

**Addendum I dated 22-Feb-2024 (GeM Bid No. GEM/2024/B/4546776 dated 10-Feb-2024)**

Sr.	Clause in RFP	Clarifications / Revisions in RFP
1	<p><b>Annexure 12 – Project Details &amp; Scope of Work</b> <b>2. Scope of Work and Technical Features/Functionalities</b></p> <p>-----</p> <p>2.49 The gap assessment activity of the proposed solution by OEM/OSD should be arranged by the bidder on half-yearly basis during the contract period without any additional cost. The said activity should cover detailed configuration audit, findings, recommendations and best practices of the deployed solution.</p> <p>-----</p>	<p><b>Annexure 12 – Project Details &amp; Scope of Work</b> <b>2. Scope of Work and Technical Features/Functionalities</b></p> <p>-----</p> <p>2.49 The gap assessment / <b>efficacy check</b> activity of the proposed solution by OEM/OSD should be arranged by the bidder on <del>half-yearly</del> <b>yearly</b> basis during the contract period without any additional cost. The said activity should cover detailed configuration audit, findings, recommendations and best practices of the deployed solution.</p> <p>-----</p>
2	<p><b>Annexure 12 – Project Details &amp; Scope of Work</b> <b>3. FUNCTIONAL AND TECHNICAL SCORING SHEET</b> <b>Technical Requirements</b></p> <p>-----</p> <p>38. The proposed solution should provide identity theft detection, protection and automated response actions including but not limited to locking user, disabling user, remove permissions of user and force password reset.</p> <p>-----</p>	<p><b>Annexure 12 – Project Details &amp; Scope of Work</b> <b>3. FUNCTIONAL AND TECHNICAL SCORING SHEET</b> <b>Technical Requirements</b></p> <p>-----</p> <p>38. The proposed solution should provide identity theft detection, protection and automated response actions including but not limited to <del>locking user,</del> disabling user, <del>remove permissions of user,</del> and force password reset.</p> <p>-----</p>

**Clarification to Pre-Bid queries is enclosed as Annexure – A.**

All other Terms & Conditions shall remain same as per Bid No. **GEM/2024/B/4546776 dated 10-Feb-2024** for Request for Proposal for Supply, Implementation and Maintenance of Extended Detection and Response (XDR) Solution.

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**Annexure - A**

**Bank's Clarification to Pre-Bid Queries**

Sr.	Page #	Point /Section #	Clarification point as stated in the tender document	Comment/ Suggestion (From Vendor)	Bank's Clarification to Pre-Bid Queries
1	38	B. Technical Bid Evaluation	Out of the box playbooks for automated threat detection >=75 playbooks. - 5 Marks >=50 and <75 playbooks - 4 Marks >=25 and <50 playbooks - 3 Marks >=10 and <25 playbooks. - 2 Marks <10 playbooks - 1 mark	One of the Tech evaluation parameters is Out of Box playbooks count with maximum 5 marks and it is on the basis of the count, Every OEM has its own way of doing it, our OEM has a Platform with the availability of various types of Automation /Response for capabilities like: XDR, Attack Surface risk Management, Vulnerability Assessment, System Configuration.  Automation & Response templates for the below: 1.XDR Playbooks 2. Incident response playbook 3. Vulnerability assessment/checking CVE ID's playbooks 4. Evidence collection playbook 5.Account configuration: Hygiene check playbook 6. Running Custom script  Under XDR, our OEM supports more than 1000 Playbook models and are available out of the box, This data can be shared in the form of document and with the undertaking and followed by the demonstration of the same.  Request Bank of Baroda to consider the above and either change the point to accept the way of OEM delivering Out of the box playbooks in the console maintaining the same number. OR accept our document and Undertaking confirming the availability of more than 75 playbooks out of the box for Bank of Baroda.	Out-of-the-box playbooks for proposed solution for automated threat detection and response in the proposed solution will be considered for evaluation.  This may include out-of-the-box playbook models as well, subject to submission of requisite documents as per RFP and demonstration of the functionality to Bank during POC.  Please be guided by the RFP for details.

**Annexure A - Response to Pre-Bid Queries as part of Addendum I**  
**Bank's Clarification to the Pre-Bid Queries from prospective bidders w.r.t. RFP of Supply, Implementation and Maintenance of Extended Detection and Response Solution**  
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2	73	Functional and Technical scoring sheet Point No 38	The proposed solution should provide identity theft detection, protection and automated response actions including but not limited to locking user, disabling user, remove permissions of user and force password reset.	Bank to reconsider the remove permission option from the list as it is more relevant to Cloud based Identity Providers with IAM roles and for On-Prem, As part of mitigation strategy locking/disabling the user and forcing password reset will help in any situation. Request Bank to modify " The proposed solution should provide identity theft detection, protection and automated response actions including but not limited to disabling user and forcing password reset".	Refer Addendum I.
3	74	Functional and Technical scoring sheet Point No 47	The proposed solution should provide vulnerability assessment and prioritization functionality for real-time visibility into vulnerability exposure and current patch levels across endpoints and servers. It should also integrate with VA tool of the Bank without any additional license requirement.	Bank to reconsider the remove current patch levels across endpoints and servers, as patch level is already taken care by VA tool and it would be better to focus on top devices posing risk to organisation. Please change to "The proposed solution should provide vulnerability assessment and prioritization functionality for real-time visibility of top devices posing risk to organisation. It should also integrate with VA tool of the Bank without any additional license requirement".	No Change.
4	79	Functional and Technical scoring sheet Point No 86	The proposed solution should support restoration of the endpoints and servers in case the endpoints / servers are infected by ransomware or by any other cyber- threat / attack.	As per our understanding, restoration of Endpoints is meant by the data/files on the endpoints infected by ransomware. Is our understanding correct.	Please be guided by the RFP.
5	88	Resource Deployment	Please confirm on L2 Resource required for both DC and DR site	Our understanding from Resource Chart is a General Shift L2 Resource required at DC and 3 Shift required at DR site. Please confirm	Deployment plan is provided in Annexure 12 of RFP. Bidder to factor the number of resources to conform to the said deployment plan.
6	12	Payment Terms-	Hardware Payment terms- (70% on Delivery, 20% after Installation and (Balance amount of 10% will be released on completion of warranty period plus 3 months or against bank guarantee for early release of retention money by a scheduled commercial bank other than Bank of	Please provide clarity for release of Balance 10% of Hardware amount. Is understanding clear that the same will be released against the PBG 5% as per RFP.	Performance BG and BG for early release of 10% HW cost is separate.  Balance amount of 10% Hardware cost will be released

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			Baroda valid for an equivalent amount valid for the period of warranty period plus 3 months.		upon completion of warranty period plus 3 months or against Bank guarantee of an equivalent amount valid for a period of warranty period plus 3 months.
7	11	EMD	We are registered on GeM and having turnover more than 500 crores	Our query that " for this RFP we hope we are exempted to submit the EMD" Pls confirm	As mentioned in the RFP, Bid Security related exemptions as specified in clause 4, Section xiii, Sub-section 'm' of GeM GTC are applicable, as the case may be.
8	14	Eligibility Criteria	2.The proposed EDR component of XDR solution should have been implemented by the bidder / OEM / OSD / authorized channel partner of OEM / OSD in at least two Commercial Banks / Financial Institutions / Govt. Organizations in India in the last 5 years, out of which one implementation should be on minimum 25,000 endpoints (in a single deployment).	We request Bank of Baroda to modify the clause as: "The proposed EDR component of XDR solution should have been implemented by the bidder / OEM / OSD / authorized channel partner of OEM / OSD in at least One Commercial Banks / Financial Institutions / Govt. Organizations in India in the last 5 years, out of which one implementation should be on minimum 1,000 endpoints (in a single deployment)."	No Change.
9	14	Eligibility Criteria	The proposed NDR / Network ATP should have been implemented by the bidder / OEM / OSD / authorized channel partner of OEM / OSD in at least two Commercial Banks / Financial Institutions / Govt. Organizations in India last 5 years	We request Bank of Baroda to modify the clause as: "The Bidder / OEM / OSD / authorized channel partner of OEM / OSD should have the capability of implementation of the proposed NDR / Network ATP "This solution is a fairly new solution which needs to be considered under the capability option instead of having an experience criteria for it.	No Change.
10	15	Eligibility Criteria	5. The proposed XDR solution should have been implemented by the bidder / OEM / OSD / authorized channel partner of OEM / OSD in at least one Commercial Bank / Financial Institution in India in the last 5 years with integration, correlation and threat detection capabilities covering at least two or more components (in a single deployment) as mentioned below:	We request Bank of Baroda to consider the amendment of this clause as:  "The proposed XDR solution should have been implemented by the bidder / OEM / OSD / authorized channel partner of OEM / OSD in India in the last 5 years with integration, correlation and threat detection capabilities covering at least one or more components (in a single deployment) as mentioned	No Change.

