

Bank's response to pre bid queries for RFP of NAC Solution

RFP Clause / Page / Ref No.	RFP Provision	Query / Change requested	Bank's Response
Mandatory Technical Requirements- Annexure 11- Page 77. Pt-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	We request the Bank to REMOVE listing in the "LEADERS" quadrant. There are limited solutions available in the leaders quadrant. " Featuring in the Gartner's Magic Quadrants is acceptable.	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
Annexure 02 - Eligibility Criteria : Page No : 63	The proposed Solution must be implemented in at least 3 Commercial Banks / Financial Institution in India in last 3 financial years.	We request the bank to please change 3 financial institution /bank in India to Globally.	No Change
Cl.2.4 in Pg.11	RFP Validity period	BU to confirm on validity of quote for 6 months from all our vendors too , no escalation in cost.	Query not proper. Hence, discarded.
Cl.2.13 in Pg.15	Earnest Money Deposit - Successful Bidder – Earnest money deposit or bank guarantee will be discharged upon the Bidder furnishing the performance guarantee. The EMD of the successful Bidder may be forfeited or the bank guarantee in lieu of EMD may be invoked by the Bank if the Bidder fails to furnish performance guarantee within 30 days from the date of Bank placing the order for any reason whatsoever and / or the Bidder refuses to accept and sign the contract within 1 month of issue of contract order / letter of intent for any reason whatsoever.	Only if the terms and conditions are as per the mutually agreed negotiations. Else there can be a delay in signing the contract. So this has to be noted.	No Change
Cl.3.6 in Pg.21	Project Timelines	Delivery to confirm on the timeline achievement risk	Query not proper. Hence, discarded.
Cl. 5 in Pg.29	Terms & Conditions	Sales, Business and Delivery to check all the terms. Also any costing to be included at time of bidding needs to be accomodated by BU.	Query not proper. Hence, discarded.
Cl. 5.1.1.1 in Pg.29	The Bank expects the Bidder to adhere to the terms of this tender document and would not accept any deviations to the same.	There will be deviations required	No Change
Cl.5.1.3.3 in Pg.31	The prices quoted by the Bidders shall be all inclusive, that is, inclusive of all taxes, duties, levies etc. except Goods & Service Tax and Octroi /entry tax (wherever applicable) will be paid extra. The Goods & Services tax would be paid by the Bank at actuals. Octroi /entry tax will be paid on actual on production of original receipt. Though the equipment for NAC Solution would be at Bank premises, or any location identified by Bank, Bidder shall be responsible for the installation, implementation and acceptance testing and the ownership would not have transferred to Bank till the final acceptance and signoff. Hence the Bidder will bear the risk of loss if any, till the ownership has passed to Bank. There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation	Ownership to be transferred on delivery, so there would not be any risk on bidder once delivered to customer.	No Change
Cl.5.1.3.4 in Pg.32	In case of any variation (upward or down ward) in Government levies / taxes / cess / excise / custom duty 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/ excise, etc. provided that the benefit or burden of other taxes quoted separately as part of the commercial bid like VAT, Goods & Service tax and any taxes introduced instead of Goods & Service tax, VAT and levies associated to Goods & Service Tax, VAT or any new taxes (other than excise, custom duties, other duties and associated government levies) introduced after the submission of Bidder's proposal shall be passed on or adjusted to the Bank. Local entry tax and octroi will be paid on actuals based on receipt provided. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, the Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly. Local entry taxes / octroi whichever is applicable, if any, will be paid by the Bank on production of relative invoices / payment receipts / documents. Necessary documentary evidence should be produced for having paid the customs / excise duty, sales tax, if applicable, and or other applicable levies	Any variance in the statutory taxes will be adjusted to the customer price and not borne by bidder	No Change

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Cl.5.1.3.5 in Pg.32	If any Tax authorities of any state, including, Local authorities like Corporation, Municipality etc. or any Government authority or Statutory or autonomous or such other authority imposes any tax, charge or levy or any cess / charge other than Goods & Service Tax & entry tax or octroi and if the Bank has to pay the same for any of the items or supplies made here under by the Bidder, for any reason including the delay or failure or inability of the Bidder to make payment for the same, the Bank has to be reimbursed such amounts paid, on being intimated to the Bidder along with the documentary evidence. If the Bidder does not reimburse the amount within a fortnight, the Bank shall adjust the amount out of the payments due to the Bidder from the Bank along with the interest calculated at commercial rate	Any variance in the statutory taxes will be adjusted to the customer price and not borne by bidder	No Change
Cl.5.2.2.1 in Pg.35	The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure 13 to the extent of 10% of the total contract value for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a nationalized Bank only, other than Bank of Baroda.	To be valid for the contract period only. Also needs Dinesh's approval for issuing PBG.	No Change
Cl.5.2.2.3 in Pg.35	The Bank reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.	It needs to be mutually agreed after giving a cure period of 30 to 45 days minimum.	No Change
Cl.5.5.1 in Pg.40	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.	5% of implementation phase value or entire contract including support? Delivery to confirm on the timeline risk if any as tight schedule.	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 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%. Bank of Baroda reserves the right to cancel the entire order.
Cl.5.5.4 in Pg.42	Payment Terms - The Bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the Bidders must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the Bidder in the price bid against such activity / item.	Need to negotiate and also Customer cannot hold back any amount without it being mutually agreed by bidder after customer giving a cure period to rectify.	No Change
Cl.5.5.4 a in Pg.42	Delivery of Hardware/Appliances/Software * 70% of the Hardware / Appliances cost on delivery of Hardware / Appliance plus 100% of applicable taxes at actuals. The required documents to be provided along with original invoice: a) Original delivery Challans dully stamped and signed by the Bank Official. b) Original receipt of Octroi / entry tax etc wherever applicable. * 20% of Hardware / Appliance cost on successful installation of the hardware / Appliance and applicable Service Tax (if any). SNR case - Wherever installation could not be carried out by the successful Bidder due to the Bank's dependencies like Site not ready etc. even after 60 days beyond the date of delivery then the payment would be released, upon the successful Bidder's submission of certificate from location concerned duly signed (with Bank's seal affixed) by the Bank Authority concerned on the Bank's dependencies like site is not ready etc. However, in such a case the successful Bidder has to give an undertaking to complete installation within a week of being informed that the site is ready. Balance amount of 10% will be released on completion of warranty period plus 3 months or against bank guarantee in the format as specified in Annexure 14 Bank Guarantee for early release of retention money by a scheduled	90% H/W to be paid on Delivery of the H/W and 10% submission of BG	No Change

