

Sl. No.	Bidder's name	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	M/s Dimension Data	9	7. Existing Infrastructure:	7.1. connect its Data Centre - Bengaluru (DC), Disaster Recovery Center-Mumbai (DRC), domestic & foreign Branches/Offices and all other business units. Presently Bank has around 6200 Branches and 10000 + ATMs across India.	Is 10000 nos of ATMs are also under implementaiton scope	ATMs are not part of this scope.
2	M/s Dimension Data	10	9. Scope of Work:	9.1. The broad scope of this RFP is for: 9.1.1. Renewal of existing 42,500 Symantec Protection Enterprise Suit Licenses for a further period of 5 years from December, 2017.	Is 42500 end ponts is part of 6200 branches and is there any additional endpoints to be covered under this rfp	Any additional licenses will be procured from the successful bidder, as per the rate contract entered into by them, as mentioned in the RFP, during the contract period, as and when required.
3	M/s Frontier Business Systems	10	9. Scope of Work:	9.1. The broad scope of this RFP is for: 9.1.2. Revamping of existing Centralized Symantec Antivirus Architecture by replacement of existing hardware with higher capacity ones to cater to the present as well as future requirements of Bank, with Warranty Support for minimum 3 years and AMC Support for minimum 2 years thereafter. The architecture and configurations shall be drawn in such a way that the entire solution is sizable to cater at least One Lakh concurrent Endpoints	Why the bank is not considering solution which can Work on existing Hardware and provide better prevention technology, the cost of maintaning is higher then licenses	Bidder has to comly with RFP terms.
4	M/s Frontier Business Systems	10	9. Scope of Work:	9.2. Scope of Symantec Protection Enterprise Suite Solution: 9.2.3. The solution should take care of the updation of Antivirus on all Endpoints in the branches / offices of the Bank, connected over the Enterprise WAN, by utilizing the least possible bandwidth.	There are Advance endpoint solution which does not require constant update and works in a preventive manner, on techniques and Machine Learning, providing better protection on endpoint	Bidder has to comply with RFP Terms.



5	M/s Value point Techsol Pvt. Ltd.	11	9. Scope of Work:	<p>9.2. Scope of Symantec Protection Enterprise Suite Solution:</p> <p>9.2.6. The Bidder has to ensure regular backups of all Central Antivirus Servers. The Bidder shall provide all the required hardware, software, etc. for facilitating the backup. The vendor shall comply with the Bank's backup policy including periodic checking on readability of the Backup media.</p>	Please share information of the existing back up solution	HP Data Protector Express Basic 5.0
6	M/s Value point Techsol Pvt. Ltd.	11	9. Scope of Work:	<p>9.2. Scope of Symantec Protection Enterprise Suite Solution:</p> <p>9.2.10. The Solution should ensure effective utilization of bandwidth (both branch-end as well as DC / DR) while pushing daily update definitions, without hampering the normal banking operations of the branches / offices.</p>	Please specify the Bandwidth details between the branches and DC & DR.	Minimum Bandwidth will be 256 Kbps, depending upon the connectivity types at the Branch Locations.
7	M/s Dimension Data	11	9. Scope of Work:	<p>9.2. Scope of Symantec Protection Enterprise Suite Solution:</p> <p>9.2.9. The Bidder has to ensure that the Antivirus Solution is able to install its agents and send updates / patches and receive status on the available bandwidth during office hours without affecting the normal banking operations of the branches / offices.</p>	How many ISP links are terminated at each branch and What is the Band width available in each link	Nil
8	M/s Frontier Business Systems	11	9. Scope of Work:	<p>9.2. Scope of Symantec Protection Enterprise Suite Solution:</p> <p>9.2.6. The Bidder has to ensure regular backups of all Central Antivirus Servers. The Bidder shall provide all the required hardware, software, etc. for facilitating the backup. The vendor shall comply with the Bank's backup policy including periodic checking on readability of the Backup media.</p>	As the Current solution requires much more resources and more Servers, the Cost of Backup withing 5 year will be higher, and a Low update Solution can reduce no. of. Servers and reduce Bcakup cost	We refer to the necessary Hardware (Tapedrives) & Software required for taking and preserving the backups in a removable media.



9	M/s Frontier Business Systems	11	9. Scope of Work:	<p>9.2. Scope of Symantec Protection Enterprise Suite Solution:</p> <p>9.2.7. The Bidder shall be responsible to manage and support the implementation of patches, updates and upgrades of the Symantec Endpoint Antivirus Solution across all branches / offices of the Bank.</p>	the bank will be at Risk till updates and patches are not applied, dependencies on these increase Bandwidth cost and lower compliance ratio, Many Advance solutions does not require update or dependency for OS or AV patches	Bidder has to comply with RFP Terms.
10	M/s Frontier Business Systems	11	9. Scope of Work:	<p>9.2. Scope of Symantec Protection Enterprise Suite Solution:</p> <p>9.2.8. The Bidder should ensure that the ATP Appliances are running with the latest stable versions from the OEM. Any new version released shall be deployed to all ATP Appliances after taking necessary approvals form the Bank.</p>	Advance endpoint solutions does not require Multiple ATP appliance in network as they are working on Machine learning and techniques, Adding ATP for Endpoint increases cost and risk af data scanning, if ATP Appliances are not communicating will increase risk of system getting infected.	Bidder has to comply with RFP Terms.
11	M/s Frontier Business Systems	11	9. Scope of Work:	<p>9.2. Scope of Symantec Protection Enterprise Suite Solution:</p> <p>9.2.9. The Bidder has to ensure that the Antivirus Solution is able to install its agents and send updates / patches and receive status on the available bandwidth during office hours without affecting the normal banking operations of the branches / offices.</p>	Advance endpoint solution does not require updates and Patches and can provide Preventive protection, why the Bank not considering Solution to reduce cost on updates, Patches and Bandwidht	Bidder has to comply with RFP Terms.
12	M/s Frontier Business Systems	11	9. Scope of Work:	<p>9.2. Scope of Symantec Protection Enterprise Suite Solution:</p> <p>9.2.13. The Bidder shall monitor the status of all GUPs (Group Update Provider PCs) online and shall coordinate with Circle - TM Sections for the rectification of any issues related to GUPs. The Bidder shall ensure proper health of the GUPs and its updation status. The Bidder shall also provide a daily report on the status of all GUPs.</p>	the Advance endpoint solutions does not require any constant update, reduces cost and servers to be maintained for updates, why bank is not considering to reduce GUP server and provide comprehensive solution on endpoint with reduced dependency on updates and patches	Bidder has to comply with RFP Terms.