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			a) Endpoint Detection and Response (Mandatory integration) b)NDR / Network ATP c)Email Detection & Response / Email Security d)Web Proxy / Internet Proxy	below: a) Endpoint Detection and Response (Mandatory integration) b)NDR / Network ATP c)Email Detection & Response / Email Security d)Web Proxy / Internet Proxy"	
11	34	Eligibility Criteria	The bidder should have supplied and implemented XDR / EDR solution for minimum 15,000 endpoints (in a single deployment) along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in last 5 years	We request Bank of Baroda to modify the clause as: "The bidder / OEM should have supplied and implemented XDR / EDR solution for minimum 1000 endpoints (in a single deployment) along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in last 5 years"	No Change.
12	34	Eligibility Criteria	The bidder should have supplied and implemented Network Detection & Response (NDR) / Network Advanced Threat Protection (ATP) solution along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in the last 5 years	We request Bank of Baroda to modify the clause as: "The Bidder should have the capability of implementation of the Network Detection & Response (NDR) / Network Advanced Threat Protection (ATP) solution along with operational support and maintenance"	No Change.
13	38	Proof of Concept	Demonstration of in-depth understanding of the Bank's project technical and functional requirements along with Cyber Threat Detection and Response capabilities and unique features of the product.	All the features of the solutions are not readily available with all the Bidders / OEMs, Bank shall consider the Bidders / OEMs capabilities of customizing certain technical specifications asked in the RFP then making it mandate and deducting the marks basis the solutions demonstrated	Please refer POC clause of RFP. Bidders will have to demonstrate complete events based on the test cases provided by the Bank.
14	15	3. Functional and Technical scoring sheet	The proposed solution should be compliant with all the extant regulatory and government guidelines in India including but not limited to RBI, CERT-In and NCIIPC	We request Bank to consider the Cloudmass Certificates as a part of the solution compliance which certifies the software code review, Application Security Testing and VAPT	No Change.
15	15	3. Functional and Technical scoring sheet	The proposed solution should be ISO/IEC 27001:2013 and SOC 2 Type II compliant. (Copy of valid certificates issued to OEM / OSD should be submitted along with technical proposal)	We request Bank the below amendment:  "The proposed solution should be ISO/IEC 27001:2013 and 1. ISO 22301 2. ISO 27034	No Change.

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				(Copy of valid certificates issued to OEM / OSD should be submitted along with technical proposal)	
16	5	D Experience and Support Infrastructure Point 3	The bidder should have supplied and implemented Network Detection & Response (NDR) / Network Advanced Threat Protection (ATP) solution along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in the last 5 years.	We request you to consider removing the criteria as we have expertise in implementing the same at multiple clients (non- BFSI and Gov. organization) as a part of Firewall.	No Change.
17	34	Eligibility Criteria	The bidder should have supplied and implemented XDR / EDR solution for minimum 15,000 endpoints (in a single deployment) along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in last 5 years.	Request you to Change the clause " The bidder/OEM/OSD should have supplied and implemented XDR / EDR solution for minimum 15,000 endpoints (in a single deployment) along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in last 5 years.	No Change.
18	34	Eligibility Criteria	The proposed EDR component of XDR solution should have been implemented by the bidder / OEM / OSD / authorized channel partner of OEM / OSD in at least two Commercial Banks / Financial Institutions / Govt. Organizations in India in the last 5 years, out of which one implementation should be on minimum 25,000 endpoints (in a single deployment).	Please limit the deployment quantity to one 25000 or 15,000 endpoints to ensure equitable participation.	No Change.
19	35	Eligibility Criteria	The proposed XDR solution should have been implemented by the bidder / OEM / OSD / authorized channel partner of OEM / OSD in at least one Commercial Bank / Financial Institution in India in the last 5 years with integration, correlation and threat detection capabilities covering at least two or more components (in a single deployment) as mentioned below: a) Endpoint Detection and Response (Mandatory integration) b) NDR /	Request you to change the clause "The proposed XDR solution should have been implemented by the bidder / OEM / OSD / authorized channel partner of OEM / OSD in at least one Commercial Bank / Financial Institution in India in the last 5 years with integration, correlation and threat detection capabilities covering at least two or more components (in a single deployment) as mentioned below: a) Endpoint Detection and Response (Mandatory integration) b) NDR / Network ATP" c)	No Change.

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			Network ATP c) Email Detection & Response / Email Security d) Web Proxy / Internet Proxy	Email Detection & Response / Email Security.	
20	63	Annexure 12 – Project Details & Scope of Work	The proposed solution should be a comprehensive XDR solution and should provide advanced threat detection and response capabilities across different channels viz. Endpoints, Servers, Network and Cloud.	Please share information on the number of endpoints and servers. Also, information that is not shared about other channels such as email, network, and cloud.	Please be guided by the RFP.
21	63	Annexure 12 – Project Details & Scope of Work	The proposed solution should not require any major Network Architecture / configuration change in existing Network or existing device replacement on the part of the Bank.	Kindly provide a list of existing security measures, including make and model, so that we can determine whether there are any ambiguities for integration and correlation.	Details will be shared with successful bidder.
22	64	Annexure 12 – Project Details & Scope of Work	Further, raw logs / telemetry data collected from endpoints, network and other integrated solutions / devices should be stored by the proposed solution online for a rolling period of minimum 30 days and incidents / alerts information with supporting logs / forensics data should be stored for a rolling period of at least 180 days. As and when required, archived data should be restored and provided to the bank in a readable format (JSON, XML, Syslog, CSV) without any additional cost.	The bank is going to provide storage, or the bidder will have to factor in storage.	Storage should be factored and provided by the bidder.  Please be guided by the RFP for details.
23	64	Annexure 12 – Project Details & Scope of Work	The bidder should ensure closure of all vulnerabilities, audit findings or any other recommendation as per global best practices in a time-bound manner as per extant guidelines of the Bank.	Please modify the clause "The Bidder should interact with various internal team within the bank to close all vulnerabilities, audit findings or any other recommendation as per global best practices in a time-bound manner as per extant guidelines of the Bank. "	The scope of bidder for this point will be the proposed solution infrastructure provided by the bidder in response to this RFP. Hence, no change.
24	66	Annexure 12 – Project Details & Scope of Work	The bidder shall install the endpoint agents on all the in-scope devices in coordination with bank's personnel / IT team.	Please specify whether the bank has tools such as SCCM, WMI, and so on to install agents in all bank locations.	Bank has centralized agent deployment tool which can be leveraged for deployment of agents. However, responsibility for successful implementation lies with the successful bidder.
25	66	Annexure 12 – Project Details	The bidder should provide every year advanced training of the proposed solution to at least 5	Please change the clause to "The bidder/OEM should provide every year advanced training of the	No Change.

