

Responses to Queries received from Prospective Bidders on RFP for Selection of System Integrator for Supply, Installation and Maintenance of McAfee endpoint DLP solution with Facility Management Support

Last Date of Bid Submission is extended upto 27.04.2022

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
1	5.3	11	5.3. Geographical Spread	Our understanding is bank will provide tools to deploy 55k agents to all these locations Via DC in Mumbai. Pls Clarify	Agents shall be deployed through Bank's existing Endpoint Security solutions
2	5.3	11	Geographical Spread	We believe that the implementation will happen from a Central Site & there is no need to go to the Branches and other locations. Please clarify.	Please be guided by the RFP.

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
3	7.5 Eligibility Criteria	13	Bidder should have experience of minimum 3 year in providing support or service desk support to similar kind of project (endpoint DLP deployment) as System Integrator for large deployment i.e., more than 18,000 endpoints during last 5 financial years (i.e., 2016-17, 2017-18, 2018-19, 2019-20, and 2020-21) from the date of issuance of the RFP. (Supporting document - Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter and Certificate/proof of completion of the work.	We would be able to provide PO for ref.. Signoff/Completion certificate is not possible as projects are quite old. Request to Read Clause as below: "Bidder should have experience of minimum 3 year in providing support or service desk support to similar kind of project (endpoint DLP deployment) as System Integrator for large deployment i.e., more than 18,000 endpoints during last 5 financial years (i.e., 2016-17, 2017-18, 2018-19, 2019-20, and 2020-21) from the date of issuance of the RFP. (Supporting document - Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter/Certificate/proof of completion of the work".	Clause no. 7.5 should be read as: "Bidder should have experience of minimum 2 years in providing support or service desk support to similar kind of project (endpoint DLP deployment) as System Integrator for large deployment i.e., more than 18,000 endpoints during last 5 financial years (i.e., 2016-17, 2017-18, 2018-19, 2019-20, and 2020-21) from the date of issuance of the RFP. (Supporting document - Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter and Certificate/proof of completion of the work."
4	7.7	13	The Bidder should have at least 10 engineers who are direct employees of the Bidder and who are having minimum 2 years of experience in configuring and maintaining DLP solution as on the date of issuance of this RFP. Bidder should have minimum 4 engineers having OEM certification on proposed solution. (Supporting document-undertaking to be submitted containing name, employee number, qualification, OEM Certification and experience (in years) in bidder's letter head).	Requesting you to allow the bidder to share the certification detail on winning the RFP & during a Kick Off Meeting	Clause no. 7.7 should be read as: "The Bidder should have at least 5 engineers who are direct employees of the Bidder and who are having minimum 2 years of experience in configuring and maintaining DLP solution as on the date of issuance of this RFP. Bidder should have minimum 2 engineers having OEM certification on proposed solution. (Supporting document- undertaking to be submitted containing name, employee number, qualification, OEM Certification and experience (in years) in bidder's letter head)."