13	M/s Value point Techsol Pvt. Ltd.	12	9. Scope of Work:	<p>9.2. Scope of Symantec Protection Enterprise Suite Solution:</p> <p>9.2.22. The Bidder shall ensure proper support including Warranty, AMC and ATS for all hardware, software and licenses with regard to the Symantec Protection Enterprise Suite Solution, supplied / renewed as part of this RFP, during the period of contract. Warranty Support shall be for minimum 3 years and AMC Support for minimum 2 years thereafter.</p>	Please provide the warranty details of the existing infrastructure	Details will be shared with the selected bidder.
14	M/s Frontier Business Systems	12	9. Scope of Work:	<p>9.2. Scope of Symantec Protection Enterprise Suite Solution:</p> <p>9.2.17. The Antivirus Solution should be capable of identifying Endpoints not updated with latest Antivirus definitions and should have the capability to isolate non-updated Endpoints from the network.</p>	The regorious process of managing and updating endpoints cannot ensure complete protection, why bank is not considering advance endpoint solution which work independently and does not require updates or patches to be secured.	Bidder has to comply with RFP Terms.
15	M/s Frontier Business Systems	12	9. Scope of Work:	<p>9.3. Scope of Symantec Advanced Threat Protection Solution for Endpoints:</p> <p>9.3.4. The Bidder shall be responsible for integrating the proposed ATP Solution with the existing Antivirus Setup of the Bank, ensuring proper communication, log movements and remediation.</p>	Advance Endpoint solution can co-exist with existing AV, and can provide better protection than Stmantec ATP, Why Bank is not considering Better preventive solutions,	Bidder has to comply with RFP Terms.
16	M/s Frontier Business Systems	13	9. Scope of Work:	<p>9.3. Scope of Symantec Advanced Threat Protection Solution for Endpoints:</p> <p>9.3.11. The Bidder should ensure that the ATP Appliances are running with the latest stable versions from the OEM. Any new version released shall be deployed to all ATP Appliances after taking necessary approvals form the Bank.</p>	There are advance endpoint solution which does not require ATP appliance for protecting Endpoints and can Prevent threat on the system itself, considering this solution can reduce cost to bank emmensely and Hardware dependency for ATP appliance.	Bidder has to comply with RFP Terms.



17	M/s Dimension Data	15	9. Scope of Work:	<p>9.4. Scope of Onsite Support For Symantec Protection Enterprise Suite Antivirus Solution & Symantec Advanced Threat Protection Solution</p> <p>9.4.20. The Bidder shall depute two dedicated resources from 8:00 AM to 8:00 PM, Monday to Friday and 8:00 AM to 8:00 PM on 1st & 3rd Saturdays, in two shifts, at the Bank's IT Headquarters at Bangalore for managing the Symantec Endpoint Protection Antivirus Solution of the Bank.</p>	<p>What is the arrangement for help desk support (Ticketing system)</p> <p>Dimension data can offer off-site ticketing system from our Centralised GDC</p>	It is not a part of this RFP Scope. Bidder has to comply with RFP Terms.
18	M/s Dimension Data	15	9. Scope of Work:	<p>9.4. Scope of Onsite Support For Symantec Protection Enterprise Suite Antivirus Solution & Symantec Advanced Threat Protection Solution</p> <p>9.4.21. Apart from the above resources, two dedicated onsite engineers shall be deputed at the Bank's IT Headquarters at Bangalore from 8:00 AM to 8:00 PM, Monday to Friday and 8:00 AM to 8:00 PM on 1st & 3rd Saturdays, in two shifts, for managing the Symantec Advanced Threat Protection Solution of the Bank.</p>	<p>What is the arrangement for help desk support (Ticketing system)</p> <p>Dimension data can offer off site ticketing system from our Centralised GDC</p>	It is not a part of this RFP Scope.
19	M/s HCL Services Limited	18	9: Scope of Work:	<p>9.10. License Deliverables for Symantec Protection Enterprise Suite Antivirus Solution & Symantec Advanced Threat Protection Solution:</p> <p>9.10.6. Successful Bidder shall arrange through Symantec, a Training Program on the Technology Aspects, Latest Technology Advancements and Troubleshooting with respect to Symantec Protection Enterprise Suite & Advanced Threat Protection Solution at least once in a year, for the Bank's Technical Team. The faculty shall be a Certified Trainer from Symantec.</p>	<p>Request to amend this as ONE TIME Training for the technical team and sharing of white papers on latest technologies and threats every quarter</p>	Bidder has to comply with RFP Terms.