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Cl.5.5.4 b in Pg.42	Software / Application License Cost @ 50% of the Software / Application license cost on delivery of Software / Application Licenses plus 100% of VAT / CST & Octroi / entry tax (wherever applicable) at actuals. The required documents to be provided along with original invoice: a) Original delivery Challans duly stamped and signed by the Bank Official. b) Original receipt of Octroi / entry tax etc., wherever applicable. *30% of the Software / Application license cost after successful installation of the Software / Application and payable against acceptance signoff in the form of Acceptance Report signed by both Bank's identified Project Manager & vendor representative. * 20% of the Software / Application license cost after Go-Live closure signoff from Bank. Go Live Closure Sign Off in the form of Final Acceptance Test Report should be signed by both Banks identified Project Manager & vendor representative.	90% S/W to be paid on Delivery of the S/W and 10% submission of BG	No Change
Cl.5.5.4 c in Pg.43	Implementation Cost (OTC) *70% of the implementation cost after successful implementation and payable against implementation signoff in the form of Implementation Report signed by both Banks identified Project Manager & vendor representative. * 30% of the implementation cost after Go-Live closure signoff from Bank. Go Live Closure Sign Off in the form of Final Acceptance Test Report should be signed by both Banks identified Project Manager & vendor representative.	Delivery to confirm what is the time gap between the expected implementation signoff and the GoLive closure signoff. Also is there any work or deliverable to be performed between receiving these two sign offs. As we might need to negotiate for payment on completion of deliverables.	Query not proper. Hence, discarded.
Cl.5.5.4 d in Pg.44	AMC / ATS - Payable annually against receipt of satisfactory service report of previous year from the Bank's Project / Operation Manager	Needs to be paid on a Quarterly basis.	AMC / ATS - Payable half-yearly against receipt of satisfactory service report of previous half-year from the Bank's Project / Operation Manager
Cl.5.5.4 in Pg.44	The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices.		Query not proper. Hence, discarded.
Annexure 12 in Pg.90	Service Levels - All penalties will be calculated based upon TCO component.	Define TCO component - is it the TCV or Cost of that particular deliverable for the customer? It is mentioned as capped to 10% for each of the four categories. But is it capped to Please get it confirmed from the customer is it 10% each or cumulative 10%. AS 10% each will not be acceptable.	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) Details will be provided in Addendum.
Annexure 13 in Pg.91	Performance Guarantee	Draft to be reviewed and approved by legal	Query not proper. Hence, discarded.
Annexure 02 in Pg 63	Eligibility Criteria The Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years – 2015-16, 2016-17 and 2017-18	Request amendment as follows: Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years – 2014-15, 2015-16 and 2016-17* OR Bidder must be a cash profit making entity (Net profit + depreciation) (from Indian operations only) continuously for the last three years, that is financial years - 2014-15, 2015-16 and 2016-17* AND must have a networth** of Rs. 50 Crores in each of the last two financial years. (Not inclusive of the turnover of associate companies)	No Change
Cl.6.22 in Pg.56-57 of RFP	Under no circumstances BOB shall be liable to the selected Bidder 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	We understand that the clause will be made mutual i.e. it will also apply to the bidder.	No Change
Cl.6.23 in Pg.57-59 of RFP	Ownership, Grant and delivery	We understand that standard OEM software will be governed by terms of license and use of the OEM software licensor.	No Change
Cl.6 in Pg.104 of RFP	The BIDDER undertakes that it has not supplied/is not supplying similar product / systems or subsystems / services at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product / systems or sub systems / services was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price within a period of one year before and after bid submission date, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	We understand that the clause will apply in the event that the same solution provided by the bidder.	No Change

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Cl.6.15 in Pg.53-54 of RFP	Indemnity	We understand that the indemnity will be as per losses and damages suffered by Bank at actuals	No Change
Cl.6.15 in Pg.53-54 of RFP	Indemnity	We understand that Bank will co-operate with the bidder and take reasonable steps to mitigate the loss.	No Change
Cl.6.14 in Pg.53	In case of order cancellation, any payments made by the Bank to the Bidder would necessarily have to be returned to the Bank with interest @ 15% per annum from the date of each such payment	We submit that this clause is not applicable to this project as payment is made for products and services already delivered and hence the requirement for refund does not arise.	No Change
Pg 77 Point no. 2 > Mandatory Technical Requirements	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.	<p>Please remove Agentless.</p> <p>Agentless solution is not the secure way to do the posture checking.</p> <p>In Agentless solution the NAC code does not live on the end station and the user does not have to download a link. This is the so-called agentless approach. When a device joins the domain, a user logs into the domain or a user logs off, the NAC code verifies that the end station complies with the access policy as part of the process. The endpoint inventory only happens when these events occur and cannot be done on a scheduled basis. So agentless solution is not the secure way to do the posture assessment of the endpoint</p> <p>In Other Technical Requirements section point no. 2, section VII ,already ask for Post-Admission Protection – continuously monitoring users, elements and their sessions for suspicious activity (i.e. worms, viruses, malware, etc.). If detected, the action taken by a NAC solution may vary from isolating the offending system to dropping the session.</p> <p>This clause will not be applicable in agentless solution</p>	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.
Pg 79 Point no.6 > Other Technical Requirements:	The solution should be able to work with IOCs provided by the Anti-APT solution (FireEye, etc.) and regulators/agencies like CERT-In, etc.	<p>Please confirm the existing solution support open API integration.</p> <p>Our NAC solution support REST API integration. The APT solution must support API integration, so that proposed NAC solution will integrate with APT</p>	Anti-APT solution supports API Integration
Pg 79 point no. 8 > Other Technical Requirements:	The solution should be able to prevent and make custom policies for new age Zero day attacks within 24-48 hours	<p>Please change to Solution should have API based integration with 0-day attacks software to prevent and make custom policies for new age Zero day attacks within 24-48 hours</p> <p>NAC solution will integrate with 0-day attacks software. NAC solution will not identify the Zero day attack.</p>	No Change
Pg 80 point no. 16 > Management	The proposed solution should have a Centralized Management Console with customizable dashboard and role-based admin	<p>Please change to, The proposed solution should have a Centralized Management Console with dashboard and role-based admin.</p> <p>Proposed NAC solution is having their own dashboard. For customization of existing dashboard, software development is required.</p>	No Change
Pg 81 point no. 20 > Management	The proposed solution must be able to generate reports on different parameters. i.e. Compliance , Non-Compliance , corporate , Guest , BYOD (Bring Your Own Device) ,Cash Deposit Kiosk (CDK), Bunch Note Acceptor (BNA), Mobile Devices, Network Printers, ATMs, Wireless Access Point (WAP), Scanner, IP Phone, IP Camera, Tablet, Smart Phone, Digital Signage System (DSS), IOT's etc.	<p>Please remove Cash Deposit Kiosk (CDK), Bunch Note Acceptor (BNA), Mobile Devices, Network Printers, ATMs, Wireless Access Point (WAP), Scanner, IP Phone, IP Camera, Tablet, Smart Phone, Digital Signage System (DSS), IOT's etc.</p> <p>Based on the profiling, the total number of device with make and model will be shown in NAC solution.</p>	No Change
pg81 point no. 24 > Management	Administrators should be able to update or define custom reports and should have ability to run certain reports based on security role	<p>Please remove this point</p> <p>Proposed NAC solution is having their own dashboard. For customization of existing dashboard, software development is required.</p>	No Change
Pg 82 point no. 28 > Management	The proposed solution should operate within a heterogeneous network with switches, routers, etc. from multiple vendors (e.g. - Cisco, Checkpoint, Fortinet, Citrix, D-Link, and Juniper, 3com, Nortel, Linksys, Extreme Networks, etc. and legacy switches). NAC appliance should support vendor agnostic switch infrastructure. It must support the same with & Without 802.1x mechanism.	<p>Please remove It must support the same with & Without 802.1x mechanism.</p> <p>For Secure authentication 802.1x is required.non-802.1x authentication is not used for secure Authentication</p>	No Change