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
5	7.7 Eligibility Criteria	14	. The Bidder should have at least 10 engineers who are direct employees of the Bidder and who are having minimum 2 years of experience in configuring and maintaining DLP solution as on the date of issuance of this RFP. Bidder should have minimum 4 engineers having OEM certification on proposed solution. (Supporting document- undertaking to be submitted containing name, employee number, qualification, OEM Certification and experience (in years) in bidder's letter head).	Request to ask minimum years of experience of 1 year. Request to read clause as below: ". The Bidder should have at least 10 engineers who are direct employees of the Bidder and who are having minimum 1 year of experience in configuring and maintaining DLP solution as on the date of issuance of this RFP. Bidder should have minimum 4 engineers having OEM certification on proposed solution. (Supporting document- undertaking to be submitted containing name, employee number, qualification, OEM Certification and experience (in years) in bidder's letter head).	Clause no. 7.7 should be read as: "The Bidder should have at least 5 engineers who are direct employees of the Bidder and who are having minimum 2 years of experience in configuring and maintaining DLP solution as on the date of issuance of this RFP. Bidder should have minimum 2 engineers having OEM certification on proposed solution. (Supporting document- undertaking to be submitted containing name, employee number, qualification, OEM Certification and experience (in years) in bidder's letter head)."
6	Eligibility Criteria 7.7	14	7.7. The Bidder should have at least 10 engineers who are direct employees of the Bidder and who are having minimum 2 years of experience in configuring and maintaining DLP solution as on the date of issuance of this RFP. Bidder should have minimum 4 engineers having OEM certification on proposed solution. (Supporting document-undertaking to be submitted containing name, employee number, qualification, OEM Certification and experience (in years) in bidder's letter head).	Request you to remove the point due to which we are not eligible to participate in this RFP.	Clause no. 7.7 should be read as: "The Bidder should have at least 5 engineers who are direct employees of the Bidder and who are having minimum 2 years of experience in configuring and maintaining DLP solution as on the date of issuance of this RFP. Bidder should have minimum 2 engineers having OEM certification on proposed solution. (Supporting document- undertaking to be submitted containing name, employee number, qualification, OEM Certification and experience (in years) in bidder's letter head)."

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
7	8.5	15	Successful bidder's technical/implementation team will be onsite till installation & implementation are completed and project signoff is provided by the Bank. Project shall be supervised by the OEM i.e. McAfee and Signoff will be given upon successful implementation of the proposed solution according to Bank's requirements.	We believe that the implementation will happen from a Central Site & there is no need to go to the Branches and other locations. Please clarify.	Yes. Implementation is required to be carried out from central location
8	8.10	15	Changes shall be made in the existing infrastructure of the Bank only after obtaining necessary approval from the Bank	We believe that all the Hardware Infra including VM, OS, DB etc. will be provided by the Bank & the Bidder need to do only the configuration changes in the ePO/Central DLP Console. Please clarify.	Hardware infra, if any required will be provisioned by the Bank in its private cloud infrastructure. However, in such cases, the hardware specifications have to be recommended and validated by the OEM i.e., M/s McAfee prior to submission to the Bank
9	8.13	16	Service desk resources will be provided with VoIP numbers for troubleshooting/ complaint logging	Do we need to Provision for a Service Desk/Help Desk Resource apart from 2 onsite Resources? Do the Bank has a Central Call Logging Mechanism/Tool?	Please be guided by the RFP.
10	9.1	17	The successful bidder needs to coordinate with the respective branches/ Regional Office/ Zonal Office in respect of installation and operations of the solution under the scope of this RFP.	We are requesting the Bank to align a SPOC from the DC for the implemnetation purpose. It is very difficult to coordinate with the Branches & get the installation di=one as per the schedule.	SPOC details shall be informed to the successful bidder
11	9.11.5	17	Solution must be able to connect/ interface with solutions implemented in Bank's existing Cyber Security Operations Center (CSOC) viz. ArcSight for SIEM, Gemalto for MFA, ARCON for PIM, in-house NTP, Symantec Data Center Security etc, wherever/if required.	Since the Bank is using this solution for quite long time, Do this Connect/interface with solutions implemented in Bank's existing Cyber Security Operations Centernot present in the current deployment?	Yes. Details shall be shared with the successful bidder