20	M/s Dimension Data	18	9: Scope of Work:	<p>9.10. License Deliverables for Symantec Protection Enterprise Suite Antivirus Solution & Symantec Advanced Threat Protection Solution:</p> <p>9.10.6. Successful Bidder shall arrange through Symantec, a Training Program on the Technology Aspects, Latest Technology Advancements and Troubleshooting with respect to Symantec Protection Enterprise Suite & Advanced Threat Protection Solution at least once in a year, for the Bank's Technical Team. The faculty shall be a Certified Trainer from Symantec.</p>	<p>a. Which location is the training required</p> <p>b. Request Bank to allow us to complete one time 3 days training in one consecutive stretch, beginning Monday through Wednesday at a single location, either at Bangalore or at Mumbai after the installation completion</p> <p>Yearly training from Symantec certified faculty may add additional cost on the bid commercials. In case bank agrees DD can provide Hands on training through our consultants for one or two days every year at one location</p>	Bangalore
21	M/s HCL Services Limited	18	9: Scope of Work:	<p>9.10. License Deliverables for Symantec Protection Enterprise Suite Antivirus Solution & Symantec Advanced Threat Protection Solution:</p> <p>9.10.7. Successful Bidder shall arrange through Symantec, during the contract period, at least one health check / audit / troubleshooting / expert support per year for the Symantec Protection Enterprise Suite & Advanced Threat Protection Solution, without any additional cost to Bank. Any suggested changes shall be implemented by the successful bidder.</p>	Suggested changes should be only with respect to ATP and any technological changes or new threat challenges other than above, where OEM's charge same charges would be applicable	It applies to both Symantec Protection Enterprise Suite Endpoint Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints without any additional cost to the Bank.
22	M/s HCL Services Limited	18	9: Scope of Work:	<p>9.11. Qualification & Experience of Personnel Deputed for Onsite Support:</p>	<p>Implementation part would involve challenges where-in 4 dedicated resources for overseeing the same will be deployed. Post Implementation with requisite experience and learning two resources would be sufficient for maintenance activities. Also, experience of Engineers deployed may please be changed to 3 and 1 years for MAIN and S/by respectively</p>	Bidder has to comply with RFP Terms.



23	M/s HCL Services Limited	24	16. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:	16.2. InCase the EMD is submitted in the form of Bank Guarantee the same should be valid for the minimum period of 6 months with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Appendix-D.	Bank to accept the EMD BG from HCL 's authorized partner Request to confirm when the EMD of qualified bidder will be returned	Bidder has to comply with RFP Terms.
24	M/s Value point Techsol Pvt. Ltd.	31	38. Government of India Guidelines On Purchase Preference:	38.1.5. MSEs are also exempted from paying Application fee/cost & EMD.	Please confirm the exemption of application fee/cost	Bidder has to comply with RFP Terms.
25	M/s HCL Services Limited	32	40. Project Execution:	40.1. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.	We request bank to share the Agreement draft to have the internal vetting	Bidder has to comply with RFP Terms.
26	M/s HCL Services Limited	32	41. Security Deposit / Performance Bank Guarantee:	41.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 10% of total value of the contract within 15 days from the date of acceptance of the Order.	HCL Infosystems Ltd shall provide corporate Guarantee Or bank to accept the PBG directly from HCL 's authorized partner We request to amend the PBG to 10% of the 3 years Warranty value	Bidder has to comply with RFP Terms.



27	M/s HCL Services Limited	32	41. Security Deposit / Performance Bank Guarantee:	41.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the value of the order (Exclusive of Taxes) will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (Plus GST) of the total order value(Exclusive of Taxes).	We request to remove this clause	Bidder has to comply with RFP Terms.
28	M/s HCL Services Limited	33	43. Delivery, Installation, Integration and Commissioning:	43.3. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty/AMC (if contracted) should be applicable to the altered locations also.	In case of any change in delivery location Bank should pay the extra charges occurring due to the delivery of the hardwares/software.	Bidder has to comply with RFP Terms.



29	M/s HCL Services Limited	33	43. Delivery, Installation, Integration and Commissioning:	<p>43.1. Bank shall provide the address and contact details for delivery of Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints while placing the order. Delivery of all hardware, Software and Other Items should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.</p> <p>43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.</p>	<p>Delivery period for hardware would be usually 4- 6 weeks.</p> <p>Request Installation period for ATP Appliance should be a total of 4 weeks considering the hardware/software and database involved for stabilization</p> <p>Request Installation period for AV should be at least 18 weeks considering: -</p> <p>(a) All endpoints to be brought up to new version (b) Bandwidth of network to be considered and file size that needs to be pushed is almost 100 MB (c) Also, number of Endpoints and branches in remote would be a challenge.</p> <p>Above may please be considered.</p>	<p>43.1. Bidder has to comply with RFP Terms.</p> <p>RFP Clause is modified as under:</p> <p>"43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 1 month from the date of delivery of all the materials for each ordered locations."</p>
30	M/s Value point Techsol Pvt. Ltd.	33	43. Delivery, Installation, Integration and Commissioning:	<p>43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.</p>	<p>Please share information of the existing SEPM version and this is assumed as ATP implementation only.</p>	<p>Existing SEPM version is SEPM 14.0.2.</p>



31	M/s Dimension Data	33	43. Delivery, Installation, Integration and Commissioning:	43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	Pls extend the same to 2 months including both locations Deployment of ATP solution at DC and DR requires one month of effort in each location including OEM support if required. Following are the sequence of activities at one location 1. Project Kick-off - 1 Day 2. BOQ verification - 2 Days 3. Work shop with client to discuss the solution for implementation - 1 Day 4. Configuration template preparation - 5 Days 5. Off line configuration of the devices - 10 days 6. OEM / Tac support - 3 Days 6. Testing and troubleshooting - 3 Days 7. Final configuration - 6 days	RFP Clause is modified as under: "43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 1 month from the date of delivery of all the materials for each ordered locations."
32	M/s HCL Services Limited	33	43. Delivery, Installation, Integration and Commissioning:	43.6. Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.	Acceptance of the bank should come within 7 days.	Bidder has to comply with RFP Terms.
33	M/s HCL Services Limited	34	45. Pre-Dispatch Inspection (PDI):	Whole clause	We request to remove this clause	Bidder has to comply with RFP Terms.
34	M/s HCL Services Limited	34	46. Uptime:	46.1. The bidder shall guarantee a 24x7 availability with monthly uptime of 99.90% for the solution as specified in Annexure-10, during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis.	We request to change to "The bidder shall guarantee a 24 x 7 availability with <u>Quarterly</u> uptime of 99.9%	Bidder has to comply with RFP Terms.