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		& Scope of Work	Bank Officials by OEM certified trainer along with OEM certification at no extra cost.	proposed solution to atleast 5 Bank Officials by OEM certified trainer along with OEM certification at no extra cost.	
26	67	Annexure 12 – Project Details & Scope of Work	The gap assessment activity of the proposed solution by OEM/OSD should be arranged by the bidder on half-yearly basis during the contract period without any additional cost. The said activity should cover detailed configuration audit, findings, recommendations and best practices of the deployed solution.	Please explain the point, as maker and checker cannot be the same as per guidelines.	Refer Addendum I.  This gap assessment / efficacy check should be conducted by OEM/OSD.
27	67	Annexure 12 – Project Details & Scope of Work	The bidder should ensure hardening of infrastructure devices (server, network, etc.) as per Bank's Secured Configuration Document (SCD) and closure of all VA and SCD observations.	Please clarify this point. The bidder will identify all potential threats and notify the various teams responsible for the relevant domain for resolution. As bidder will be responsible for the proposed solution stack.	The scope of bidder for this point will be the proposed solution infrastructure provided by the bidder in response to this RFP.
28	30	PQ Pdf Eligibility Bid Point - 2 Page: 1	The bidder must be in the business of supply, implementation and maintenance of Extended Detection and Response (XDR) / Endpoint Detection and Response (EDR) or providing Cyber Security Services / Security Operations Centre in India at least for the last 3 years (as on RFP date). OR Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or a Start-up needs to be submitted by the bidder) The bidder must be in the business of supply, implementation and maintenance of Extended Detection and Response (XDR) / Endpoint Detection and Response (EDR) or providing Cyber Security Services / Security Operations Centre in India at least for the last 2 years (as on RFP date).	We Request to allow the consortium of maximum of 2 members and consider the business of supply, implementation and maintenance of Extended Detection and Response (XDR) / Endpoint Detection and Response (EDR) or providing Cyber Security Services / Security Operations Centre in India at least for the last 3 years from any Consortium member.	No Change.



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29	30-31	PQ Pdf Eligibility Bid Page: 2 - 3	The bidder must have registered average annual turnover of Rs. 100 Crores or above (from Indian Operations only) during the last three financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies).OR Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or a Start-up needs to be submitted by the bidder)The bidder must have registered average annual turnover of Rs. 25 Crores or above (from Indian Operations only) during the last three financial years - 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies)	As requested above for allowing consortium, request to consider the sole bidder/ Any consortium member (in case of consortium) average annual turnover of Rs. 100 Crores or above (from Indian Operations only) during the last three financial years – 2020-21, 2021-22 and 2022-23.	No Change.
30	34-35	PQ Pdf Eligibility Bid Page: 4	The bidder should have supplied and implemented XDR / EDR solution for minimum 15,000 endpoints (in a single deployment) along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in last 5 years.	As requested above for allowing consortium, request to consider the sole bidder/ Any consortium member (in case of consortium) have supplied and implemented XDR / EDR solution for minimum 15,000 endpoints (in a single deployment) along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in last 5 years.	No Change.
31	34-35	PQ Pdf Eligibility Bid Page: 4 - 5	The proposed EDR component of XDR solution should have been implemented by the bidder / OEM / OSD / authorized channel partner of OEM / OSD in at least two Commercial Banks / Financial Institutions / Govt. Organizations in India in the last 5 years, out of which one implementation should be on minimum 25,000 endpoints (in a single deployment).	As requested above for allowing consortium, request to consider the proposed EDR component of XDR solution should have been implemented by the sole bidder/ Any consortium member / OEM / OSD / authorized channel partner of OEM / OSD in at least two Commercial Banks / Financial Institutions / Govt. Organizations in India in the last 5 years, out of which one implementation should be on minimum 25,000 endpoints (in a single deployment).	No Change.
32	34-35	PQ Pdf Eligibility Bid	The bidder should have supplied and implemented Network Detection & Response	As requested above for allowing consortium, request to consider the sole bidder/ Any consortium member	No Change.

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		Page: 5	(NDR) / Network Advanced Threat Protection (ATP) solution along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in the last 5 years.	should have supplied and implemented Network Detection & Response (NDR) / Network Advanced Threat Protection (ATP) solution along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in the last 5 years.	
33	34-35	Section-Annexure 02 - Evaluation TermsSubSection-BPoint No: -1Page No: -7-8	Number of implementations of the proposed XDR solution rendered by OEM OSD directly or through their channel partners to the Commercial Banks/ Financial Institutions in India in the last 5 years (as on RFP date).	As requested above for allowing consortium, request to consider the Number of implementations of the proposed XDR solution rendered by sole bidder/ any consortium member/ OEM/ OSD directly or through their channel partners to the Commercial Banks/ Financial Institutions in India in the last 5 years.	No Change.
34	34-35	Section-Annexure 02 - Evaluation Terms SubSection-B Point No:-2 Page No:-8	Number of implementations of proposed NDR / Network ATP rendered by OEM / OSD directly or through their channel partners to the Commercial Banks/ Financial Institutions in India in last 5 years (as on RFP date)	As requested above for allowing consortium, request to consider the Number of implementations of the proposed NDR / Network ATP rendered by sole bidder/ any consortium member/ OEM/ OSD directly or through their channel partners to the Commercial Banks/ Financial Institutions in India in the last 5 years.	No Change.
35	34-35	Section-Annexure 02 - Evaluation Terms SubSection-B Point No:-3 Page No:-8	Number of endpoints covered by the proposed solution (EDR component / XDR) in a single deployment by OEM / OSD directly or through their channel partners in commercial banks/ Financial Institutions / Govt. Organizations in India in last 5 years (as on RFP date).	As requested above for allowing consortium, request to consider the Number of endpoints covered by the proposed solution (EDR component / XDR) in a single deployment by sole bidder/ any consortium member/ OEM/ OSD directly or through their channel partners to the Commercial Banks/ Financial Institutions in India in the last 5 years.	No Change.
36	-	-	-	Can we offer Cloud based XDR solution where data center will be based out in Mumbai (India) instead of on-premise	The proposed solution should be deployed in hybrid model with components, features and functionalities through Bank On-premise DC / DR and MeitY compliant Cloud Data Center hosted in India.  Please be guided by the RFP for

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37	11	8(b)	<p>Software Licenses Cost</p> <ul style="list-style-type: none"> <li>• 50% of the license cost on delivery of Software Licenses plus applicable taxes at actuals. The required documents to be provided are original invoice, original Delivery Challans / license copy and OEM letter for licenses mapping to Bank of Baroda. The relevant documents should be duly stamped and signed by bidder representative and Bank officials.</li> <li>• 30% of the license cost after implementation sign off from Bank. Implementation sign-off will be provided upon complete installation and configuration of XDR solution in the Bank. Sign Off in the form of Implementation Sign-off report should be signed by duly stamped and signed by bidder representative and Bank officials.</li> <li>• 20% of the license cost after Go-Live closure signoff from Bank. Go Live Closure Sign Off report should be duly stamped and signed by bidder representative and Bank officials.</li> </ul>	<p>70% of the license cost on delivery of Software Licenses plus applicable taxes at actuals. The required documents to be provided are original invoice, original Delivery Challans / license copy and OEM letter for licenses mapping to Bank of Baroda. The relevant documents should be duly stamped and signed by bidder representative and Bank officials.</p> <p>20% of the license cost after implementation sign off from Bank. Implementation sign-off will be provided upon complete installation and configuration of XDR solution in the Bank. Sign Off in the form of Implementation Sign-off report should be signed by duly stamped and signed by bidder representative and Bank officials.</p> <p>10% of the license cost after Go-Live closure signoff from Bank. Go Live Closure Sign Off report should be duly stamped and signed by bidder representative and Bank officials.</p>	No Change.
38	95	9. PROJECT TIMELINES	Delivery of Hardware and Software for the proposed solution with all components.	Request Bank to consider 3 - 4 months instead of 2 months	No Change.
39	1 of GEM Bid Document		Bid Offer Validity (From End Date)/180 (Days)	Request bank to consider "Bids shall remain valid for 90 days from the last date of bid submission."	No Change.
40	35	Eligibility Criteria Point 5	The proposed XDR solution should have been implemented by the bidder /OEM/ OSD / authorized channel partner of OEM /OSD in atleast one Commercial Bank / Financial Institution in India in the last 5 years with integration, correlation and threat detection capabilities covering atleast two or more components (in a single deployment) as	We propose bank to modify this clause as: The <b>proposed</b> Extended Detection and Response (XDR) / Endpoint Detection and Response (EDR) solution should have been implemented by the bidder / OEM /OSD / authorized channel partner of OEM /OSD in atleast one Commercial Bank / Financial Institution in India <b>or Globally</b> in the last 5 years with integration, correlation and threat	No Change.

