Sr. No.	Clause in RFP	Clarifications/ Changes made
1	**Annexure 11- Technical Requirement - NAC Solution** ..... **Mandatory Technical Requirements:** ..... 2. The proposed solution must support agentless deployment and provide complete posture analysis without the need of an agent. The Solution Should support the all the feature & Functionalities like Profiling, Compliance check, Alert, Remediation & Blocking etc. in Agentless mode.	**Annexure 11- Technical Requirement - NAC Solution** ..... **Mandatory Technical Requirements:** ..... 2. The proposed solution must support agent-based and/or agentless deployment and provide complete posture analysis. The Solution Should support the all the feature & Functionalities like Profiling, Compliance check, Alert, Remediation & Blocking etc. .....
2	**Annexure 11- Technical Requirement - NAC Solution** ..... **Other Technical Requirements:** ..... 5. The proposed NAC OEM should feature in the latest Gartner's Magic Quadrant for Network Access Control under the "leaders" quadrant and in the latest Gartner's Market Guide for Network Access Control	**Annexure 11- Technical Requirement - NAC Solution** ..... **Other Technical Requirements:** ..... 5. The proposed NAC OEM should feature in the latest Gartner's Magic Quadrant for Network Access Control under the "leaders" quadrant or in the latest Gartner's Market Guide for Network Access Control .....
3	**Annexure 11- Technical Requirement - NAC Solution** ..... **Other Technical Requirements:** ..... 30. The proposed solution must support agentless deployment and provide complete posture analysis without the need of an agent.	**Annexure 11- Technical Requirement - NAC Solution** ..... **Other Technical Requirements:** ..... 30. The proposed solution must support agent-based and/or agentless deployment and provide complete posture analysis. The

	The Solution Should support the all the feature & Functionalities like Profiling, Compliance check, Alert, Remediation & Blocking etc. in Agentless mode. The NAC solution should also support agent based & dissolvable agent mode to achieve all feature & functionality mentioned in the RFP. ……	Solution Should support the all the feature & Functionalities like Profiling, Compliance check, Alert, Remediation & Blocking etc. ……
4	**Annexure 11- Technical Requirement - NAC Solution** …… **Other Technical Requirements:** …… 41. Solution should get deployed in a non 802.1x network with all functionalities available in an agentless deployment. ……	**Annexure 11- Technical Requirement - NAC Solution** …… **Other Technical Requirements:** …… 41. Solution should get deployed in a non 802.1x network. ……
5	**Annexure 11- Technical Requirement - NAC Solution** …… **Other Technical Requirements:** …… 43. Device authentication & network access control- The solution must support the following authentication methods: 1. 802.1X Authentication. 2. Non 802.1X Device Authentication 3. Agent-less Authentication. 4. MAC Address based Authentication by type 5. MAC Address based Authentication by pre-defined list 6. AD – LDAP 7. Web Authentication / RADIUS / TACACS / TACACS+, etc. 8. Asset Inventory Solution ……	**Annexure 11- Technical Requirement - NAC Solution** …… **Other Technical Requirements:** …… 43. Device authentication & network access control- The solution must support the following authentication methods: 1. 802.1X Authentication. 2. Non 802.1X Device Authentication 3. MAC Address based Authentication by type 4. MAC Address based Authentication by pre-defined list 5. AD – LDAP 6. Web Authentication / RADIUS / TACACS / TACACS+, etc. 7. Asset Inventory Solution ……