35	M/s HCL Services Limited	34	44. Acceptance:	44.1. Bank will evaluate the offered Solution implemented by the bidder, if during the implementation period, the Solution experiences no failures and functions according to the requirements of the RFP, as determined by the Bank; the Solution shall be considered accepted by the Bank and the project will be considered deemed signed-off.	The evaluation by the bank should be done within 7 working days.	Bidder has to comply with RFP Terms.
36	M/s HCL Services Limited	35	47. Penalties/Liquidated Damages:	47.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software: 47.1.3. However, the total Penalty/LD to be recovered under above clauses 47.1.1, and 47.1.2 shall be restricted to 10%(Plus GST) of the total value of the order(exclusive of Taxes).	We request to amend the clause as 0.5% of the undelivered /uninstalled portion per week to maximum of 5%	Bidder has to comply with RFP Terms.
37	M/s HCL Services Limited	35	50. Penalties/Liquidated Damages:	50.3. Penalties/Liquidated damages for not maintaining uptime : 47.3.1. Level of availability calculated on monthly basis Penalty amount 99.90% to 100% No Penalty would be deducted 98.90% to < 99.90% 0.10% (Plus GST) on total order value for every hour or part thereof. 97.90% to 98.90% 0.20% (Plus GST) on total order value for every hour or part thereof. 96.90% to 97.90% 0.30% (Plus GST) on total order value for every hour or part thereof. 95.00% to 96.90% 0.50% (Plus GST) on total order value for every hour or part thereof. <95.00% 1.00% (Plus GST) on total order value for every hour or part thereof. 47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 50%(Plus GST) of AMC amount payable(exclusive of Taxes) for oneYear.	These are stringent. We request to amend the Penalty to 0.1% of the down item per week to max of 5% of the Yearly AMC value	Bidder has to comply with RFP Terms.



38	M/s HCL Services Limited	35	47. Penalties/Liquidated Damages:	<p>47.2. Penalties/Liquidated damages for onsite resources:</p> <p>In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the Resident resource charges payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 50% of the total charges payable for Resident Resource charges for that quarter.</p>	This clause to be removed	Bidder has to comply with RFP Terms.
39	M/s Dimension Data	35	47. Penalties/Liquidated Damages:	<p>47.2. Penalties/Liquidated damages for onsite resources:</p> <p>In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the Resident resource charges payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 50% of the total charges payable for Resident Resource charges for that quarter.</p>	Please cap this 10% of the total charges payable for the resident resource per quarter	Bidder has to comply with RFP Terms.



40	M/s Dimension Data	35	47. Penalties/Liquidated Damages:	<p>47.3. Penalties/Liquidated damages for not maintaining uptime :</p> <p>47.3.1. Level of availability calculated on monthly basis Penalty amount</p> <p>99.90% to 100% No Penalty would be deducted</p> <p>98.90% to < 99.90% 0.10% (Plus GST) on total order value for every hour or part thereof.</p> <p>97.90% to 98.90% 0.20% (Plus GST) on total order value for every hour or part thereof.</p> <p>96.90% to 97.90% 0.30% (Plus GST) on total order value for every hour or part thereof.</p> <p>95.00% to 96.90% 0.50% (Plus GST) on total order value for every hour or part thereof.</p> <p><95.00% 1.00% (Plus GST) on total order value for every hour or part thereof.</p> <p>47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 50%(Plus GST) of AMC amount payable(exclusive of Taxes) for oneYear.</p>	Please cap this to 10% of the AMC amount payable for one year	Bidder has to comply with RFP Terms.								
41	M/s Dimension Data	36	47. Penalties/Liquidated Damages:	47.3.2. The maximum penalty levied as per above clause (47.3.1) shall not be more than the 50%(Plus GST) of AMC amount payable(exclusive of Taxes) for oneYear.	Request bank to cap the uptime penalty to 5%	Bidder has to comply with RFP Terms.								
42	M/s HCL Services Limited	37	49. Payment Terms:	<table border="0"> <thead> <tr> <th>Payment Stages</th> <th>Percentage of Payment</th> </tr> </thead> <tbody> <tr> <td>Delivery of Hardware/Appliance and Software</td> <td>60%</td> </tr> <tr> <td>Installation, configuration & commissioning of Hardware/Appliance and Software</td> <td>30%</td> </tr> <tr> <td>Warranty</td> <td>10%</td> </tr> </tbody> </table>	Payment Stages	Percentage of Payment	Delivery of Hardware/Appliance and Software	60%	Installation, configuration & commissioning of Hardware/Appliance and Software	30%	Warranty	10%	We request to amend the payment terms as below "100% license value will be within 15 days of delivery of licenses" "100% installation will be within 15 days of installation completion"	Bidder has to comply with RFP Terms.
Payment Stages	Percentage of Payment													
Delivery of Hardware/Appliance and Software	60%													
Installation, configuration & commissioning of Hardware/Appliance and Software	30%													
Warranty	10%													



43	M/s HCL Services Limited	37	49. Payment Terms: c. Warranty	10% of the total cost shall be paid only after completion of warranty period of 3 years or on submission of a bank guarantee for equivalent amount by the vendor after releasing 90% payment.	This is an additional PBG requirement .We request to remove this additional BG	Bidder has to comply with RFP Terms.
44	M/s HCL Services Limited	37	49. Payment Terms:	49.6. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.	GST clause is to be added as under Any statutory change in incidence of taxes or new taxes payable (if any) due to change in applicable taxation law (e.g. Goods & Services Tax (GST) shall be billed by HCL (Service Provider), and paid by the Customer. Further, the Customer shall pay for impact if any in costs due to restriction / inadmissibility of credits under GST, other taxation laws, rules, or due to a change in statutory responsibility to pay tax. The Customer shall not seek indemnity from HCL in case the Customer fails to avail tax credit where such failure is not attributable to HCL's default. Any incidence of entry tax, municipality or local body tax (collectively, a "LBT") shall be payable by the Customer.	Bidder has to comply with RFP Terms.
45	M/s HCL Services Limited	37	49. Payment Terms:	49.6. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.	Bank should not deduct TDS as per government of India Notification S.O 1323(E) dated 13th June 2012	Bidder has to comply with RFP Terms.