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			<p>mentioned below:</p> <p>a) Endpoint Detection and Response (Mandatory integration)</p> <p>b) NDR / Network ATP</p> <p>c) Email Detection &amp; Response / Email Security</p> <p>d) Web Proxy / Internet Proxy</p> <p>Letter of confirmation from the OEM / OSD (as per format provided in the RFP) duly signed by authorized official of the OEM / OSD. AND  Documentary Proof for implementation of order / contract execution copy / Copy of Work Order / Performance Certificate.</p>	<p>detection capabilities covering atleast two or more components (in a single deployment) as mentioned below:</p> <p>a) Endpoint Detection and Response (Mandatory integration)</p> <p>b) NDR / Network ATP</p> <p>c) Email Detection &amp; Response / Email Security</p> <p>d) Web Proxy / Internet Proxy</p> <p>Letter of confirmation from the OEM / OSD / Bidder (as per format provided in the RFP) duly signed by authorized official of the OEM / OSD. AND  Documentary Proof for implementation of order / contract execution copy / Copy of Work Order / Performance Certificate.</p>	
41	95	8. DELIVERY	<p>All the hardware and software should be delivered within -02- months from the date of purchase order. Any deliverable has not been supplied or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Bidder will have to pay late delivery charges to Bank of Baroda @ 1% of Total Contract Value inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation beyond due date of implementation, to a maximum of 5% of total contract value. If delay exceeds beyond two weeks from due date of delivery, Bank of Baroda reserves the right to cancel the entire order.</p>	<p>All the hardware and software should be delivered within -04- months from the date of purchase order. Any deliverable has not been supplied or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Bidder will have to pay late delivery charges to Bank of Baroda @ 0.5% of Total Contract Value inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation beyond due date of implementation, to a maximum of 3% of total contract value. If delay exceeds beyond two weeks from due date of delivery, Bank of Baroda reserves the right to cancel the entire order.</p>	No Change.
42	33 of the RFP	B. Technical Bid Evaluation	<p>Value Added Service / Functionality in the proposed XDR solution to the Bank for cyber-threat detection and response without any</p>	<p>Value Added Service / Functionality in the <del>proposed XDR solution</del> to the Bank for cyber-threat detection and response without any additional cost /</p>	No Change.

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			additional cost / commercials.For each value-added service / functionality in the proposed solution - 2.5 Marks (Maximum Marks 5)Details of value- added services to be provided by the bidder.	commercials.For each value-added service / functionality in the proposed solution - 2.5 Marks (Maximum Marks 5)Details of value- added services to be provided by the bidder.	
43	33	3	One Bidder can bid only with one OEM / OSD solution.	On pg 63 point no2.3 it is mentioned as "NDR component may not necessarily be from the same OEM/OSD", hence need clarity on the same.	One bidder can bid only with one OEM / OSD of the proposed XDR solution. NDR component can be from same OEM (as XDR) or different OEM. Please be guided by the RFP.
44	13	Payment Terms Pt 08 d) Annual Subscription License Cost	<ul style="list-style-type: none"> <li>100% of annual subscription license cost plus applicable taxes at actuals payable yearly in advance against license delivery and installation report duly stamped and signed by the Bank's Project / Operation Manager.</li> </ul>	<ul style="list-style-type: none"> <li>70% of the subscription license cost for the contract period plus applicable taxes at actuals on awarding the contract. The required documents to be provided are original invoice, license copy and OEM letter for licenses mapping to Bank of Baroda. The relevant documents should be duly stamped and signed by bidder representative and Bank officials.</li> <li>20% of the subscription license cost for the contract period after installation sign off from Bank. Installation sign-off will be provided upon complete installation and configuration of XDR solution in the Bank. Sign Off in the form of Installation Sign-off report should be signed by duly stamped and signed by bidder representative and Bank officials.</li> <li>10% of the subscription license cost for the contract period after Go-Live closure signoff from Bank. Go Live Closure Sign Off report should be duly stamped and signed by bidder representative and Bank officials.</li> </ul>	No Change.
45	116	10	Without prejudice to other rights and remedies available to the Bank, Bank shall be entitled to set-off or adjust any amounts due to Bank under this clause from the Service Provider against payments due and payable by Bank to the Service Provider for the services rendered.	we propose to delete this clause.	No Change.

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			The provisions of this Clause shall survive the termination of this Agreement		
46	118-119	10 (ix)	shall be liable to the BANK for any and all losses of any nature whatsoever arisen directly or indirectly by negligence, dishonest, criminal or fraudulent act of any of the representatives and employees of the Service Provider while providing the services to the BANK.	<b>we propose to modify this clause:</b> shall be liable to the BANK for any and all losses of any nature whatsoever arisen directly <del>or indirectly</del> by <b>gross</b> negligence, dishonest, criminal or fraudulent act of any of the representatives and employees of the Service Provider while providing the services to the BANK.	No Change.
47	119	11	The confidentiality obligations shall survive the expiry or termination of the Agreement between the Service Provider and the Bank.	<b>we propose to modify this clause:</b> The confidentiality obligations shall <b>3 years post survive</b> the expiry or termination of the Agreement between the Service Provider and the Bank.	No Change.
48	121 & 122	15	In following events Bank shall terminate this assignment or cancel any particular order if service provider: <ul style="list-style-type: none"> <li>• breaches any of its obligations set forth in this agreement and Such breach is not cured within 15 Working Days after Bank gives written notice;</li> <li>or</li> <li>• Failure by Service Provider to provide Bank, within 15 Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank.</li> </ul> Or <ul style="list-style-type: none"> <li>• The progress regarding execution of the contract/ services rendered by the Service Provider is not as per the prescribed time line, and found to be unsatisfactory.</li> <li>• Supply of substandard materials/ services</li> <li>• Delay in delivery / installation / commissioning of services.</li> <li>• Discrepancy in the quality of service / security expected during the implementation, rollout and subsequent maintenance process.</li> <li>• If deductions of penalty exceed more than 10% of the total contract price.</li> </ul>	<b>We propose to modify this clause:</b> In following events Bank shall terminate this assignment or cancel any particular order <b>by serving reasonable written notice of further 30 days</b> if service provider: <ul style="list-style-type: none"> <li>• breaches any of its obligations set forth in this agreement and Such breach is not cured within <del>15</del> <b>30</b> Working Days after Bank gives written notice; or</li> <li>• Failure by Service Provider to provide Bank, within <del>15</del> <b>30</b> Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. Or</li> <li>• The progress regarding execution of the contract/ services rendered by the Service Provider is not as per the prescribed time line, and found to be unsatisfactory.</li> <li>• Supply of substandard materials/ services</li> <li>• Delay in delivery / installation / commissioning of services.</li> <li>• Discrepancy in the quality of service / security expected during the implementation, rollout and subsequent maintenance process.</li> <li>• <del>If deductions of penalty exceed more than 10% of the total contract price.</del></li> </ul>	No Change.