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Pg 82 point no. 30 > Management	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. The NAC solution should also support agent based & dissolvable agent mode to achieve all feature & functionality mentioned in the RFP.	Please remove agentless deployment. Agentless solution is not the secure way to do the posture checking. In Agentless solution the NAC code does not live on the end station and the user does not have to download a link. This is the so-called agentless approach. When a device joins the domain, a user logs into the domain or a user logs off, the NAC code verifies that the end station complies with the access policy as part of the process,. The endpoint inventory only happens when these events occur and cannot be done on a scheduled basis. So agentless solution is not the secure way to do the posture assessment of the endpoint In Other Technical Requirements section point no. 2, section VII ,already ask for Post-Admission Protection – continuously monitoring users, elements and their sessions for suspicious activity (i.e. worms, viruses, malware, etc.). If detected, the action taken by a NAC solution may vary from isolating the offending system to dropping the session. This clause will not be applicable in agentless solution	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.
Pg 83 point no. 37 > Management	Solution must have capabilities to block the endpoint which are connected on Unmanaged Network Infrastructure (Like Unmanaged Switches).	Please remove Unmanaged Network Infrastructure (Like Unmanaged Switches). For Secure authentication 802.1x is required.non-802.1x authentication is not used for secure Authentication. In unmanaged switch scenario, NAC solution will not push the user in quarantine or healthy VLAN and will not be able to do the port bouncing based on the posture token. So the NAC solution for unmanage switch is not a sure solution for Bank	No Change
Pg 83 point no. 38 > Management	Solution must be able to automatically classify the detected devices in to different categories according to their functions such as Windows, Apple MAC, Printers, Network Devices, Linux, Unix & IOT's etc. The solution should also provide detailed information regarding the endpoint connected to the network such as IP Address, MAC Address, NetBIOS Name, NetBIOS Domain, Domain User, Domain Member, OS-Class, IP of the connected switch, Switch Port, Switch Port VLAN, Switch Port Status, Switch Vendor, Access status.	Please remove Unix	No Change
Pg 83 point no. 41 > Management	Solution should get deployed in a non 802.1x network with all functionalities available in an agentless deployment.	Please remove agentless deployment. Agentless solution is not the secure way to do the posture checking. In Agentless solution the NAC code does not live on the end station and the user does not have to download a link. This is the so-called agentless approach. When a device joins the domain, a user logs into the domain or a user logs off, the NAC code verifies that the end station complies with the access policy as part of the process,. The endpoint inventory only happens when these events occur and cannot be done on a scheduled basis. So agentless solution is not the secure way to do the posture assessment of the endpoint In Other Technical Requirements section point no. 2, section VII ,already ask for Post-Admission Protection – continuously monitoring users, elements and their sessions for suspicious activity (i.e. worms, viruses, malware, etc.). If detected, the action taken by a NAC solution may vary from isolating the offending system to dropping the session. This clause will not be applicable in agentless solution	Solution should get deployed in a non 802.1x network.

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point no. 43 > Management	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	<p>Please remove ,Non 802.1X Device Authentication and Agent-less Authentication</p> <p>For Secure authentication 802.1x is required.non-802.1x authentication is not used for secure Authentication</p> <p>Please remove agentless deployment.</p> <p>Agentless solution is not the secure way to do the posture checking.</p> <p>In Agentless solution the NAC code does not live on the end station and the user does not have to download a link. This is the so-called agentless approach. When a device joins the domain, a user logs into the domain or a user logs off, the NAC code verifies that the end station complies with the access policy as part of the process,. The endpoint inventory only happens when these events occur and cannot be done on a scheduled basis. So agentless solution is not the secure way to do the posture assessment of the endpoint</p> <p>In Other Technical Requirements section point no. 2, section VII ,already ask for Post-Admission Protection – continuously monitoring users, elements and their</p>	<p>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</p> <p>4. MAC Address based Authentication by pre-defined list</p> <p>5. AD – LDAP</p> <p>6. Web Authentication / RADIUS / TACACS / TACACS+, etc.</p> <p>7. Asset Inventory Solution</p>
point no. 47> Management	The solution should have the capability to collect endpoint attribute data via passive network telemetry, querying the actual endpoints, or alternatively from the infrastructure	Please remove this point, The is OEM specific	No Change
point no. 53> Management	The solution should have profiling capabilities integrated into the solution in order to detect headless host. The profiling features leverage the existing infrastructure for device discovery. Should support the use of attributes from the following sources or sensors: · Profiling using MAC OUIs · Profiling using DHCP information · Profiling using RADIUS / TACACS / TACACS+ information · Profiling using HTTP information · Profiling using DNS information · Profiling using NetFlow information · Profiling using SPAN/Mirrored traffic	<p>Please remove the Profiling using DNS information</p> <p>In DNS based profiling, the device will already get the IP address. The DNS probe will not work until an IP address is known and associated with an endpoint MAC address. if without authentication, an IP address is allocated to device then this will not be a secure mechanism to use for profiling.</p>	No Change
point no. 54> Management	The solution should be capable of being bypassed in the event of any failure of the solution. This should be applicable in both managed and unmanaged switch environment.	<p>Please remove unmanaged switch environment</p> <p>For Secure authentication 802.1x is required.non-802.1x authentication is not used for secure Authentication. In unmanaged switch scenario, NAC solution will not push the user in quarantine or healthy VLAN and will not be able to do the port bouncing based on the posture token. So the NAC solution for unmanage switch is not a sure solution for Bank</p>	No Change
point no. 55> Management	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		Query not proper. Hence, discarded.
point no. 56> Management	The proposed solution should detect known or unknown/rogue devices on specific VLAN depending on device type, MAC address, or other criteria	Please remove this point. This is the feature of Wireless IPS device to detect a rogue device.	No Change
point no. 63> Management	The solution should have robust exception handling mechanism where-in default actions can be overridden/know false positives can be by-passed in an automated workflow after required workflow based approvals	Please clarify this clause in detail.	If there is some policy and we require to give someone an exception to that policy, the solution should allow us to give exception based on workflow based approvals through NAC console.
point no. 65> Management	The solution should identify / alert / Block if high privilege (admin accounts) are used for common operations in place of accessing specific resources	Please remove this point.	No Change