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
12	9. General Scope	18	9.11.9 The Bidder is responsible to notify to the Bank about any updates, patches, signature updates and upgrades for the solution as and when released by the OEM. Bidder has to ensure installation of updates, patches, signatures, version upgrades and any other upgrades for the solution as and when released by McAfee during the contract period with no additional cost to the Bank. If the Bank suffers any kind of material/financial loss due to non-compliance of this clause, the successful bidder will be penalized @5 % of PO (Purchase Order) value for reputational/ material loss and equivalent amount in INR in case of financial loss.	<p>We propose to delete the reputational loss / financial loss and modify the clause as per the below clause :</p> <p>If the Bank suffers any kind of hindrance due to lack of upgradation Bank shall notify Bidder regarding it and require immediate support.</p>	Please be guided by the RFP.
13	9.11.8	18	9.11.8 The bidder is responsible for timely closure of observations related to internal audits, external and third-party audits, vulnerability assessment, Threat hunting exercise, etc.	<p>All these activities will be carried out by bank & the observations will be shared by bank to bidder for closure for in scope solution. Pls Clarify</p>	Audits - internal & external, Vulnerability Assessments Threat Hunting exercise etc. shall be conducted by the Bank. The successful bidder shall provide the required support to carry out the same and shall close the observations, if any pertaining to their solution.
14	9.11.12	18	The successful bidder should conduct, participate and provide necessary support for DC-DR Drill, during real disaster, Threat hunting exercise and any other exercise as desired by the Bank.	Request bank to elaborate more on the expectation on Threat Hunting exercise.	Audits - internal & external, Vulnerability Assessments Threat Hunting exercise etc. shall be conducted by the Bank. The successful bidder shall provide the required support to carry out the same and shall close the observations, if any pertaining to their solution.

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
15	10. Facility Management Support (Resources)	19	<p>A team of 2 members is to be set up at Central Location decided by the Bank, operating during Bank's basis.</p> <p>10.3 The helpdesk shall be made available on premise from 08:00 hours to 20:00 hours in staggered shifts on all working days of the Bank as well as beyond that or on holidays, whenever asked, at no additional cost to the Bank during the entire contract period.</p>	Request Bank to confirm the onsite Helpdesk resource requirement details to support the Service window of 08:00 hours to 20:00 hours as the same contradicting with the FMS resource support window. Also request to modify the commercial annexure accordingly.	Please be guided by the RFP.
16	10.13.5	21	The resource to be deployed should be on Vendors payroll except security testing wherein vendor may hire resources from third party. However, vendor will be responsible for governance and all actions of such third-party resources.	What kind of Security Testing is expected from the Bidder during the course of the contract	Clause 10.13.5 should be read as: "The resource to be deployed should be on Vendors payroll."
17	10. Facility Management Support (Resources)	23	10.13.25 Calculation Method 2: If a resource works more than 24 days in a month, say 26 days, these 2 days will not be included in calculating 96 man days. Resources should work on all the working days of the Bank. However, at the time of exigencies, if they are required to work on Saturdays / Sundays and/or other Bank holidays, payment will be made within overall limit of monthly remuneration.	Any additional mandays more than 24 days in a month then payment then payment need to be made on pro-rata basis. Request Bank confirmation on this.	Please be guided by the RFP.
18	10.13.25	23	Calculation Method 2: If a resource works more than 24 days in a month, say 26 days, these 2 days will not be included in calculating 96 man days. Resources should work on all the working days of the Bank. However, at the time of exigencies, if they are required to work on Saturdays / Sundays and/or other Bank holidays, payment will be made within overall limit of monthly remuneration.	Requesting Bank to consider the No of Total Shifts done by all the resources. While we will factor the Backup Resource, During an Emergency Situation some of the resource may have to do a double shift.	Please be guided by the RFP.

