / Remarks	Bank's Response
			Complete Installation of all the required hardware & delivery of all Software including Licenses (Complete BOM at DC & DRS) - 70% of (A+B)	(70% on appliances deliver and also define the scope of complete installation)	
			Sign Off of complete solution with all modules/functionalities - (20% of A+) + (20% of B) + (90% of C)	(30% of A+) + (20% of B) + (90% of C)	
			After three months of sign-off - 10% of (A+B+C) or immediately on submission of equivalent amount of BG	10% of (A+B+C) or immediately on submission of equivalent amount of BG	
			ATS/AMC - On Quarterly basis in arrears	in Advance	
			OTS (Onsite Technical Support) Cost - On Monthly basis in arrears	On Monthly basis in arrears	
			15.1 Penalty due to delay in Services		
			A-Total Hardware Cost B-Total Software Cost including all required licenses C-Implementation Cost including integration		
			Sr. No 1	Kindly Amend below clause:	
			Item Delivery of Complete Solution including hardware		
443	30	PENALTY CLAUSE			Please be guided as per the RFP

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			Expected Timeline Within 4 weeks from the date of Purchase Order	8 to 10 Weeks	
			Penalty 1% of (A+B) for every week delay	0.5	
			Max. Penalty 10% of (A+B)	Max 5% (A+B)	
			Threshold of delay 6 weeks from the date of PO		
			Sr. No 2		
			Item Complete Implementation		
			Expected Timeline Within one months from the delivery or within two months from the date of Purchase Order, whichever is later.		
			Penalty 1% of (A+B+C) for every week delay	0.5	
			Max. Penalty 10% of (A+B+C)	Max 5% (B+C)	
			Threshold of delay three months from the date of PO		