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point no. 66> Management	The solution should support all versions of Windows starting from Windows XP, all 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 agent-less.	<p>Please remove Debian.</p> <p>Debian is not a common OS used in the Bank</p> <p>Please remove this agent-less</p> <p>Agentless solution is not the secure way to do the posture checking.</p> <p>In Agentless solution the NAC code does not live on the end station and the user does not have to download a link. This is the so-called agentless approach. When a device joins the domain, a user logs into the domain or a user logs off, the NAC code verifies that the end station complies with the access policy as part of the process. The endpoint inventory only happens when these events occur and cannot be done on a scheduled basis. So agentless solution is not the secure way to do the posture assessment of the endpoint</p> <p>In Other Technical Requirements section point no. 2, section VII ,already ask for Post-Admission Protection – continuously monitoring users, elements and their sessions for suspicious activity (i.e. worms, viruses, malware, etc.). If detected, the action taken by a NAC solution may vary from isolating the offending system</p>	The solution should support all versions of Windows starting from Windows XP, all 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.
point no. 67> Management	The solution should be able to identify all network devices such as routers, switches, IOT's devices using factory default or Weak/common credentials as part of IOT Risk Assessment.		Query not proper. Hence, discarded.
point no. 68> Management	The solution should support both 802.1X and Non-802.1X Architecture. The support for Non-802.1X Architecture will allow early integration with Bank's existing network infrastructure without the need of any hardware and software upgrades required for 802.1X deployments. The Bank can then take its own time to upgrade the infrastructure to support 802.1x at its own pace and doesn't make it a deterrent to the NAC deployment.	<p>Please remove ,Non 802.1X Device Authentication and Agent-less Authentication</p> <p>For Secure authentication 802.1x is required.non-802.1x authentication is not used for secure Authentication</p>	No Change
point no. 72> Management	The solution should include remediation actions such as kill processes, run scripts (on Linux, OS X and Windows), set registry keys or disable dual-homed device adaptors.	<p>Please remove the run scripts (on Linux, OS X and Windows).</p> <p>Scripting based solution is done by one specific OEM</p>	No Change
point no. 73> Integration Capability	Solution should integrate seamlessly with Bank's existing IT infrastructure comprising of routers, switches, firewalls, IPS, various types of WAN links and computers, devices, Operating Systems etc. The proposed NAC solution should integrate with leading Firewall brands such as (Checkpoint, Juniper, Palo Alto Networks, Fortinet, Cisco, Citrix, etc.) to respond rapidly to compromised devices on network to prevent threat propagation.	<p>Please let us know that the given device support REST API or not.</p> <p>The integration will be done through REST API, if the device does not support API based integration, then the NAC solution will not be able to integration with mentioned devices</p>	No Change
point no. 79> Integration Capability	The proposed NAC solution should integrate with MDM vendors such as Airwatch. The solution should be able to integrate with leading EMM/MDM vendors to provide real-time visibility of unmanaged/agentless mobile devices. In addition, it should also deliver comprehensive information about the managed mobile devices (covering different OS like Android, IOS, etc.) that are connected to the enterprise network. Automatic detection, enrollment, compliance check and policy based access rules regardless of device type.	<p>Please clarify about unmanaged/agentless mobile devices.</p> <p>MDM solution is completely different solution for mobile device posture checking. The NAC solution will integration with MDN solution.</p>	No Change
point no. 81> Integration Capability	Solution should integrate with the APT solution (FireEye, etc.), allowing it to receive threat information and apply policy-based mitigation actions depending on the severity or priority of the threat	<p>Please let us know that the given device support REST API or not.</p> <p>The integration will be done through REST API, if the device does not support API based integration, then the NAC solution will not be able to integration with mentioned devices</p>	Anti-APT solution supports API Integration
point no. 82> Integration Capability	The proposed solution should plug-in module to add new security features.	<p>Please remove this point.</p> <p>plug-in module support by one specific OEM</p>	No Change
point no. 83> Integration Capability	The proposed solution should be integrated with Privileged Identity Management (PIM) / Privileged Access Management (PAM) solution (CyberArk, Arcos, etc.) / Identity and Access Management (IDAM) solution (CA, etc.)	<p>Please let us know that the given device support REST API or not.</p> <p>The integration will be done through REST API, if the device does not support API based integration, then the NAC solution will not be able to integration with mentioned devices</p>	No Change
point no. 05 > Other Technical Requirements:	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.	There is no published Gartner magic quadrant for Network Access control for present year. Request you to remove this clause.	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