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
19	11.4.1	24	A. Initial training will be provided to 5 identified personnel from DIT by OEM including certification on the proposed solution. B. Follow up trainings will be provided to 5 identified personnel from DIT by Bidder/ OEM certified resource (L3) every year after initial training.	We Believe that the Training will be conducted at Mumbai Location for all the resources & it will be at the same time. Please clarify	Training shall be conducted at Mumbai location for all resources. For training time, please be guided by the RFP.
20	12 Project Implementation Plan	25	Bidder should adhere to the following timelines for completion of the scope of work. The DLP Solution (including design and framework, system architecture and design documents, SOPs, SLA / KPI measurement methodology etc.) should be completed as per project scope within overall period of 16 weeks in totality from the date of Purchase Order/acceptance of Purchase order. Order will be deemed accepted on 7th day of purchase order date, in case bidder does not convey formal acceptance to Bank.	Request bank to change this to "Bidder should adhere to the following timelines for completion of the scope of work. The DLP Solution (including design and framework, system architecture and design documents, SOPs, SLA / KPI measurement methodology etc.) should be completed as per project scope within overall period of 24 weeks in totality from the date of Purchase Order/acceptance of Purchase order. Order will be deemed accepted on 7th day of purchase order date, in case bidder does not convey formal acceptance to Bank."	Please be guided by the RFP.
21	12.2.	25	The Vendor should note that the Project implementation period for carrying out installation of DLP Solution across all locations is 16 weeks from the date of acceptance of purchase order/ work order.	Request bank to change this to "The Vendor should note that the Project implementation period for carrying out installation of DLP Solution across all locations is 24 weeks from the date of acceptance of purchase order/ work order."	Please be guided by the RFP.
22	14 Project Validity	27	The validity of this project including procurement of licenses, implementation and maintenance is for 5 years. Duration of validity of the project will be calculated starting from the date of obtaining sign-off from the Bank after successful deployment of licenses specified in this document to Bank's satisfaction and verification of the same by OEM.	Request Bank to consider the validity of the project will be calculated starting from the date of obtaining sign-off from the Bank after successful deployment of licenses of 95% of DLP Endpoints.	Please be guided by the RFP.

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
23	24	42	In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the procurement of this RFP or any part/ component thereof in India, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay.	We request for modification as product/solution is owned by the OEM: In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the procurement of this RFP or any part/ component thereof in India, the Supplier/OEM shall act expeditiously to extinguish such claim. If the Supplier/OEM fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier/OEM shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier/OEM of such claim, if it is made, without delay.	Please be guided by the RFP.
24	25.4 Sr No 1	43	Delivery of Licenses, signing of SLA and NDA, and obtaining installation sign off.	Requesting the Bank to change the clause to 'Delivery of Licenses, signing of SLA and NDA'	Please be guided by the RFP.
25	28 Annual Technical Support	46	The ATS charges per annum should be minimum 18% of the cost of software components.	We request bank to consider The ATS charges per annum should be minimum 12% of the cost of software components.	Please be guided by the RFP.
26	29 Warranty	46	29.1 The offer must include comprehensive on-site warranty of 3 years from the date of complete sign off by the bank official which will be given after go-live of the solution to the satisfaction of the Bank.	Request Bank to consider this clause as " The offer must include comprehensive on-site warranty of 3 years from the date of 95% of DLP Endpoints signoff."	Please be guided by the RFP.

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
27	31 Liquidated Damages (LD)	47	31.1 LD for delay in delivery/ installation/implementation/ deployment of licenses for each week of delay beyond the scheduled commencing date or part thereof will be a sum equivalent to 1% of order value or unperformed Services. In case of undue delay beyond a period of 15 days after attaining the maximum penalty of 10% of total project cost excluding FMS cost, Bank may consider termination of the contract or purchase order.	Request Bank to consider this clause as " LD for delay in delivery/ installation/implementation/ deployment of licenses for each week of delay beyond the scheduled commencing date or part thereof will be a sum equivalent to 0.5% of order value or unperformed Services. In case of undue delay beyond a period of 15 days after attaining the maximum penalty of 5% of total project cost excluding FMS cost, Bank may consider termination of the contract or purchase order."	Clause 31.1 should be read as " LD for delay in delivery/ installation/implementation/ deployment of licenses for each week of delay beyond the scheduled commencing date or part thereof will be a sum equivalent to 0.5% of order value or unperformed Services. In case of undue delay beyond a period of 15 days after attaining the maximum penalty of 5% of total project cost excluding FMS cost, Bank may consider termination of the contract or purchase order." Clause 31.2 should be read as " The overall LD during implementation will be to a maximum of 5% of the total cost of the project excluding FMS cost."
28	31.2	47	The overall LD during implementation will be to a maximum of 10% of the total cost of the project excluding FMS cost	We request to modify the clause: The overall LD during implementation will be to a maximum of 5% of the total cost of the project excluding FMS cost	Refer to sr. no. 27
29	36.3	55	Bidder shall indemnify and keep fully and effectively indemnified the Bank from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or his subcontractors or in respect of any other services rendered under this RFP.	We request for modification as product/solution is owned by the OEM: Bidder/OEM shall indemnify and keep fully and effectively indemnified the Bank from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or his subcontractors or in respect of any other services rendered under this RFP.	Please be guided by the RFP.