6	**Annexure 11- Technical Requirement - NAC Solution** ..... **Other Technical Requirements:** ..... 55. The proposed solution should support the mechanism to send customized message to specified recipients/end users when a certain policy is triggered. For eg. If firewall violation exceed certain threshold limit for certain users, then the user should receive a message via Email/SMS.	**Annexure 11- Technical Requirement - NAC Solution** ..... **Other Technical Requirements:** ..... 55. The proposed solution should support the mechanism to send customized message to specified recipients/end users when a certain policy is triggered. For eg. If NAC policy violation exceed certain threshold limit for certain users, then the user should receive a message via Email/SMS. .....
7	**Annexure 11- Technical Requirement - NAC Solution** ..... **Other Technical Requirements:** ..... 60. The Solution shall have capability, which allows users to add a device on a portal, where the device goes through a registration process for network access. It should also allow users to mark as lost any device that they have registered in the network, and blacklist the device on the network, which prevents others from unauthorized network access when using the blacklisted device.	**Annexure 11- Technical Requirement - NAC Solution** ..... **Other Technical Requirements:** ..... 60. The Solution shall have capability, which allows NAC admin to add a device on a portal, where the device goes through a registration process for network access. It should also allow NAC admin to mark as lost any device that they have registered in the network, and blacklist the device on the network, which prevents others from unauthorized network access when using the blacklisted device. .....
8	**Annexure 11- Technical Requirement - NAC Solution** ..... **Other Technical Requirements:** ..... 66. The solution should support all versions of Windows starting from Windows XP, all versions	**Annexure 11- Technical Requirement - NAC Solution** ..... **Other Technical Requirements:** ..... 66. The solution should support all versions of Windows starting from Windows XP, all

	of OS X starting from OS X 10.8 and major Linux versions (CentOS, Debian, Fedora, Red Hat Enterprise Linux, Open SUSE, SUSE Enterprise, Ubuntu, etc.) for complete posture assessment both agent based and agent-less.	versions of OS X starting from OS X 10.8 and major Linux versions (CentOS, Debian, Fedora, Red Hat Enterprise Linux, Open SUSE, SUSE Enterprise, Ubuntu, etc.) for complete posture assessment both agent based and/or agent-less. .....
9	**3. Project Details** ..... **3.6 Project Timelines** ..... Bidders are requested to keep the following timelines in regard to the implementation of NAC solution: **Phase I -** Complete installation, configuration and deployment of NAC solution at DC and DR. Integration of all end-points (servers, desktops, network devices, etc.) at DC and DR. This should be completed within -1- month of issuance of the purchase order. Product warranty will start after successful completion of phase I. **Phase II -** All other end-points (desktops, network devices, ATMs etc.) at Branch, Regional Office, Zonal Office, Foreign Territories, RRBs, Subsidiaries, etc. where network is governed by DC Team, etc. within -3- months of issuance of the purchase order. Bidders are requested to add any number of phases in the timeline and present it during the presentation, if required	**3. Project Details** ..... **3.6 Project Timelines** ..... Bidders are requested to keep the following timelines in regard to the implementation of NAC solution: **Phase I -** Complete installation, configuration and deployment of NAC solution at DC and DR. Integration of all end-points (servers, desktops, network devices, etc.) at DC and DR. This should be completed within -2- months of issuance of the purchase order. Product warranty will start after successful completion of phase I. **Phase II -** All other end-points (desktops, network devices, ATMs etc.) at Branch, Regional Office, Zonal Office, Foreign Territories, RRBs, Subsidiaries, etc. where network is governed by DC Team, etc. within -4- months of issuance of the purchase order. Bidders are requested to add any number of phases in the timeline and present it during the presentation, if required .....