Bank's response to pre bid queries for RFP of NAC Solution

RFP Clause / Page / Ref No.	RFP Provision	Query / Change requested	Bank's Response
2.13 Earnest Money Deposit	The Earnest Money Deposit shall be denominated in the Indian Rupees only and shall be in the form of a Demand Draft favoring "Bank of Baroda" payable at BKC, Mumbai or a bank guarantee of an equal amount issued by a Commercial Bank located in India (other than Bank of Baroda), which is valid for 8 months, in the form provided in the RFP (Annexure 04 - Bid Security Form).	As per clause 2.13, EMD validity is required for 8 months. As per clause 5.2.1.1, EMD validity is mentioned for 6 months. Kindly provide the correct validity required for EMD BG.	The Earnest Money Deposit shall be denominated in the Indian Rupees only and shall be in the form of a Demand Draft favoring "Bank of Baroda" payable at BKC, Mumbai or a bank guarantee of an equal amount issued by a Commercial Bank located in India (other than Bank of Baroda), which is valid for 8 months, in the form provided in the RFP (Annexure 04 - Bid Security Form).
3.3.2 General Scope of Work	The Proposed Solution should be in adherence to the guidelines provided in the RBI cyber security circular no RBI/2015-16/418 dated 2nd June 2016	Please Share RBI RBI cyber security circular no RBI/2015-16/418 dated 2nd June 2016	The said RBI circular is available on RBI website.
3.6 Project Timelines	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.	Usually Product & component delivery may takes 4-6 weeks hence request you to rephrase it to "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 Delivery of Product & component. Product warranty will start after successful completion of phase I."	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.
3.6 Project Timelines	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.	Usually Product & component delivery may takes 4-6 weeks also its large deployment of 65000+ IP's hence request you to rephrase it to "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 -6- months of product & component delivery. Bidders are requested to add any number of phases in the timeline and present it during the presentation, if required."	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.
3.6 Project Timelines	Integration with existing solutions SIEM, AD, PIM, HPSM, etc.	SIEM , PIM & HPSM integration functionalities needed from day 1?	Yes
5.4.10	Right to Alter- The Bank reserves the right to alter the requirements specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities	As you would appreciate that the pricing is done based on the volume. We would request Bank to consider our request and put a limit of 5% variation in case the scope is being reduced. For additional scope to be routed through PCR. Decrease of Scope is not acceptable, request deviation on decrease of work.	No Change
Point 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	Typo Error " 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"	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
Point 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.	This functionality compromises the security. It is not recommended to allow any user to blacklist the device on the network, which will add security gap. It is always recommended to verify the device each time it connect to network & based on hygiene of device provide the appropriate access. Request that point to rephrase to "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."	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.
Point 75	The proposed NAC solution should integrate with MDM vendors such as Airwatch. The solution should be able to integrate with leading EMM/MDM vendors to provide real-time visibility of unmanaged/agentless mobile devices. In addition, it should also deliver comprehensive information about the managed mobile devices (covering different OS like Android, IOS, etc.) that are connected to the enterprise network. Automatic detection, enrollment, compliance check and policy based access rules regardless of device type.	Need total number of MDM device details which will help us in BOQ sizing. Integration functionality needed from day 1?	Will be provided to successful bidder.
Point 81	Solution should integrate with the APT solution (FireEye, etc.), allowing it to receive threat information and apply policy-based mitigation actions depending on the severity or priority of the threat	Need APT(FireEye) solution details (Version , Model) which will help us in BOQ sizing. Integration functionality needed from day 1?	Will be provided to successful bidder.
Point 83	The proposed solution should be integrated with Privileged Identity Management (PIM) / Privileged Access Management (PAM) solution (CyberArk, Arcos, etc.) / Identity and Access Management (IDAM) solution (CA, etc.).	Need existing solution details (Version , Model) which will help us in BOQ sizing. Integration functionality needed from day 1?	Will be provided to successful bidder.

Bank's response to pre bid queries for RFP of NAC Solution

RFP Clause / Page / Ref No.	RFP Provision	Query / Change requested	Bank's Response
Annexure 15 – Commercial Bid Format	Software Licenses / Support cost (in case of VM based solution – VM will be provided by Bank)	We have to consider VM based solution? As per RFP page 99 Annexure 16 – Sizing for NAC Solution where hardware specification are mentioned	Commercials are to be provided considering both approach i.e. appliance based and VM Based as per the size of Bank and license requirements.
Annexure 16 – Sizing for NAC Solution	The proposed solution must support onboard retention of logs for a period of minimum 6 months	NAC solution have point in time all the event logs request you to rephrase it to " The proposed solution must support onboard retention of logs or send a logs to external log server for a period of minimum 6 months"	No Change
Annexure 16 – Sizing for NAC Solution	The proposed solution must be easily scalable to support monitoring 200000 devices but should initially support health-check / integration of minimum 65000 End-Points. As such, the solution should handle sustained traffic throughput of 10Gbps network throughput.	We will consider 1 IP per endpoint, Our assumption is valid?	We assume 1 IP per endpoint.
1.12;	Acceptance of Terms;	Please note that the Bidder would deemed to have	Please refer RFP document.
5.1.1.1	Terms and Conditions	accepted the RFP terms and conditions, when the	Please refer RFP document.
2.13;	Earnest Money Deposit	Please note that the successful Bidder shall submit a	Please refer RFP document.
5.2.1.3;		performance guarantee within 30 days of signing a	Please refer RFP document.
2.14;	Commercial Bid;	Please note that the prices and costs submitted shall	Please refer RFP document.
5.1.3.3	Price Bids	be exclusive of any taxes that are being levied.	
N/A	Resource Allocation	Please note that any additional resources shall be provided by the way of a Change Control Procedure and shall incur additional costs.	Please refer RFP document.
5.1	General	Please note that if the Bidder is selected as successful, the parties shall mutually agree and sign a contract, which shall be the governing document for the entire scope of work. Further, the tender document has to be read along with the Bidder's proposal, which shall be considered as an integral part of the tender.	Please refer RFP document.
5.1.2.7;	Rules of responding to the RFP	Please note that item/resource/service for which the	Please refer RFP document.
5.1.2.11		cost is not provided, then for such	Please refer RFP document.
5.1.3.4;	Rules of responding to the RFP	Please note that as the prices would be quoted	Please refer RFP document.
5.1.3.5		exclusive of any taxes or any other charges that will	Please refer RFP document.
5.1.3.6;	Rules of responding to the RFP	Please note that the payment has to be made within	Please refer RFP document.
5.1.3.7		30 days from the date of the invoice being issued. No	Please refer RFP document.
5.2.2	Performance Guarantee	Please note that the successful Bidder shall submit a performance guarantee within 30 days of signing a mutually agreed contract between the parties. If the parties are unable to reach a mutual agreement, no EMD shall be forfeited and no performance guarantee is required to be submitted.	Please refer RFP document.
		The Performance Guarantee shall only be forfeited if there is a material breach of the contract and there is no other remedy available with the Bank. It shall also not be used for any set-off.	Please refer RFP document.
		The performance guarantee shall be valid for the contract duration and shall not be replenished.	Please refer RFP document.
5.3.3;	Others	Please note that the Bidder and Bank shall sign a mutually agreed contract. The RFP and its addendums shall also be read along with the Bidder's proposal and the same shall not be rejected unilaterally.	Please refer RFP document.
5.3.4;		Further, we request for the deletion of the 'risk purchase' requirement under section 5.3.5.	Please refer RFP document.
5.3.5			Please refer RFP document.
5.3.7;	Others	Please note the Bidder-owned products shall comply with all the laws that are applicable to such products	Please refer RFP document.
5.3.10.2			Please refer RFP document.
5.4.16	Other RFP requirements	Please note the Bidder shall indemnify for a third party claim for the infringement of patent or copyright by the Bidder-owned and shall pay any court awarded damages for the same.	Please refer RFP document.
5.5.4	Payment Terms	Please note that Invoices are due on receipt and payable within 30 days of date of invoice (Payable Date). In the event payments are not received by the Payable Date, Bidder reserves the right to suspend services and/or levy and collect a late payment fee of 2% per month or part thereof up to the date of receipt of payment by Bidder.	Please refer RFP document.
6.1	Dispute Resolution	Please note that the arbitration shall be performed at a city that is mutually acceptable to both the parties and not the Bank's premises. Bidder suggests Bangalore or Mumbai.	Please refer RFP document.
6.4	Force Majeure	Please note that the Bank's payment obligations shall not suspended during any force majeure event.	Please refer RFP document.
6.5	Assignment	Please note that neither party may assign the contract, in whole or in part, without the prior written consent of the other. Assignment of Bidder's rights to receive payments or assignment by Bidder in conjunction with the sale of the portion of Bidder's business that includes a product or service is not restricted.	Please refer RFP document.
6.7	Confidentiality	Please note the following:	Please refer RFP document.