46	M/s Sisl Infotech	37	49. Payment Terms:	<table border="1"> <thead> <tr> <th>Payment Stages</th> <th>Percentage of Payment</th> </tr> </thead> <tbody> <tr> <td>Delivery of Hardware/Appliance and Software</td> <td>60%</td> </tr> <tr> <td>Installation, configuration & commissioning of Hardware/Appliance and Software</td> <td>30%</td> </tr> <tr> <td>Warranty</td> <td>10%</td> </tr> </tbody> </table>	Payment Stages	Percentage of Payment	Delivery of Hardware/Appliance and Software	60%	Installation, configuration & commissioning of Hardware/Appliance and Software	30%	Warranty	10%	Payment Terms a. Delivery of Hardware / Appliance and Software 80% b. Installation, Configuration and Commissioning of Hardware/Appliance and Software 10% c. Warranty 10%	Bidder has to comply with RFP Terms.
Payment Stages	Percentage of Payment													
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Installation, configuration & commissioning of Hardware/Appliance and Software	30%													
Warranty	10%													
47	M/s Dimension Data	37	49. Payment Terms:	<table border="1"> <thead> <tr> <th>Payment Stages</th> <th>Percentage of Payment</th> </tr> </thead> <tbody> <tr> <td>Delivery of Hardware/Appliance and Software</td> <td>60%</td> </tr> <tr> <td>Installation, configuration & commissioning of Hardware/Appliance and Software</td> <td>30%</td> </tr> <tr> <td>Warranty</td> <td>10%</td> </tr> </tbody> </table>	Payment Stages	Percentage of Payment	Delivery of Hardware/Appliance and Software	60%	Installation, configuration & commissioning of Hardware/Appliance and Software	30%	Warranty	10%	Please amend this as follows: 70% on delivery of hardware and software, 20% after successful installation and commissioning balace 10% on completion of warranty or submission of an additional BG for that value	Bidder has to comply with RFP Terms.
Payment Stages	Percentage of Payment													
Delivery of Hardware/Appliance and Software	60%													
Installation, configuration & commissioning of Hardware/Appliance and Software	30%													
Warranty	10%													



48	M/s Sify technologies	37	43. Delivery, Installation, Integration and Commissioning:	43.1. Bank shall provide the address and contact details for delivery of Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints while placing the order. Delivery of all hardware, Software and Other Items should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Request Delivery of all hardware, Software and Other Items should be within 8 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 12 Weeks	Bidder has to comply with RFP Terms.
49	M/s HCL Services Limited	38	49. Payment Terms: c. Warranty	49.6. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.	We request Bank ,not to deduct TDS. We shall provide the necessary documents	Bidder has to comply with RFP Terms.



50	M/s HCL Services Limited	38	50. Order Cancellation/Termination of Contract:	50.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	We request to remove the below lines "Such Additional expenditure shall be incurred by the bank within reasonable limits and comparable price prevailing in the market"	Bidder has to comply with RFP Terms.
51	M/s HCL Services Limited	38	51. Local Support:	51.7. Response Time and Meantime to Restore [MTTR] 51.7.1. Response Time and Meantime to Restore [MTTR] 51.7.2. Response Time shall be 1 hours and MTTR shall be 2 hours. Time specified above is from lodging of complaint.	Response time can be 1 hour but request for MTTR which should be on Case to Case basis wherein max can be 48 hours for resolution and restoration.	Bidder has to comply with RFP Terms.
52	M/s Dimension Data	38	51. Local Support:	51.7. Response Time and Meantime to Restore [MTTR] 51.7.1. Response Time and Meantime to Restore [MTTR] 51.7.2. Response Time shall be 1 hours and MTTR shall be 2 hours. Time specified above is from lodging of complaint.	Request Bank to extend MTTR to 4 hrs <ul style="list-style-type: none"> ▫ 15 mins to acknowledge the ticket ▫ 30 mins to assigning an engineer to ticket ▫ 30 to 45 mins to analyzing and diagnose the issue. ▫ Another 60 minutes required for troubling shooting if the issue is local ▫ Another 90 minutes required if the issue requires OEM TAC support ▫ And 30 minutes to test, take confirmation and close the call 	Bidder has to comply with RFP Terms.



53	M/s HCL Services Limited	39	54. Annual Maintenance Contract(AMC)/Annual Technical Support(ATS):	54.4. The Bank will pay AMC charges for Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints (including OS) and Other Items after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.	AMC payment are not mentioned We request to amend the RFP adding the AMC payment terms of Yearly advance without PBG	Bidder has to comply with RFP Terms.
54	M/s Value point Techsol Pvt. Ltd.	40	54. Annual Maintenance Contract(AMC)/Annual Technical Support(ATS):	54.4. The Bank will pay AMC charges for Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints (including OS) and Other Items after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.	Request bank to change the clause to - AMC charges should be paid in advance and onsite engineer charges can be paid in quarterly arrears.	Bidder has to comply with RFP Terms.
55	M/s Dimension Data	41	59. Intellectual Property Rights:	Whole clause	Bidder is not the OEM / 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 the Bank that it gets from the OEM.	Bidder has to comply with RFP Terms.
56	M/s HCL Services Limited	42	61. Indemnity:	61.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	Bidder's aggregate liability shall be subject to 10% of the total cost of the project.	Bidder has to comply with RFP Terms.