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49	NA	15	we propose to add this clause:	The Service provider may terminate this contract by giving written 30 days notice to the Bank, if Bank fails to pay any amount due as on the due date for payment and remains in default not less than 15 days after being notified in writing to make that payment.	No Change.
50	124	19	Except the grounds mentioned under the para two of this clause, Service Provider's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value. However, Service Provider's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Service Provider, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third-party software or modules supplied by Service Provider as part of procurement under the Agreement. Under no circumstances BOB shall be liable to the Service Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if BOB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. Subject to any law to the contrary, and to the maximum extent permitted by law neither parties shall be liable to other for any	<b>we propose to modify this clause:</b> Except the grounds mentioned under the para two of this clause, Service Provider's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value. However, Service Provider's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Service Provider, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be <del>unlimited to the Total contract Value.</del> Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any <del>third-party</del> software or modules supplied by Service Provider as part of procurement under the Agreement. <del>Under no circumstances BOB shall be liable to the Service Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if BOB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.</del> Subject to any law to the contrary, and to the maximum extent permitted by law neither parties	No Change.

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			consequential/ incidental, or indirect damages arising out of this agreement. All employees engaged by the party shall be in sole employment of the party and the respective parties shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall other party be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the other party.	shall be liable to other for any consequential/ incidental, or indirect damages arising out of this agreement. All employees engaged by the party shall be in sole employment of the party and the respective parties shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall other party be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the other party.	
51	126	24	The Service Provider, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank. The above clause shall not applicable in case the recruitment done through public advertisement.	<b>we propose to modify this clause:</b> <del>Neither Party-The Service Provider</del> , during the term of the contract shall not without the express written consent of the Bank, directly <del>or indirectly</del> : a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank. The above clause shall not applicable in case the recruitment done through public advertisement.	No Change.
52	62	Annexure 12 – Project Details & Scope of Work 1. Project Scope	Integration with IT and Security solutions of the Bank as per Bank's requirements	Please provide the list of solutions	Details will be shared with successful bidder.
53	63	2. Scope of Work and	2.6 The bidder has to setup the proposed solution infrastructure at Bank's DC (Mumbai)	we assume that the Rack & / Rack space and network cables will be provided by the Bank at DC	Rack space, Power and connectivity at switch will be



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		Technical Features/Functionalities	and DR (Hyderabad) locations and the Cloud DC. All necessary hardware, software and network components to host the proposed solution at Bank's premises and Cloud should be supplied, configured and implemented by the bidder. Network Link / connectivity between Bank's DC / DR and Cloud DC will be provided by the Bank.	and DR location.	provided by the Bank at Bank's DC and DR. Other required infrastructure including but not limited to hardware appliances / Virtual Machines, Software, power cable, Network cable, SFPs, etc. should be provided by the bidder. Further, at MeitY compliant Cloud, all the required infrastructure should be provided by the bidder.
54	64	2. Scope of Work and Technical Features/Functionalities	2.13 The proposed solution should be scalable to incorporate Bank's future requirements.	Request bank to clarify the Future Requirements.	Kindly refer optional clause of the GeM Bid.
55	64	2. Scope of Work and Technical Features/Functionalities	2.16 Further, raw logs / telemetry data collected from endpoints, network and other integrated solutions / devices should be stored by the proposed solution online for a rolling period of minimum 30 days and incidents / alerts information with supporting logs / forensics data should be stored for a rolling period of atleast 180 days. As and when required, archived data should be restored and provided to the bank in a readable format (JSON, XML, Syslog, CSV) without any additional cost.	Apart from the tenure which is mentioned in the clause, does bank is looking for any additional storage to store the logs for additional tenure? If yes then please provide the duration of the same and who will provide the required storage for that?	Bank expects the bidder to ensure online storage as mentioned in RFP and in compliance with extant regulatory and government guidelines.  Please be guided by the RFP.
56	NA	General Query	General Query	Please specify the existing AV/EDR deployed in the Bank	Details will be shared with successful bidder.
57	NA	General Query	General Query	We assume that Bank will uninstall the existing AV/EDR if required.	Existing EDR will be uninstalled by Bank team and existing AV will continue to run, subject to Bank's requirements.
58	81	95/Extended Detection and	The proposed solution should have the capability for sandbox analysis of suspicious	Request Bank to change/modify the point as "The proposed solution should have the capability for	No Change.

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		Response (XDR) - General Requirement	and malicious files along with AI/ML based malware and threat detection techniques.	sandbox analysis of suspicious and malicious files such as: Executable filesObject codeFON (Fonts)Microsoft Windows screensaver (.scr) filesMicrosoft Office 2003 to Office 2016—.doc and .xlsMicrosoft Office 2010 and later releases—.docm, .docx, .xlsm, and .xlsx.dll files.ocx filesAndroid application package (APK) filesMach-o filesDMG filesLinux (ELF) files"	
59	38	73/Extended Detection and Response (XDR) - General Requirement	The proposed solution should provide identity theft detection, protection and automated response actions including but not limited to locking user, disabling user, remove permissions of user and force password reset.	Request Bank to change/modify the point as "The proposed solution should provide identity theft detection, protection and automated response actions including but not limited to locking user, disabling user, remove permissions of user and force password reset & the Identity Threat protection should provide protection against attacks as below, SSO & AD Session Hijacking <ul style="list-style-type: none"> <li>· Data Exfiltration</li> <li>· Compromised Credentials</li> <li>· Compromised Devices</li> <li>· Privileged User Monitoring</li> <li>· Unconstrained Delegation</li> <li>· Enumeration (User, SMB, NetBIOS, DNS etc.)</li> <li>· The Printer Bug</li> <li>· Protection against Mimikatz to Extract the TGT</li> <li>· Pass the Ticket</li> <li>· Pass the Token</li> <li>· Pass the Hash</li> <li>· DCSync to Domain Compromise</li> <li>· Impossible traveler"</li> </ul>	No Change.
60	Additional Point to be Added	Additional Point to be Added	Additional Point to be Added	Request Bank to add point "Solutions should have built-in UI based credential manager for integration/apps which can be used for storing credentials without the need to store static config files. The credentials should be encrypted & hashed using industry standards such as AES-256 (32-	No Change.

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				bytes), Bcrypt, SHA-512 "	
61	67	2.58/Scope of Work and Technical Features/Functionalities	The bidder should ensure that the Cloud Service Provider (CSP) hosting the components of the proposed solution should be empaneled with Ministry of Electronics and Information Technology (MeitY) and data should be stored in India.	The bidder should ensure that the OEM proposing Cloud Based Solution should have their Cloud DC and DR in India to ensure that Bank's data is locally stored & Bank's data gets resiliency in India. In addition, the Cloud DC and Cloud DR Setups should be physically separated in two different cities in India, in different seismic zones atleast 500 kms apart as on date of RFP	No Change.
62	62	Project Scope	The proposed solution should be deployed in hybrid model with components, features and functionalities through Bank On-premise DC / DR and MeitY compliant Cloud Data Center hosted in India	The proposed solution should be deployed in hybrid model with components, features and functionalities through Bank On-premise DC / DR and MeitY compliant cloud Data Center where the Cloud DC and Cloud DR hosted in India and are physically separated in two different cities in India, in different seismic zones atleast 500 kms apart as on date of RFP.	No Change.
63	63	2.4/Scope of Work and Technical Features/Functionalities	The proposed solution should be deployed in hybrid model with components, features and functionalities through Bank On-premise DC / DR and/or MeitY compliant Cloud Data Center hosted in India. The telemetry data collected from Bank's endpoint, servers and network devices should be sent through on-premise server to the vendor's MeitY compliant cloud for correlation, analysis and response.	The proposed solution should be deployed in hybrid model with components, features and functionalities through Bank On-premise DC / DR and/or MeitY compliant Cloud Data Center hosted in India where the Cloud DC and Cloud DR hosted in India and are physically separated in two different cities in India, in different seismic zones atleast 500 kms apart as on date of RFP. The telemetry data collected from Bank's endpoint, servers and/or network devices should be sent through on-premise server provided by the bidder to the MeitY compliant cloud for correlation, analysis and response.	No Change.
64	13	Section:8/Payment Terms/Clause C - Implementation & Integration	(1) 70% of the implementation & integration cost post Phase-I Implementation sign off from Bank. Phase-I Implementation sign-off will be provided upon complete installation, configuration and implementation of the proposed solution with all components in the	Request the bank to please change the payment terms to:(1) 70% of the implementation & integration cost post implementation sign off from Bank. Implementation sign-off will be provided upon complete installation, configuration and implementation of the proposed solution with all	No Change.