Bank's response to pre bid queries for RFP of NAC Solution

RFP Clause / Page / Ref No.	RFP Provision	Query / Change requested	Bank's Response
		1) An information shall only be considered as confidential, if it is marked or identified with a restrictive legend at the time of disclosure.	Please refer RFP document.
		2) Any notes, extracts created from the Confidential Information will not solely belong to the Disclosing Party.	Please refer RFP document.
		3) Confidential Information shall be protected for a period of five (5) years from the date of initial disclosure of Confidential Information.	Please refer RFP document.
		The parties shall also negotiate and sign a mutually agreeable non-disclosure agreement for the contract duration.	Please refer RFP document.
6.8	Termination	Please note that either party can only terminate the contract, with thirty days prior written notice, if the other party has committed a material breach of the contract and if such breach has not been cured during the notice period. Bank shall pay Bidder for all products and services provided up to the effective date of termination. We propose 90 days notice period for termination for cause. Any "Termination For Convenience" is not acceptable. Clarity needed on terms & obligation, payment terms related to reverse transition.	Please refer RFP document.
6.1	Solicitation of employees	We request for the deletion of the clause.	No Change
6.11;	Inspection of Records;	Please note audits and inspections shall be conducted only to verify if Bidder is performing services in accordance with the service levels. A third party auditor may be appointed only with the mutual consent of the parties on a non-contingent basis after he has executed a confidentiality agreement with the Bidder.	Please refer RFP document.
		Bidder is not obligated to share any information relating to Bidder's costs, Bidder proprietary data, confidential information of Bidder's other customers and internal audit reports of the Bidder.	Please refer RFP document.
6.12	Visitorial Rights	Such audit shall be conducted (a) upon thirty days prior written notice to Bidder; (b) no more than once each calendar year; (c) only in relation to the previous twelve months' activities; (d) during normal business hours; and (e) to the extent it does not interfere with Bidder's ability to perform the services in accordance with the contract.	Please refer RFP document.
6.13	Compliance with laws	Please note that the Bidder shall comply with all the laws that are generally applicable to the Bidder's business as an IT service provider in India.	Please refer RFP document.
		The Bidder shall also obtain all the licenses and approval related to the products and services being provided by the Bidder under this RFP. However, if any product/infrastructure/license is being provided by the Bank, the Bank shall obtain the relevant approvals.	No Change
		Further, the requirement of indemnity under this clause is requested to be deleted.	No Change
6.14	Order Cancellation	Bidder requests for the deletion of this clause.	No Change
6.15	Indemnity	Please note the Bidder shall only indemnify the Bank for a third party claim for any damage suffered by such third party due to the infringement of patent or copyright by the Bidder-owned and shall pay any court awarded damages for the same.	Please refer RFP document.
6.16	Corrupt and Fraudulent Practices	Please note that any activity shall be considered a "corrupt practice" and/or a "fraudulent practice" only if they were conducted with a view to unduly and illegitimately influence the process, with an objective of gaining an undue business advantage.	Please refer RFP document.
		Further, the principles of natural justice shall be followed during any process that may be initiated against the Bidder.	Please refer RFP document.
6.18	Transportation and Insurance	Please note that the insurance cover shall be provided until the hardware is shipped from Bidder's warehouse and post that, the risk of loss shall be transferred to the Bank. Further, there shall be no insurance provided for a software.	Please refer RFP document.
6.2	SLA and NDA	Please note that the parties shall mutually agree on the SLA and NDA, which shall include any terms proposed under the Bidder's proposal or otherwise suggested by the Bidder.	Please refer RFP document.