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
30	43 Contract Period	58	The successful bidder shall be required to enter into a contract with Bank within one month of the award of contract or within such extended period as may be specified by Bank. The contract period for this project is 5 years including 3 years warranty and 2 years ATS on software/ licenses post warranty. However, the contract period may be extended for additional 2 years at the same cost and terms & conditions on mutual consent of parties.	Request Bank to consider any extension of contract as mutually agreed basis only since the commercials will vary at that point of time.	Please be guided by the RFP.
31	46 Repeat Order	59	The Bank reserves the right to alter quantities and also to delete/add some items specified in this offer. The Bank may, at its discretion, place repeat orders based on the requirement of the Bank within 24 months from the date of Purchase Order to an extent of 25% of the order value. All such repeat orders will be based on the prices and terms & conditions as agreed upon for the main contract.	Request Bank to consider the price validity for repeat order as maximum 180 days from the price discovery date.	Please be guided by the RFP.
32	Annexure C- Eligibility Criteria , 5	66	Bidder should have experience of minimum 3 year in providing support or service desk support to similar kind of project (endpoint DLP deployment) as System Integrator for large deployment i.e., more than 18,000 endpoints during last 5 financial years (i.e., 2016-17, 2017-18, 2018-19, 2019-20, and 2020-21) from the date of issuance of the RFP.	Request Bank to consider this clause as " Bidder should have experience of minimum 2 year in providing support or service desk support to similar kind of project (endpoint DLP deployment) as System Integrator for large deployment i.e., more than 18,000 endpoints (Cumulative from 2-3 Projects) during last 5 financial years (i.e., 2016-17, 2017-18, 2018-19, 2019-20, and 2020-21) from the date of issuance of the RFP."	Point no. 5 of Annexure C - Eligibility Criteria should be read as: "Bidder should have experience of minimum 2 years in providing support or service desk support to similar kind of project (endpoint DLP deployment) as System Integrator for large deployment i.e., more than 18,000 endpoints during last 5 financial years (i.e., 2016-17, 2017-18, 2018-19, 2019-20, and 2020-21) from the date of issuance of the RFP."

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
33	57 Annexure D - Functional Requirement ; S.no: 1.4	68	The Monitoring and Discovery capabilities should be a dedicated solution preferably with internal or external storage capabilities.	For sizing the data discovery, we need to understand the file system and amount of data. We would need the below repository type and no of servers. Please share the below details to size for DLP data discovery (Please mention based on DC & DR): <ul style="list-style-type: none"> • File Server (CIFS) • SharePoint • Databases • Others if any 	Details are as under: Fileservers: 2 TB Databases: 195 instances (Infra resources, if any required will be provisioned by the Bank in its private cloud infrastructure).
34	57 Annexure D - Functional Requirement ; S.no: 1.6	68	Solution should be capable for SMTP integration (Integration with Exchange server to inspect the mail traffic)	This use case can be achieved by NDLP. If bank is looking for this use case from day one, we would need the below details to size the infra: For Email DLP appliances sizing (In case of on-prem email solution): <ul style="list-style-type: none"> • Peak Emails/Second • Avg Email Size (KB) • No of email Gateways in the network (Please mention based on DC & DR) • E-mail solution details 	Details will be shared with the successful Bidder
35	57 Annexure D - Functional Requirement ; S.no: 1.7	68	The DLP solution should integrate with network using a SPAN or tap port to perform real-time scanning and analysis of network traffic in monitoring.	This use case can be achieved by NDLP. If bank is looking for this use case from day one, we would need the below details to size the infra: For Sizing the Monitor, <ul style="list-style-type: none"> • Throughput of the SPAN or TAP port (Please mention based on DC & DR) 	10 Gbps