57	M/s HCL Services Limited	42	61. Indemnity:	61.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	<p>Limitation of Liability</p> <p>Notwithstanding anything to the contrary contained in the contract, Bidder's aggregate liability arising out of or in connection with the contract, whether based on contract, tort, statutory warranty or otherwise, shall be limited to the amount actually paid by the Customer to the Bidder in respect of the Equipment / Software / Services that are subject matter of a claim subject to a maximum of a ten per cent of the contract value. The Bidder shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use, data, profits, income, business, anticipated savings or reputation.</p>	Bidder has to comply with RFP Terms.
58	M/s Dimension Data	42	61. Indemnity:	Whole clause	<p>The indemnity stated in the RFP is very wide thereby we request Bank that indemnity be restricted to third party claim(s) 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.</p>	Bidder has to comply with RFP Terms.
59	M/s Dimension Data	42	61. Indemnity:	61.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	<p>To make the contract feasible and commercially viable;</p> <p>The maximum aggregate liability of each party under this Contract for any claim or series of claims regardless of the form of claim, damage and legal theory shall not exceed the Annual Contract Value.</p> <p>Neither party shall be liable for any indirect, special, punitive, exemplary, speculative or consequential loss or damage.</p>	Bidder has to comply with RFP Terms.



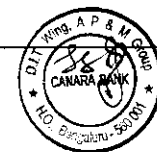
60	M/s HCL Services Limited	45	74. Force Majeure:	Additional clauses	<p>Force majeure The Bidder shall have no liability for any failure to perform, or delay in performance of its obligations due to governmental decision, war (including acts of terrorism and warlike acts, even if no formal state of war has been declared), civil or military uprising, sabotage, fire, flood, droughts, monsoon, natural calamities, epidemics, quarantine restrictions, disturbance in supplies from normally reliable sources (including, but not limited to electricity, water, fuel and the like), strike and lockout or any other event which is beyond the control of the Bidder or its suppliers / subcontractor. The Bidder shall promptly notify the Purchaser of any delay caused by Force Majeure. If the delay resulting from Force Majeure exceeds two (2) months, either Party may cancel the unperformed part. Payment shall remain due for the performed part, and the Parties shall promptly settle their accounts accordingly.</p>	Clause suggested by the Bidder is not acceptable to the Bank. Bidder has to comply with RFP Terms.
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61	M/s HCL Services Limited	47	77. Resolution of Disputes:	<p>All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out there-in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Bengaluru, INDIA.</p>	<p>We suggest "NPAC' Arbitration here as it is a faster way of getting an arbitration done.</p>	<p>Bidder has to comply with RFP Terms.</p>
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62	M/s HCL Services Limited	47	77. Resolution of Disputes:	NA	<p>Arbitration The Customer and the Bidder shall make every effort to resolve amicably by direct negotiations any disagreement or dispute between them on any matter connected with the contract or in regard to the interpretation of the context thereof. If, after seven (7) days from the commencement of negotiations, the Customer and the Bidder have not been able to resolve amicably a contract dispute, such differences and disputes shall be referred, at the option of either party, to the arbitration of one single arbitrator to be appointed by Nani Palkhivala Arbitration Centre (NPAC). The arbitration proceedings shall be in accordance with the Arbitration and Conciliation Act 1996 and rules of NPAC.</p>	Bidder has to comply with RFP Terms.
63	M/s Sify technologies	52	Annexure-3 Eligibility Criteria Declaration Criteria no. f	<p><u>Eligibility Criteria:</u> The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial in India during the immediate preceding two years (2015-16 & 2016-17). <u>Documents to be submitted:</u> The bidder shall provide the details of contract which are still valid. Work Orders & reference Letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.</p>	<p>Request to dilute the clause as: The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial/ PSU/ Govt. Organization in India during the immediate preceding two years (2015-16 & 2016-17).</p>	<p><u>Eligibility Criteria is modified as under:</u> The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial Banks/PSUs/Government Departments in India during the immediate preceding 4 years (2013-14, 2014-15, 2015-16 & 2016-17). <u>Documents to be submitted:</u> The bidder shall provide the details of contract which are still valid. Work Orders & reference Letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.</p>



64	M/s Sify technologies	52	Annexure-3 Eligibility Criteria Declaration Criteria no. f	<p>Eligibility Criteria: The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial in India during the immediate preceding two years (2015-16 & 2016-17).</p> <p>Documents to be submitted: The bidder shall provide the details of contract which are still valid. Work Orders & reference Letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.</p>	<p>Request to dilute the clause as: The bidder /OEM should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial in India during the immediate preceding two years (2015-16 & 2016-17).</p>	<p>Eligibility Criteria is modified as under: The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial Banks/PSUs/Government Departments in India during the immediate preceding 4 years (2013-14, 2014-15, 2015-16 & 2016-17).</p> <p>Documents to be submitted: The bidder shall provide the details of contract which are still valid. Work Orders & reference Letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.</p>
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65	M/s Inspira	53	Annexure-3 Eligibility Criteria Declaration Criteria no. f	<p>Eligibility Criteria: The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial in India during the immediate preceding two years (2015-16 & 2016-17).</p> <p>Documents to be submitted: The bidder shall provide the details of contract which are still valid. Work Orders & reference Letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.</p>	<p>The bidder/OEM should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial/public sector in India during the immediate preceding two years (2015-16 & 2016-17).</p> <p>Justification: We have supplied and implemented Security products for so many public and private sector organizations but showing 10K Endpoint security licenses will be a challenge.</p>	<p>Eligibility Criteria is modified as under: The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial Banks/PSUs/Government Departments in India during the immediate preceding 4 years (2013-14, 2014-15, 2015-16 & 2016-17).</p> <p>Documents to be submitted: The bidder shall provide the details of contract which are still valid. Work Orders & reference Letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.</p>
66	M/s Trend Micro	53	Annexure-10 Technical Specification A. Technical Specifications of Symantec Endpoint Protection Antivirus Solution:	4. Solution should automatically detect and confirm multistage zero-day malware and targeted attacks without prior knowledge of the malware.	The Bank has asked for Real Time analysis of files, is the bank referring to On premise analysis or on the Cloud	Bidder has to comply with RFP Terms.