Bank's response to pre bid queries for RFP of NAC Solution

RFP Clause / Page / Ref No.	RFP Provision	Query / Change requested	Bank's Response
6.22	Limitation of liability	Please note that liability shall be unlimited for only those claims, that cannot be limited under the applicable law. Further, the Bank shall also not be absolved of any direct damages that it is liable to pay for.	Please refer RFP document.
		Also, no party shall be liable for any indirect, consequential, special, economic or exemplary damages, even if they are advised of the possibility.	Please refer RFP document.
6.23	Ownership, Grant and Delivery	Please note that the Bank will own the copyright in works of authorship that Bidder develops for Bank (Project Materials). Project Materials exclude works of authorship delivered to Bank, but not created specifically for the Bank and any modifications or enhancements of such works made to those (Existing Works). Some Existing Works are subject to a separate license agreement (Existing Licensed Works). Bidder grants the Bank an irrevocable (subject to Bank's payment obligations), nonexclusive, worldwide license to use, execute, reproduce, display, perform and prepare derivatives of Existing Works that are not Existing Licensed Works. Bidder retains an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works of Project Materials.	Please refer RFP document.
Annexure 17 (Integrity Pact)		We request for deletion of section 2.3, 2.4 and 2.12.	Please refer RFP document.
		We further request for the deletion of section 4.;	Please refer RFP document.
		Under section 5, the only sanction for violation of the Integrity Pact shall be the removal of the Bidder from the current RFP process.	Please refer RFP document.
Annexure 17 (Integrity Pact)	Fall clause	We request for the deletion of the clause.	Please refer RFP document.
Annexure 17 (Integrity Pact)	Independent Monitors	Under section 7.6 and 8, the Bidder shall only provide access to those RFP related documents, which are non-confidential in nature. Bidder shall not be obligated to provide any other documents or access.	Please refer RFP document.
5.5.4	Payment Terms	Can we request the bank with change of payment terms with support for following terms: a) Delivery of Hardware/Appliances/Software 80% of Appliance/ Hardware Cost on Delivery with taxes 10% on Hardware / Appliance cost on successful installation of the hardware / Appliance with taxes 10% on completion of warranty period plus 3 months or against bank guarantee against early release of retention money b) Software / Application License Cost 80% of the Software / Application license cost on delivery of Software / Application Licenses plus 100% of VAT / CST & Octroi / entry tax (wherever applicable) at actuals. 10% on Software / Application license cost on successful installation of the Software / Application with taxes 10% of Software / Application license cost on Go Live Sign off c) Implementation Cost (OTC) 50% of implementation cost against implementation kick off 50% of implementation cost against successful completion of implementation with sign off	No Change
Annexure 2 / Section D /Point #1	The proposed Solution must be implemented in at least 3 Commercial Banks / Financial Institution in India in last 3 financial years.	Suggestion that the - Documentary Proof of order / contract copy / customer credentials should be allowed from bidder/OEM/OSD	No Change
Point No. 4 Mandatory Technical Requirements:	The proposed NAC solution should integrate with Enterprise level SIEM solution (QRadar) and Syslog server. The solution should be able to share information using standard protocols (Syslog, CEF) and should allow the SIEM system to send syslog messages to the NAC solution to automatically respond to any endpoint security issues	Since SIEM will have a lot of information from various devices in the network and does the co-relation of this information, this is better to be enforced on a single point (the firewalls) rather than the NAC acting by pushing out policies to another device i.e. Switch	No Change
Point No. 5 Other Technical Requirements:	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	Request you to remove this — The last Gartner Magic Quadrant published was in 2014 and since then a lot has changed both technically and from OEM perspective. So this report is not relevant any more. For e.g. Aruba is HP, Juniper is Pulse Secure	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

Bank's response to pre bid queries for RFP of NAC Solution

RFP Clause / Page / Ref No.	RFP Provision	Query / Change requested	Bank's Response
Point No. 8 Other Technical Requirements	The solution should be able to prevent and make custom policies for new age Zero day attacks within 24-48 hours	Request you to remove this --- NAC as the name suggest is Network Access Control solution. NAC is not a IOC solution. There are specialized solutions available from leading vendors who can do a far superior job.	No Change
Point No.21 Reporting	The proposed solution should have ability to generate reports in different formats, such as HTML, Excel, CSV and PDF	Request you to change this to CSV, Tab Delimited. These formats can be easily converted to any format as required by the bank with no additional costs involved.	No Change
Point No.22 Reporting	Reports should automatically be generated on a scheduled basis and should be available in real time on demand	Request to change — Reports should automatically be generated in real time on demand	No Change
point No. 44 Functional Requirement	The solution should address vulnerabilities on user machines through periodic evaluation and remediation to help proactively mitigate network threats such as viruses, worms, and spyware	Request you to change — The solution should address vulnerabilities on user machines through periodic evaluation and remediation. Reason being NAC as the name suggest is Network Access Control solution. NAC is not a IOC solution. There are specialized solutions available from leading vendors who can do a far superior job	No Change
point No. 57 Functional Requirement	The proposed solution should be able to Detect infected or otherwise compromised/malicious devices on specific VLAN depending on threat information from desktop anti-virus, vulnerability assessment tool, SIEM alerts or other criteria	Request you to remove — Since NAC as the name suggest is Network Access Control solution. NAC is not a IOC solution. There are specialized solutions available from leading vendors who can do a far superior job	No Change
3.3.2 General Scope of Work	The Proposed Solution should be in adherence to the guidelines provided in the RBI cyber security circular no RBI/2015-16/418 dated 2nd June 2016	Please Share RBI RBI cyber security circular no RBI/2015-16/418 dated 2nd June 2016	The said RBI circular is available on RBI website.
3.6 Project Timelines	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.	Usually Product & componenet delievery may takes 4-6 weeks hence request you to rephrase it to " 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 Delievery of Product & component. Product warranty will start after successful completion of phase I."	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.
3.6 Project Timelines	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.	Usually Product & componenet delievery may takes 4-6 weeks also its large deployment of 65000+ IP's hence request you to rephrase it to "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 -6- months of product & component delievery. Bidders are requested to add any number of phases in the timeline and present it during the presentation, if required."	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.
3.6 Project Timelines	Integration with existing solutions SIEM, AD, PIM, HPSM, etc.	SIEM , PIM & HPSM integration funcationilities needed from day 1?	Yes
5.4.10	Right to Alter— The Bank reserves the right to alter the requirements specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities	As you would appreciate that the pricing is done based on the volume. We wold request Bank to consider our request and put a limit of 5% variation in case the scope is being reduced.	No Change
Point 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	Typo Error " 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"	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
Point 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.	This functionality compromises the security. It is not recommended to allow any user to blacklist the device on the network, which will add security gap. It is always recommended to verify the device each time it connect to network & based on hygiene of device provide the appropriate access. Request that point to rephrase to "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."	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.