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
36	57 Annexure D - Functional Requirement ; S.no: 1.8	68	The solution should be able to enforce policies to detect data leaks even through OCR technology in any commonly used file types e.g., JPEG, PDF, etc.	<p>This use case can be achieved by NDLP. If bank is looking for this use case from day one, we would need the below details to size the infra:</p> <p>For Web DLP appliances sizing:</p> <ul style="list-style-type: none"> •Peak Requests per Second & Average Request Size (KB) •No of proxy servers for ICAP integration to achieve web DLP •No of Proxy exits in the network (Please mention based on DC & DR) 	<p>Peak requests per second: 1500 Average Request size: 800 kb per request No of Proxy servers: 6 No. of Proxy exits: 5</p> <p>(Infra resources, if any required will be provisioned by the Bank in its private cloud infrastructure)</p>
37	57 Annexure D - Functional Requirement ; S.no: 1.4	68	The Monitoring and Discovery capabilities should be a dedicated solution preferably with internal or external storage capabilities.	<p>For sizing the data discovery, we need to understand the file system and amount of data. We would need the below repository type and no of servers. Please share the below details to size for DLP data discovery (Please mention based on DC & DR):</p> <ul style="list-style-type: none"> •File Server (CIFS) •SharePoint •Databases •Others if any 	<p>Details are as under: Fileserver: 2 TB Databases: 195 instances</p> <p>(Infra resources, if any required will be provisioned by the Bank in its private cloud infrastructure)</p>
38	57 Annexure D - Functional Requirement ; S.no: 1.6	68	Solution should be capable for SMTP integration (Integration with Exchange server to inspect the mail traffic)	<p>This use case can be achieved by NDLP. If bank is looking for this use case from day one, we would need the below details to size the infra:</p> <p>For Email DLP appliances sizing (In case of on-prem email solution):</p> <ul style="list-style-type: none"> •Peak Emails/Second •Avg Email Size (KB) •No of email Gateways in the network (Please mention based on DC & DR) • E-mail solution details 	<p>Details will be shared with the successful Bidder</p>

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
39	57 Annexure D - Functional Requirement ; S.no: 1.7	68	The DLP solution should integrate with network using a SPAN or tap port to perform real-time scanning and analysis of network traffic in monitoring.	This use case can be achieved by NDLP. If bank is looking for this use case from day one, we would need the below details to size the infra: For Sizing the Monitor, •Throughput of the SPAN or TAP port (Please mention based on DC & DR)	10 Gbps (Infra resources, if any required will be provisioned by the Bank in its private cloud infrastructure)
40	57 Annexure D - Functional Requirement ; S.no: 1.8	68	The solution should be able to enforce policies to detect data leaks even through OCR technology in any commonly used file types e.g., JPEG, PDF, etc.	This use case can be achieved by NDLP. If bank is looking for this use case from day one, we would need the below details to size the infra: For Web DLP appliances sizing: •Peak Requests per Second & Average Request Size (KB) •No of proxy servers for ICAP integration to achieve web DLP •No of Proxy exits in the network (Please mention based on DC & DR)	Peak requests per second: 1500 Average Request size: 800 kb per request No of Proxy servers: 6 No. of Proxy exits: 5 (Infra resources, if any required will be provisioned by the Bank in its private cloud infrastructure)
41	57 Annexure D - Functional Requirement ; S.no: 1.4	68	The Monitoring and Discovery capabilities should be a dedicated solution preferably with internal or external storage capabilities.	For sizing the data discovery, we need to understand the file system and amount of data. We would need the below repository type and no of servers. Please share the below details to size for DLP data discovery (Please mention based on DC & DR): •File Server (CIFS) •SharePoint •Databases •Others if any	Details are as under: Fileserver: 2 TB Databases: 195 instances (Infra resources, if any required will be provisioned by the Bank in its private cloud infrastructure)