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		Cost (OTC)	Bank, along with XDR roll-out on at least 40,000 endpoints / servers of the Bank. Sign Off in the form of Implementation Sign-off report should be signed by duly stamped and signed by Banks identified Project Manager & vendor representative.(2) 20% of the implementation & integration cost post Phase-II Implementation sign off from Bank. Phase-II Implementation sign-off will be provided upon completion of Phase-I and XDR roll-out on at least 65,000 endpoints / servers (i.e. additional 25,000 endpoints / servers after Phase-I) of the Bank. Sign Off in the form of Implementation Sign-off report should be signed by duly stamped and signed by Banks identified Project Manager & vendor representative.(3) 10% of the implementation & integration cost post Go-Live Closure Sign off from Bank. Go-Live Closure Sign-off will be provided upon completion / closure of the project, including XDR roll-out on all endpoints and servers of the Bank, as applicable, and handover to Operations team.	components in the Bank. Sign Off in the form of Implementation Sign-off report should be signed by duly stamped and signed by Banks identified Project Manager & vendor representative.(2) 30% of the implementation & integration cost post Go-Live sign off from Bank. Go-Live Sign Off report should be duly stamped and signed by Banks identified Project Manager & vendor representative.	
65	15	12	Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason.	Request you to please consider this clause in spirit of mutual agreement for termination.	No Change.
66	20	20.1	The Bank expects the Bidder to adhere to the terms of this tender document and would not accept any deviations to the same	Request you to please have a mutual agreement w.r.t. the clauses which is one sided	No Change.
67	116	Annexure 17 / Point 9	Set-off	Set-off to be mutually discussed and agreed.	No Change.
68	118	Annexure 17 / Point 11.d	Confidentiality	Evidence retention clause to be included.	No Change.
69	124	Annexure 17 / Point 19	Limitation of Liability	The LoL clause to be restricted to 12 months from the date of signing of the agreement/contract	No Change.
70	124	Annexure 17 / Point 19	Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising	Request you to please delete this condition.	No Change.

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			out of the use of any third-party software or modules supplied by Service Provider as part of procurement under the Agreement.		
71	124	Annexure 17 / Point 19	Under no circumstances BOB shall be liable to the Service Provider for <b>direct</b> , indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if BOB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.	Request you to please delete the highlighted word in red.	No Change.
72	125	Annexure 17 / Point 23	Assignment	Request you to please make this clause as mutually agreeable.	No Change.
73	4	VI	VI. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority	Is bidder allowed to Sub-contract work to OEM or Its authorised partner within India?	Please be guided by the RFP.
74	34	1	The POC will be conducted at bidder / OEM premises and the bidder needs to demonstrate compliance of the proposed solution to mandatory technical requirements as mentioned in this RFP document	Is Bidder/OEM expected to run all the use cases mentioned in RFP as part of mandatory technical compliance?	Please be guided by the RFP.
75	34	5	4. For integrations of the proposed solution with other IT and Security Solutions like SIEM, DLP, NAC, etc., OEM white paper may be provided to the Bank to ascertain compliance.	Request bank to share List of Solution with Make and Model to share the relevant Integration documentation.	Details will be shared with successful bidder.
76	56	Annexure 12	c) Integration with IT and Security solutions of the Bank as per Bank's requirements	List of Solutions to be integrated and type of integration expected as part of the Implementation	Details will be shared with successful bidder.
77	57	Annexure 12	2.6 The bidder has to setup the proposed solution infrastructure at Bank's DC (Mumbai) and DR (Hyderabad) locations and the Cloud DC	Is bidder expected to propose 100% DR for the XDR solution considered at DC?	The bidder should ensure redundancy of the components of the proposed solution at DC and DR location of the Bank as well as at MeitY compliant Cloud. Please be guided by the RFP.

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78	57	Annexure 12	2.9 The bidder should ensure redundancy of the components of the proposed solution at DC and DR location of the Bank as well as at the Cloud DC. There should not be any single point of failure in the proposed architecture	Is DR required to be replica of DC setup specially on high availability requirements?	The bidder should ensure redundancy of the components of the proposed solution at DC and DR location of the Bank as well as at MeitY compliant Cloud. Please be guided by the RFP.
79	58	Annexure 12	2.15 The bidder should size the proposed solution to ensure applicable data and log retention as per extant regulatory and government guidelines in India including CERT-In guidelines. 2.16 Further, raw logs / telemetry data collected from endpoints, network and other integrated solutions / devices should be stored by the proposed solution online for a rolling period of minimum 30 days and incidents / alerts information with supporting logs / forensics data should be stored for a rolling period of atleast 180 days. As and when required, archived data should be restored and provided to the bank in a readable format (JSON, XML, Syslog, CSV) without any additional cost.	Is Bank referring to different set of log retention requirements? Point 2.15 mentions log retention as per applicable guidelines and point 2.16 has defined the log retention requirements? We understand log retention requirements are required to be factored as per point 2.16. Please confirm.	Please be guided by the RFP.
80	58	Annexure 12	2.24 The bidder should propose only licensed solutions to the Bank. Non-licensed / Un-licensed solutions / components should not be proposed by the bidder.	Is Open source allowed?	Please be guided by the RFP.
81	57	Annexure 12	2.6 The bidder has to setup the proposed solution infrastructure at Bank's DC (Mumbai) and DR (Hyderabad) locations and the Cloud DC. All necessary hardware, software and network components to host the proposed solution at Bank's premises and Cloud should be supplied, configured and implemented by the bidder. Network Link / connectivity between Bank's DC / DR and Cloud DC will be provided	1. We assume Rack space, Power and other hosting facilities including cabling would be provided by Bank at each of the mentioned location. Kindly confirm  2. We assume all networking requirements like Switch and switch ports etc. on bank's network would be provided by Bank to hook the new setup to the existing setup of bank. Kindly confirm.	Rack space, Power and connectivity at switch will be provided by the Bank at Bank's DC and DR. Other required infrastructure including but not limited to hardware appliances / Virtual Machines, Software, power cable, Network cable, SFPs, etc. should be provided