67	M/s Sis Infotech	53	<p>Annexure-3</p> <p>Eligibility Criteria Declaration</p> <p>Criteria no. f</p>	<p>Eligibility Criteria: The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial in India during the immediate preceding two years (2015-16 & 2016-17).</p> <p>Documents to be submitted: The bidder shall provide the details of contract which are still valid. Work Orders & reference Letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.</p>	<p>The Bidder should provide proof of having supplied and Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial / Governments/ PSU in India during the immediate preceding two years (2015-16 & 2016-17).</p>	<p>Eligibility Criteria is modified as under: The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial Banks/PSUs/Government Departments in India during the immediate preceding 4 years (2013-14, 2014-15, 2015-16 & 2016-17).</p> <p>Documents to be submitted: The bidder shall provide the details of contract which are still valid. Work Orders & reference Letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.</p>
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68	M/s Dimension Data	53	<p>Annexure-3</p> <p>Eligibility Criteria Declaration</p> <p>Criteria no. f</p>	<p>Eligibility Criteria: The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial in India during the immediate preceding two years (2015-16 & 2016-17).</p> <p>Documents to be submitted: The bidder shall provide the details of contract which are still valid. Work Orders & reference Letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.</p>	<p>Please amend this clause stating as:The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial in India during the immediate preceding four years (2013-14,2014-15,2015-16 & 2016-17).</p>	<p>Eligibility Criteria is modified as under: The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial Banks/PSUs/Government Departments in India during the immediate preceding 4 years (2013-14, 2014-15, 2015-16 & 2016-17).</p> <p>Documents to be submitted: The bidder shall provide the details of contract which are still valid. Work Orders & reference Letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.</p>
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69	M/s Frontier Business Systems	53	Annexure-3 Eligibility Criteria Declaration Criteria no. f	<p><u>Eligibility Criteria:</u> The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial in India during the immediate preceding two years (2015-16 & 2016-17).</p> <p><u>Documents to be submitted:</u> The bidder shall provide the details of contract which are still valid. Work Orders & reference Letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.</p>	<p>We request you to kindly amend this to bidder/OEM</p> <p>Frontier as an organization has implemented NAC solution in only one Private Organization and also recently been awarded with PO from Vijaya Bank for DCP solution for 10,000 End points. We request you to please amend it to bidder/oem as it is a very new solution and very few banks has opted it at present</p>	<p><u>Eligibility Criteria is modified as under:</u> The bidder should provide proof of having Supplied & Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial Banks/PSUs/Government Departments in India during the immediate preceding 4 years (2013-14, 2014-15, 2015-16 & 2016-17).</p> <p><u>Documents to be submitted:</u> The bidder shall provide the details of contract which are still valid. Work Orders & reference Letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.</p>
70	M/s Trend Micro	54	Annexure-10 Technical Specification A. Technical Specifications of Symantec Endpoint Protection Antivirus Solution:	<p>16. The solution should allow controls over files sent for sandboxing.</p>	<p>The Bank has asked to control what file gets sandboxed. This feature will be used from malicious files getting bypassed and not sent to Sandbox. Example a file with Bank account number will not be sent, thus the hacker only has to send a malicious file with a dummy account number. This problem will not be there is Sandboxes are on premise , thus you can analyse all files on the Sandbox.</p>	<p>The proposed solution should provide sandboxing and conviction results.</p>



71	M/s Trend Micro	63	Annexure-10 Technical Specification A. Technical Specifications of Symantec Endpoint Protection Antivirus Solution:	The solution should have Advance Machine Learning for Improved Static Detection. This technology should detect malware in the pre-execution phase, thereby stopping large classes of malware, both known and unknown. 20. The AML should engine works with the Symantec real-time threat intelligence to provide best-in-class protection with low false positives.	The Bank has said that Malware Analysis Report to be in 15 minutes, which actually should be less than 5 minutes. Takes a long time if sent on Cloud.	The proposed solution should carry out malware analysis and mitigate the threat on the endpoint automatically with maximum threshold of 15 mins with average file analysis window of 5 mins.
72	M/s Frontier Business Systems	63	Annexure-10 Technical Specification B. Technical Specifications Symantec Advanced Threat Protection Solution for Endpoints:	1. The proposed solution platform must be able to integrate with the existing Endpoint Protection Solution deployed within the current environment to provide remediation and removal of malware on infected devices, without the requirement of any additional agents.	Advance end point prevention is no longer a legacy based detection and remediation approach. A prevention based approach is required to address current day attacks. To meet this we request you to relax this clause and allow other renowned OEMs to participate with much better prevention approached solution.	Bidder has to comply with RFP Terms.
73	M/s Frontier Business Systems	63	Annexure-10 Technical Specification B. Technical Specifications Symantec Advanced Threat Protection Solution for Endpoints:	2. The proposed solution's management platform should support or run on a hardened OS that is specifically configured for the function of ATP. Services and ports that are not required for ATP are disabled. The admin user account within ATP has limited privileges on what it can do on the appliance and escalation of privileges can only be accomplished through vendor support.	Every OEM have different architecture for management platform to manage advance end points and priviledge management. Request you to please relax this clause to : The proposed solution hould be provided with the management solution to manage the asked number of clients and there should be option for priviledge escalatlions.	Bidder has to comply with RFP Terms.