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
42	57 Annexure D - Functional Requirement ; S.no: 1.6	68	Solution should be capable for SMTP integration (Integration with Exchange server to inspect the mail traffic)	<p>This use case can be achieved by NDLP. If bank is looking for this use case from day one, we would need the below details to size the infra: For Email DLP appliances sizing (In case of on-prem email solution):</p> <ul style="list-style-type: none"> •Peak Emails/Second •Avg Email Size (KB) •No of email Gateways in the network (Please mention based on DC & DR) • E-mail solution details 	Details will be shared with the successful Bidder
43	57 Annexure D - Functional Requirement ; S.no: 1.7	68	The DLP solution should integrate with network using a SPAN or tap port to perform real-time scanning and analysis of network traffic in monitoring.	<p>This use case can be achieved by NDLP. If bank is looking for this use case from day one, we would need the below details to size the infra: For Sizing the Monitor,</p> <ul style="list-style-type: none"> •Throughput of the SPAN or TAP port (Please mention based on DC & DR) 	<p>10 Gbps</p> <p>(Infra resources, if any required will be provisioned by the Bank in its private cloud infrastructure)</p>
44	57 Annexure D - Functional Requirement ; S.no: 1.8	68	The solution should be able to enforce policies to detect data leaks even through OCR technology in any commonly used file types e.g., JPEG, PDF, etc.	<p>This use case can be achieved by NDLP. If bank is looking for this use case from day one, we would need the below details to size the infra: For Web DLP appliances sizing:</p> <ul style="list-style-type: none"> •Peak Requests per Second & Average Request Size (KB) •No of proxy servers for ICAP integration to achieve web DLP •No of Proxy exits in the network (Please mention based on DC & DR) 	<p>Peak requests per second: 1500</p> <p>Average Request size: 800 kb per request</p> <p>No of Proxy servers: 6</p> <p>No. of Proxy exits: 5</p> <p>(Infra resources, if any required will be provisioned by the Bank in its private cloud infrastructure)</p>

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
45	Annexure F - Un-priced Commercial Bid	74	11. The resource including CPU utilization of any server/ appliance should not go beyond 70%. If the same crosses the threshold of 70% 5 times in a day or 10 times in a week, bidder should fine tune the application or replace the hardware to ensure the utilization within the aforesaid threshold without any additional cost to the bank. However, Hardware will be provided by Bank.	Request bank to remove this clause as Hardware will not be supplied by bidder.	Please be guided by the RFP.
46	12	84	This Agreement shall commence from the Effective Date of this Agreement and shall be valid for 2 years beyond contract period of 5 years. Confidentiality obligations under this Agreement shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain, without breach of the agreement. Either Party may terminate this Agreement for breach, if the defaulting Party fails to rectify the breach within the one month notice period issued by the non-defaulting Party. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.	We request to modify the clause: This Agreement shall commence from the Effective Date of this Agreement and shall be valid for 2 years. The Confidentiality obligations hereunder shall expire at the end of 3 years from the date of expiry of the Agreement or the date of disclosure of the Confidential Information, whichever is later. Either Party may terminate this Agreement for breach, if the defaulting Party fails to rectify the breach within the one month notice period issued by the non-defaulting Party. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.	Please be guided by the RFP.

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response
47	General	NA	Additional query	Our understanding is that License can be Perpetual/Subscription based. Pls Clarify. Also confirm , all required hardware and Data base/Operating System License will be provided by UBI as part of this RFP.	Hardware infra, if any required will be provisioned by the Bank in its private cloud infrastructure. However, in such cases, the hardware specifications have to be recommended and validated by the OEM i.e., M/s McAfee prior to submission to the Bank