10	**3. Project Details** **……** **3.3.3 Scope of Work for NAC Solution:-** **……** • Solution shall use agentless approach for detection of unauthorized access via network activities analysis from the endpoints. ……	**3. Project Details** …… **3.3.3 Scope of Work for NAC Solution:-** …… • Solution shall use agent-based and/or agentless approach for detection of unauthorized access via network activities analysis from the endpoints. ……
11	**5. Terms & Conditions** …… **5.5 Terms of Reference** …… **5.5.1 Deliverables** …… The NAC Solution must be implemented as per project scope within a period of 3 months in totality from the date of placing of purchase order by the Bank. The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned above. In case the deadlines are not met then the Bidder will have to pay penalty to Bank of Baroda @ 1% of implementation cost 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%. If delay exceeds the maximum percentage of 5%, Bank of Baroda reserves the right to cancel the entire order. Bidder will be responsible for ensuring proper packing, delivery and receipt of the all deliverables. Sealed packs will be opened in the presence of Bank of Baroda officials	**5. Terms & Conditions** …… **5.5 Terms of Reference** …… **5.5.1 Deliverables** **……** The NAC Solution must be implemented as per project scope within a period of 4 months in totality from the date of placing of purchase order by the Bank. The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned above. In case the deadlines are not met then the Bidder will have to pay penalty to Bank of Baroda @ 1% of Purchase Order (PO) value per week or part thereof, for late implementation beyond due date of implementation, to a maximum of 5%. If delay exceeds the maximum percentage of 5%, Bank of Baroda reserves the right to cancel the entire order. Bidder will be responsible for ensuring proper packing, delivery and receipt of the all deliverables. Sealed packs will be opened in the presence of Bank of Baroda officials

	All necessary accessories as part of the NAC Solution should be delivered together with the hardware. Any deliverable has not been implemented 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. Below are the deliverables for NAC solution. (i) Implementation Phase At the end of the implementation exercise, the solution provider should provide a comprehensive report with a detail of completed implementation work. The report will consist among other things the following: • Design Document • Fully installed well integrated customized and functioning solution • Standard Operating Procedures - for alert management, incident management, report management, log storage and archiving, Business Continuity. SOP should also cover configuration, deployments, backup and recovery procedures. • Presentation of the working solution to the IT management and staff of Bank after completion of the implementation for review and feedback • An executive summary report for Management of the implemented solution • Installation, Configuration and user manuals • Troubleshooting manuals • Training (ii) Training	All necessary accessories as part of the NAC Solution should be delivered together with the hardware. Any deliverable has not been implemented 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. Below are the deliverables for NAC solution. (i) Implementation Phase At the end of the implementation exercise, the solution provider should provide a comprehensive report with a detail of completed implementation work. The report will consist among other things the following: • Design Document • Fully installed well integrated customized and functioning solution • Standard Operating Procedures - for alert management, incident management, report management, log storage and archiving, Business Continuity. SOP should also cover configuration, deployments, backup and recovery procedures. • Presentation of the working solution to the IT management and staff of Bank after completion of the implementation for review and feedback • An executive summary report for Management of the implemented solution • Installation, Configuration and user manuals • Troubleshooting manuals

	The Bidder needs to provide advance certification training to selected Bank officials (max 5) on NAC solution. The Bidder should provide additional minimum three sets of training for Bank officials during the period of the contract for NAC solution. Details of training are as under- • Provide training to the bank personnel on the product architecture, functionality and the design under the scope of this RFP. • Provide hands-on training to the bank personnel on operations, alert monitoring, policy configuration etc. • The Bidder shall train the Bank's personnel for independent operation, creation of policies/rules, generation of reports, and analysis of the reports, Troubleshooting and familiarization of features and functionalities, policy configuration, alert monitoring. • Bidder shall provide comprehensive training manual, presentations, videos, lecture notes, hand-outs and other training documentation for all trainings.	• Training (ii) Training The Bidder needs to provide advance certification training to selected Bank officials (max 5) on NAC solution. The Bidder should provide additional minimum three sets of training for Bank officials during the period of the contract for NAC solution. Details of training are as under- • Provide training to the bank personnel on the product architecture, functionality and the design under the scope of this RFP. • Provide hands-on training to the bank personnel on operations, alert monitoring, policy configuration etc. • The Bidder shall train the Bank's personnel for independent operation, creation of policies/rules, generation of reports, and analysis of the reports, Troubleshooting and familiarization of features and functionalities, policy configuration, alert monitoring. • Bidder shall provide comprehensive training manual, presentations, videos, lecture notes, hand-outs and other training documentation for all trainings. .....
12	**5. Terms & Conditions** ..... **5.5 Terms of Reference** ..... **5.5.4 Payment Terms** ..... **d.) AMC /ATS**	**5. Terms & Conditions** ..... **5.5 Terms of Reference** ..... **5.5.4 Payment Terms** .....