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			by the Bank.		by the bidder. Further, at MeitY compliant Cloud, all the required infrastructure should be provided by the bidder.
82	81	Annexure 12	Disaster Recovery Mechanism: The proposed solution must be capable of and compatible for Disaster Recovery Implementation. The successful bidder should describe the provisions for disaster recovery and show that the proposed solution facilitates disaster recovery. The bidder needs to submit the technical architecture relating to data/Configuration replication between primary and secondary site	Is DR required to be replica of DC setup specially on high availability requirements?	The bidder should ensure redundancy of the components of the proposed solution at DC and DR location of the Bank as well as at MeitY compliant Cloud.  Please be guided by the RFP.
83	81	Annexure 12	Management of the Proposed solution and Resource Deployment The above deployment plan is only for calculation of TCO and Bank will provide resource on-boarding requirement to the successful bidder as per requirement.	Does this mean actual count would be provided later by Bank? Request bank to provide exact number of L1/L2/L3 resource to be factored in proposal for TCO calculation.	Deployment plan is provided in Annexure 12 of RFP. For the purpose of TCO calculations, the bidder should factor resources as per the deployment plan mentioned in the RFP.
84	61	Annexure 12	2.51 The bidder should provide 24*7*365 support for Implementation, Integration, Maintenance, Administration, ATS and Onsite-Support for the proposed solution during contract period.	Is bidder expected to provide 24*7*365 support from day one? Need clarity here. We assume Bidder need to setup team on 24*7*365 basis post implementation of supplied solution. Kindly confirm.	24*7*365 support is required post Go-Live Sign-off of the proposed solution. During the course of implementation, all the activities pertaining to the proposed solution including but not limited to management and monitoring should be done by the implementation team on 24*7*365 basis.
85	81	Annexure 12	Where * refers to resource must be made available in case of emergency or as per Bank's requirement.	* sign is also marked for availability of L3 on Weekdays and Sundays. Does this mean we also need to have one L3 Resource at Mumbai DC location as well?	L3 resource is not required to be factored for DC Mumbai location. However, in case of emergency, expert resource to be provided on prior information

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				Is Remote support allowed during implementation or operation phase?	by the Bank.  Support should be provided onsite at Bank's DC / DR during implementation and operations phase. Refer RFP for details.
86	90	Annexure 13 - Service Levels	Ø Time bound problem addressing team (onsite/offsite) for the complete contract period.	Kindly confirm the location at Mumbai and Hyderabad for Resource Deployment  Is Remote Support Allowed to cover any of the shifts or in case of any emergency support?	Deployment plan is provided in Annexure 12 of RFP. Bidder to factor the number of resources to conform to the said deployment plan In addition to onsite team who is available 24*7, in case of emergency, expert resource to be made available onsite on prior information by the Bank.
87	90	Annexure 13 - Service Levels	Ø Any fault/ issue/ defect failure intimated by Bank through any mode of communication like call/e-mail/ etc. are to be acted upon, so as to adhere to the service levels	We assume ITSM access to resources for maintaining Trouble/Change Tickets would be provided by Bank. Kindly confirm the ITSM in use.	Bank already has ticketing tool for logging tickets internally. Details will be shared with successful bidder.
88	60	Annexure 12 2.49/2. Scope of Work and Technical Features/Functionalities	The gap assessment activity of the proposed solution by OEM/OSD should be arranged by the bidder on half-yearly basis during the contract period without any additional cost. The said activity should cover detailed configuration audit, findings, recommendations and best practices of the deployed solution	Request bank to change the clause from half-yearly to yearly basis. Request bank to allow OEM's authorise partner to carry out the gap assessment.	Refer Addendum I.  This gap assessment / efficacy check is to be conducted by OEM/OSD.
89	11	6. Preference to Make in India initiative	Preference will be given with the criteria laid down by Bank and as per procedures laid down in Public Procurement (Preference to Make in India) order 2017, revision vide order P-45021/2/2017-PP (BE – II) dated 16-9-2020 issued by GOI.	Request to kindly delete the clause to enable reputed international OEM participation.	No Change.
90	34	A. Eligibility Bid:	The proposed project manager must have at least 5 years of work experience in Cyber Security industry and must	Request to amend the clause as follows: "The proposed project manager must have at least 5 years of work experience in Cyber Security industry	No Change.



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			have experience of minimum one implementation of the proposed / similar technology solutions in Commercial Bank / Financial Institution in India.	<i>and must have experience of minimum one implementation of the proposed / similar technology solutions in Commercial Bank / Financial Institution/ Govt. Organization in India."</i>	
91	89	Annexure 12 – Project Details & Scope of Work	Bank is not bound to mandatorily on-board resources as per the indicative deployment plan and the same will be done as per Bank's requirement only.  Bank will have a right to increase/decrease the number of resources any number of times during the tenure of the contract. In such a case, Bank will give -2-months' prior notice to the successful Bidder in order to enable, successful bidder to comply with the revised resource requirement of the Bank. Resources have to work as per the above sheet for 365*24*7 including Sundays or Public Holidays.	Request to kindly confirm the minimum no. resource required and incase of any increase/decrease we understand the bidder will be paid on actual consumption basis. Kindly confirm	Deployment plan is provided in Annexure 12 of RFP. For the purpose of TCO calculations, the bidder should factor resources as per the deployment plan mentioned in the RFP.  Please be guided by the RFP.
92	95	Annexure 12 – Project Details & Scope of Work	All the hardware and software should be delivered within -02- months from the date of purchase order. Any deliverable has not been supplied or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract	Considering the current chip shortage and OEM lead time request to kindly extend the delivery timeline to 6 months and amend the subsequent milestone accordingly.	No Change.
93	95	Annexure 12 – Project Details & Scope of Work	Bidder will have to pay late delivery charges to Bank of Baroda @ 1% of Total Contract Value inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation beyond due date of implementation, to a maximum of 5% of total contract value. If delay exceeds beyond two weeks from due date of delivery, Bank of Baroda reserves the right to cancel the entire order	Request to levy the late delivery charge on the undelivered portion of the bill of material and amend the clause as follows "Bidder will have to pay late delivery charges to Bank of Baroda @ <del>4%</del> <b>0.5%</b> of <del>Total Contract Value</del> <b>undelivered portion</b> inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation beyond due date of implementation, to a maximum of 5% of total contract value. If <del>delay penalty</del> <b>exceeds beyond two weeks the</b>	No Change.

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				<del>maximum limit from due date of delivery</del> , Bank of Baroda reserves the right to cancel the entire order "	
94	124	Annexure 17 - Service Level and Non-Disclosure Agreement Format	However, Service Provider's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Service Provider, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	Request to limit all the liabilities to 100% of the contract value	No Change.
95	12	8. Payment Terms	The payment will be released as follows: a) Hardware / Appliance Cost b) Software Licenses Cost c) Implementation & Integration Cost (OTC) d) Annual Subscription License Cost e) Annual Maintenance Cost (AMC) / Annual Technical Support (ATS) Cost f) Onsite Support Charges	For better cash flow management request to kindly grant 10% interest free mobilization advance	No Change.
96	13	8. Payment Terms	There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the vendors. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the delivery should be passed on to the Bank	We understand any variation in statutory taxes and duties will be paid as per actuals. Kindly confirm and amend the below clause as follows: " <del>There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the vendors. But, any benefit arising out of any subsequent reduction</del> <b>change</b> in the prices due to reduction/ <b>increase</b> in duty & taxes after the prices are fixed and before the delivery should be <del>passed on to</del> <b>paid as per actuals by the Bank</b> "	No Change.
97	43	Annexure 02 - Evaluation Terms	e) In case of any variation (upward or downward) in Government levies / taxes / cess / duties etc. which has been included as part of the price will be borne by the bidder. Variation would also include the introduction of any new tax / cess/ duty, etc. provided that the benefit or burden of other taxes quoted separately as part of the commercial bid like GST and any taxes	Statutory variations are beyond the control of bidder and hence the bidder should not be penalized for any variation in in Government levies / taxes / cess / duties etc. Hence request to delete the clause.	No Change.