74	M/s Trend Micro	64	Annexure-10 Technical Specification B. Technical Specifications Symantec Advanced Threat Protection Solution for Endpoints:	4. Solution should automatically detect and confirm multistage zero-day malware and targeted attacks without prior knowledge of the malware.	The Bank has asked for Log Analysis and Correlation , will it be On Premise or on the Cloud	Bidder has to comply with RFP Terms.
75	M/s Trend Micro	64	Annexure-10 Technical Specification B. Technical Specifications Symantec Advanced Threat Protection Solution for Endpoints:	16. The solution should allow controls over files sent for sandboxing.	The Bank has asked for Sandboxing, Sandboxing is done on the actual file and not the hash. Is the Bank ok to send files to Cloud Sandbox which is outside the Indian Jurisdiction? - RBI Guideline	The proposed solution should allow analysis of the threat behaviour without submitting the actual file to sandbox.
76	M/s HCL Services Limited	67	9. Scope of Work:	9.1. The broad scope of this RFP is for:- 9.1.4. Entering into a rate contract with the selected bidder for the procurement of additional Symantec Protection Enterprise Suite Licenses & Symantec Endpoint Advanced Threat Protection Licenses, as and when required, during the contract period.	Contract will be made as per the OEM`s commitment	Bidder has to comply with RFP Terms.
77	M/s Value point Techsol Pvt. Ltd.	87	Appendix-H	Pre Contract Integrity Pact	Please clarify whether only the selected bidder should provide this	Bidder submitting the Bid should provide the same in Part A-Confirmity to Eligibility Criteria. Kindly refer clause no. 14 (Preparation of the Bids) and Appendix-A of the RFP for more clarification.



78	M/s Dimension Data	92	Appendix-H	Pre Contract Integrity Pact Fall Clause	Price is always dependent on various factors and some of them are identified below. The integrity pact is for ensuring that bidders don't indulge in unethical behavior and ensuring competitiveness. The undertaking above shall not be applicable and we request that this clause is deleted. If Bank is not keen to delete the clause we kindly request Bank to clarify: i) that the undertaking above is only applicable if all other factors are identical. a) payment terms (advance or arrears or 30 days to 90 days payment terms) b) supply on best effort basis as against supply with liquidated damages and the rate of LD c) commercial and legal risk elements in contract d) place of supply (supply in centralized model as against decentralized model or supply in metros as against remote location) e) volume f) discount offered by OEM ii) that in the event the bidder doesn't have a control over price due to reason beyond its control (percentage of discount provided by OEM) the same shall be taken into account. iii) that in case bidder doesn't have a tracking mechanism for tracking price, bidder shall be	Bidder has to comply with RFP Terms.
79	M/s Hitachi Systems	NA	NA	The current vendor mentioned in RFP (Symantec) does Sandboxing in cloud outside banks premise	As per RBI Guidelines on cyber security sandboxing for the suspected file has to be on Banks premise.	The proposed solution should allow analysis of the threat behaviour without submitting the actual file to sandbox.
80	M/s HCL Services Limited	NA	NA	Number of locations	Request to confirm the number of locations involved in the project	Two - DC & DRC
81	M/s HCL Services Limited	NA	NA	Onsite resource Payment	Onsite resource Payments are not mentioned We request to amend the RFP adding the Onsite resource Payment terms of Quarterly advance	Kindly refer the Amendment.




82	M/s HCL Services Limited	NA	NA	NA	<p>Deemed Acceptance The Deliverable(s) which requires acceptance test shall be deemed to be accepted by the Customer, on occurrence of any one of following events, whichever occurs earliest:</p> <p>a. if Customer fails to conduct or attend the acceptance test or does not provide a written notice of any rejection/confirmation of acceptance test, within seven (7) days from the date of Test readiness notification by the Bidder, or</p> <p>b. if Customer puts the Deliverable(s) into operational/ productive/ normal use prior to successful acceptance test, or</p> <p>c. if Deliverable(s) has been installed but it has not been possible during a period of thirty (30) days from the date of notice by the Bidder, to proceed with the acceptance tests due to reasons beyond the control of the Bidder.</p>	<p>Clause suggested by the Bidder is not acceptable to the Bank. Bidder has to comply with RFP Terms.</p>
83	M/s HCL Services Limited	NA	NA	NA	<p>Termination Without prejudice to any rights that have accrued under this agreement or any of its rights or remedies, HCL may terminate this agreement by a prior written notice of not less than 21 days to the Customer if the Customer fails</p> <ul style="list-style-type: none"> • to pay any overdue amounts that remain in default for twenty one (21) days after being served such notice in writing to make that payment; or • the Customer commits a material breach of any term of this agreement and fails to remedy that breach within a period of 90 days after served a notice in writing to remedy the breach. 	<p>Clause suggested by the Bidder is not acceptable to the Bank. Bidder has to comply with RFP Terms.</p>



84	M/s Frontier Business Systems	NA	Additional Clause	NA	<p>Missing prevention based approach and feature set Request you to please also evaluate the solution for advance end point on the following parameters and incoude the same for meaning prevention on the end points.</p> <ol style="list-style-type: none"> 1)Solution/specifications should be geared up towards blocking Exploit Techniques and Ransomware attacks 2)The solution should focus around Prevention as detection and remediation approach only works post damage is already done. 3) The SLA of not more then 10 minutes should be asked from the vendor for the signature for preventing zero day attack post detection. 4) he proposed solution shall not use end-point resource intensively (i.e. not more than 1% CPU and not more than 500MB memory) 5) The solution should be capable of hadling bank's legacy OS / Microsoft Out of support OS like WinXP, virtual environment and virtual desktop infrastructure. 6) The solution should support exploit prevention to address OS patchin issues 7) Once the proposed solution prevents or blocks an exploit technique, it shall freeze the process, collect forensic information (not limited to process name, file source and path, time stamp, memory 	<p>Clause suggested by the Bidder is not acceptable to the Bank. Bidder has to comply with RFP Terms.</p>
85	M/s Frontier Business Systems	NA	Additional Clause	NA	<p>Missing prevention based approach and feature set</p> <ol style="list-style-type: none"> 1) The proposed solution shall be capable of preventing pre-exploitation snooping attacks and post-exploitation attacks i.e. privilege escalation on the endpoint. 2) The proposed solution shall provide the capability to perform analysis on premise so that no data is shared to the OEM cloud on the endpoint for unknown files and provide an immediate verdict. 	<p>Clause suggested by the Bidder is not acceptable to the Bank. Bidder has to comply with RFP Terms.</p>

Date: 12/10/2017
Place: Bengaluru


Deputy General Manager