	• Payable annually against receipt of satisfactory service report of previous year from the Bank's Project / Operation Manager. ……	**d.) AMC /ATS** • Payable half-yearly against receipt of satisfactory service report of previous half-year from the Bank's Project / Operation Manager. ……
13	**5. Terms & Conditions** …… **5.2 Bid Security and Performance Guarantee** …… **5.2.1 Bid Security / Earnest Money Deposit** …… **5.2.1.1** **……** Bidders are required to give an earnest money deposit of an amount as mentioned in "[A] Important Dates –Bid Security (Earnest Money Deposit)"by way of Demand Draft/Pay Order drawn on BKC, Mumbai payable to "Bank of Baroda" or a Bank Guarantee of an equal amount issued by a Commercial Bank (other than Bank of Baroda) located in India, valid for 6 months in the form provided in the RFP (Annexure 04 – Bid Security Form). The Demand Draft should be of a Commercial Bank only (other than Bank of Baroda) and will be accepted subject to the discretion of the Bank. ……	**5. Terms & Conditions** …… **5.2 Bid Security and Performance Guarantee** …… **5.2.1 Bid Security / Earnest Money Deposit** …… **5.2.1.1** **……** Bidders are required to give an earnest money deposit of an amount as mentioned in "[A] Important Dates –Bid Security (Earnest Money Deposit)"by way of Demand Draft/Pay Order drawn on BKC, Mumbai payable to "Bank of Baroda" or a Bank Guarantee of an equal amount issued by a Commercial Bank (other than Bank of Baroda) located in India, valid for 8 months in the form provided in the RFP (Annexure 04 – Bid Security Form). The Demand Draft should be of a Commercial Bank only (other than Bank of Baroda) and will be accepted subject to the discretion of the Bank. ……

Addendum to the following Annexure is provided below:

a) Annexure 12 - Service Levels

All other Terms & Conditions are same as per our RFP no. BCC:CISO:110:110:256 dated 11-Dec-2018 for Supply, Implementation and Maintenance of Network Access Control (NAC) Solution.

Annexure 12 - Service Levels

Sr. No.	Service Area	Accepted Service Level	Penalty
1	**UP Time of NAC solution or any component there of** (hardware, software, appliances, etc. supplied by selected Bidder). Impact on Production, demanding immediate attention. Leading to the complete disruption of the objective performed by the said solution.	99.995% and above (on monthly basis)	NA
		99.99% to 97.92% (on monthly basis)	1%
		97.91% to 95.83% (on monthly basis)	5%
		Less than 95.82% (on monthly basis)	10%
2	**Degradation of NAC solution** **-** Slowing down the operations of any component or NAC solution thereof resulting in delayed alerts, responses, report generations, etc.	Response and resolution time of 24 hours after reporting to SI/OEM support.	1% every four hours after the passage of Resolution time of 24 hours. The cap will be **10%.**
3	**Downtime of standby / HA components**	Response and resolution time of 24 hours after reporting to SI/OEM support.	1% every one hour after the passage of Resolution time of 24 hours. The cap will be **10%.**
4	**NAC solution** management – Version / Release/Upgrades / Patches	Bidder to inform Bank team and ensure that all components of NAC – firmware, software, middleware, etc. are updated with latest firmware, patches, upgrades, release, version, etc. as per the Bank policy(N-1).	Penalty of 2% for every fortnight for **not informing** of the Bank of latest versions / release/upgrades/ patch for NAC solution upon its release. • Penalty of 2% for every week for **not informing** of critical security patches of NAC solution. • Penalty of 2% for every week of delayed updating/patching **beyond mutually agreed** upon time schedule for any component of NAC once notified by the Bank. • **Cap of 10%**

Important Note: All penalties will be calculated based upon the following components:

a) Hardware Appliance cost plus Software Licenses / Support cost, in case of appliance based deployment
b) Software Licenses / Support cost (in case of VM based solution – VM will be provided by Bank)