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			introduced instead of GST and levies associated to GST or any new taxes introduced after the submission of bidder's proposal shall be passed on or adjusted to the Bank. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly. Necessary documentary evidence should be produced for having paid any tax/cess/duty, if applicable, and or other applicable levies.		
98	31	Annexure 02 - Evaluation Terms	The bidder must be in the business of supply, implementation and maintenance of Extended Detection and Response (XDR) / Endpoint Detection and Response (EDR) or providing Cyber Security Services / Security Operations Centre in India at least for the last 3 years (as on RFP date).Documentary Proof (Proof of Successful implementation/ reference letters from Clients)	We understand the 3 years will be calculated from the date of PO issued. Kindly confirm  Documentary Proof (Proof of Successful implementation/ reference letters from Clients/ <b>Redacted bill of material</b> )	Please be guided by the RFP.
99	33	Annexure 02 - Evaluation Terms	One Bidder can bid only with one OEM / OSD solution.	Request to allow bidder to quote more than one OEM for increased competitiveness and better offers.	No Change.
100	34	Annexure 02 - Evaluation Terms	The bidder should have supplied and implemented XDR / EDR solution for minimum 15,000 endpoints (in a single deployment) along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in last 5 years  Documentary Proof for implementation of order / contract execution copy / Copy of Work Order / Performance Certificate.	Request to amend the clause as follows: "The bidder/ <b>consortium partner</b> should have supplied and implemented XDR / EDR solution for minimum <del>45,000</del> <b>5000</b> endpoints (in a single deployment) along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in last 5 years"	No Change.
101	34	Annexure 02 - Evaluation	The bidder should have supplied and implemented Network Detection & Response	Request to amend the clause as follows: "The bidder/ <b>consortium partner</b> should have	No Change.

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		Terms	(NDR) / Network Advanced Threat Protection (ATP) solution along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in the last 5 years	<i>supplied and implemented Network Detection &amp; Response (NDR) / Network Advanced Threat Protection (ATP) solution along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in the last 5 years"</i>	
102	39	Annexure 02 - Evaluation Terms	Value Added Service / Functionality in the proposed XDR solution to the Bank for cyber-threat detection and response without any additional cost /commercials Documents to be submitted Letter of undertaking (as per format provided in RFP) from the bidder and details of value-added services	We understand the supporting document will be required from XDR OEMs. Kindly confirm	Letter of undertaking is required from bidders as per format provided in the RFP.
103	99	Annexure 13 - Service Levels	The SLA charges (excluding onsite support deductions) will be subject to an overall cap of 10% of the Total Cost of Ownership during the contract period and thereafter, Bank has the discretion to cancel the contract. In case of non-compliance or delay in fulfilling the conditions mentioned in this RFP document, the Bank can levy penalty on the bidder subject to an overall cap of 10% of the Total Cost of Ownership.	Request to limit all the penalties to 5% of the QGR (Quarterly Guaranteed Revenue) and amend the clause as follows: "The SLA charges ( <del>excluding</del> <b>including</b> onsite support deductions) will be subject to an overall cap of <del>10%</del> <b>5%</b> of the <del>Total Cost of Ownership</del> <b>QGR</b> during the contract period and thereafter, Bank has the discretion to cancel the contract."  "In case of non-compliance or delay in fulfilling the conditions mentioned in this RFP document, the Bank can levy penalty on the bidder subject to an overall cap of <del>10%</del> <b>5%</b> of the <del>Total Cost of Ownership</del> <b>QGR</b> ."	No Change.
104	65	Annexure 02 - Eligibility Criteria	A General  The bidder must be in the business of supply, implementation and maintenance of Extended Detection and Response (XDR) / Endpoint Detection and Response (EDR) or providing Cyber Security Services / Security Operations Centre in India at least for the last 3 years (as	Our Company is in existence since past 2 decades. Recently, we have restructured our company in to various focused businesses resulting into formation of 100% owned subsidiary company operational from February 2021, and hence, this bidding subsidiary company, shall depend on its parent company for its years of Existence, Financial & Experience credentials. Hence request to consider	No Change.

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			on RFP date).	the modification as: "The bidder or its Parent company (incase bidder is wholly owned subsidiary of the parent company) must be in the business of supply, implementation and maintenance of Extended Detection and Response (XDR) / Endpoint Detection and Response (EDR) or providing Cyber Security Services / Security Operations Centre in India at least for the last 3 years (as on RFP date).	
105	33	Annexure 02 - Eligibility Criteria	C Technical  5. The bidder should ensure that the Cloud Service Provider (CSP) hosting the components of the proposed solution should be empaneled with Ministry of Electronics and Information Technology (MeitY) and data should be stored in India.	Our Company is in existence since past 2 decades. Recently, we have restructured our company in to various focused businesses resulting into formation of 100% owned subsidiary company operational from February 2021, and hence, this bidding subsidiary company, shall depend on its parent company for its years of Existence, Financial & Experience credentials. Hence request to consider the modification as: "5. The bidder or its Parent company (incase bidder is wholly owned subsidiary of the parent company) should ensure that the Cloud Service Provider (CSP) hosting the components of the proposed solution should be empaneled with Ministry of Electronics and Information Technology (MeitY) and data should be stored in India.	No Change.
106	34	Annexure 02 - Eligibility Criteria	D Experience and Support Infrastructure The bidder should have supplied and implemented XDR / EDR solution for minimum 15,000 endpoints (in a single deployment) along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in last 5 years.	Request to consider modification of the clause as:The bidder should have supplied and implemented XDR / EDR solution for minimum 4000 endpoints (in a single deployment) along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in last 5 years.	No Change.
107	34	Annexure 02 - Eligibility Criteria	D Experience and Support Infrastructure 1. The bidder should have supplied and implemented XDR / EDR solution for minimum 15,000 endpoints (in a single deployment) along with operational support and maintenance in at	We request to consider modification of the clause as: 1. The bidder /OEM should have supplied and implemented XDR / EDR solution for minimum 15000 endpoints (in a single deployment) along with operational support and maintenance in at least one	No Change.

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			least one Commercial Bank / Financial Institution / Govt. Organization in India in last 5 years.	Commercial Bank / Financial Institution / Govt. Organization in India in last 5 years.	
108	34	Annexure 02 - Eligibility Criteria	D Experience and Support Infrastructure 3.The bidder should have supplied and implemented Network Detection & Response (NDR) / Network Advanced Threat Protection (ATP) solution along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in the last 5 years.	We request to consider modification of the clause as: D Experience and Support Infrastructure 3.The bidder/OEM should have supplied and implemented Network Detection & Response (NDR) / Network Advanced Threat Protection (ATP) solution along with operational support and maintenance in at least one Commercial Bank / Financial Institution / Govt. Organization in India in the last 5 years.	No Change.
109	37-39	B. Technical Bid Evaluation	B. Technical Bid Evaluation	We understand that all the clauses under this section can be complied by proposed OEM/OSD. Pls confirm.	Please be guided by the RFP.
110	65	2. Scope of Work and Technical Features/Functionalities	2.34 The proposed solution should support API based integration with the existing as well as future IT and security solutions (on-premise / cloud) of the Bank including but not limited to Active Directory, DLP, PIM, NAC, DAM, SIEM, NTP, Internet Proxy, Ticketing tool. Bidder to ensure integration of Bank's IT and Security solutions with the proposed solution as per Bank's requirement.	Request to provide the details of Active Directory, DLP, PIM, NAC, DAM, SIEM, NTP, Internet Proxy, Ticketing tool for integration purpose.	Details will be shared with successful bidder.
111	67	2. Scope of Work and Technical Features/Functionalities	2.51 The bidder should provide 24*7*365 support for Implementation, Integration, Maintenance, Administration, ATS and Onsite-Support for the proposed solution during contract period.	Bidder need to provide onsite resource support or remote support for NDR. Please confirm	Onsite resources are required as per deployment plan mentioned in the RFP. Please be guided by the RFP for details.