Bank's response to pre bid queries for RFP of NAC Solution

RFP Clause / Page / Ref No.	RFP Provision	Query / Change requested	Bank's Response
Point 75	The proposed NAC solution should integrate with MDM vendors such as Airwatch. The solution should be able to integrate with leading EMM/MDM vendors to provide real-time visibility of unmanaged/agentless mobile devices. In addition, it should also deliver comprehensive information about the managed mobile devices (covering different OS like Android, IOS, etc.) that are connected to the enterprise network. Automatic detection, enrollment, compliance check and policy based access rules regardless of device type.	Need total number of MDM device details which will help us in BOQ sizing. Integration functionality needed from day 1?	Will be provided to successful bidder.
Point 81	Solution should integrate with the APT solution (FireEye, etc.), allowing it to receive threat information and apply policy-based mitigation actions depending on the severity or priority of the threat	Need APT(FireEye) solution details (Version , Model) which will help us in BOQ sizing. Integration functionality needed from day 1?	Will be provided to successful bidder.
Point 83	The proposed solution should be integrated with Privileged Identity Management (PIM) / Privileged Access Management (PAM) solution (CyberArk, Arcos, etc.) / Identity and Access Management (IDAM) solution (CA, etc.).	Need existing solution details (Version , Model) which will help us in BOQ sizing. Integration functionality needed from day 1?	Will be provided to successful bidder.
Annexure 15 – Commercial Bid Format	Software Licenses / Support cost (in case of VM based solution – VM will be provided by Bank)	We have to consider VM based solution? As per RFP page 99 Annexure 16 – Sizing for NAC Solution where hardware specification are mentioned	Commercials are to be provided considering both approach i.e. appliance based and VM Based as per the size of Bank and license requirements.
Annexure 16 – Sizing for NAC Solution	The proposed solution must support onboard retention of logs for a period of minimum 6 months	NAC solution have point in time all the event logs request you to rephrase it to " The proposed solution must support onboard retention of logs or send a logs to external log server for a period of minimum 6 months"	No Change
Annexure 16 – Sizing for NAC Solution	The proposed solution must be easily scalable to support monitoring 200000 devices but should initially support health-check / integration of minimum 65000 End-Points. As such, the solution should handle sustained traffic throughput of 10Gbps network throughput.	We will consider 1 IP per endpoint, Our assumption is valid?	We assume 1 IP per endpoint.
5.5.4 Payment Terms	a) Delivery of Hardware/Appliances/Software: Balance amount of 10% will be released on completion of warranty period plus 3 months or against bank guarantee in the format as specified in Annexure 14 Bank Guarantee	Request to release 30% of the price of hardware/appliances/Software on successful installation of the hardware / Appliance and applicable Service Tax (if any), instead of asking for BG of 10% because we are already providing a performance BG @10% of the project cost.	No Change
5.5.4 Payment Terms	d) AMC / ATS ⊗ Payable annually against receipt of satisfactory service report of previous year from the Bank's Project / Operation Manager.	Request to release the AMC/ATS cost in advance of the current year instead of previous year.	AMC / ATS - Payable half-yearly against receipt of satisfactory service report of previous half-year from the Bank's Project / Operation Manager
Annexure 12 - Service Levels	penalty levels: 99.99% to 97.92%---1% 97.91% to 95.83%---5% Less than 95.82%---10%	Request to dilute this high penalty levels as: 99.99% to 97.92%---1% 97.91% to 95.83%---2% Less than 95.82%---5%	No Change
Annexure 12 - Service Levels	2. Degradation of NAC solution - Slowing down the operations of any component or NAC solution thereof resulting in delayed alerts, responses, report generations, etc. & 3. Downtime of standby / HA components ----- 1% every four hours after the passage of Resolution time of 24 hours. The cap will be 10%.	Request to reduce the penalty to 0.5% every four hours after the passage of Resolution time of 24 hrous	No Change
Annexure 11	The proposed solution must able to integrate with Service Manager Tool such as HPSM or any other ticketing tool for ticketing/workflow/case management	As per our understanding, Bidder should provide security event ticketing tool from any make to manage all incidents, response and closure of incidents.	Bank is already having ticketing tool and the solution should be able to integrate with the same.
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.	Request bank to change this clause. The NAC solution must be implemented as per project scope within a period of 5 months in totality from the date of placing of purchase order by the Bank.	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.
Annexure 12	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.	Request bank to revise this clause	No Change
3	5300+ branches in India and 100+ branches/offices overseas including branches of our subsidiaries, distributed in 24 countries. The Solution should be designed and deployed in the Bank's entire IT infrastructure	We need the the current install base (Count and model number) at branches - Network switches, Wifi AP's, Branch Router	Will be provided to successful bidder.
3.3.1	The ability to manage guest access.	Please share WIFI make/model, number of branch offices, corporate network/offices providing the guest access.	Will be provided to successful bidder.

Bank's response to pre bid queries for RFP of NAC Solution

RFP Clause / Page / Ref No.	RFP Provision	Query / Change requested	Bank's Response
3.2.2	The bidder would be responsible for replacing and upgrading the out-of-support, out-of-service, end-of-life, undersized, infrastructure elements at no extra cost to the bank during the entire contract period of 5 Years. Replacement to be done before due of date of the product/service.	How is the banks approach on current network infra devices moving towards or already reached end of support.	Query not relevant to RFP.
Annexure 11 - Mandatory Technical Requirements S.No 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.	As per our solution we support for Agent based approach for full posture and remediation. We do not support agentless solution for posture and compliance check and it is vendor specific clause.	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.
Annexure 11 - Other Technical Requirements - S.No - 2	The following is a list of functions that should encompass a NAC solution: I. Element Detection - detecting new elements as they are introduced to the network. II. Authentication – authenticating each user accessing the network no matter where they are authenticating from and/or which device they are using. III. Endpoint Security Assessment – assessing whether a newly introduced network element complies with the security policy of the organization. These checks may include the ability to gather knowledge regarding an element’s operating system, the list of installed patches, the presence of anti-virus software and its virus signature date, etc. IV. Remediation– quarantining an element that does not comply with the defined security policy until the issues causing it to be non-compliant are fixed. When quarantined, the element may be able to access a defined set of remediation servers allowing the user fixing the non-compliant issues and to be reintroduced, now successfully, to the network. V. Enforcement – restricting the access of an element to the network if the element does not comply with the defined security policy. VI. Authorization – verifying access by users to network resources according to an authorization scheme defined in an existing authorization system, such as Active Directory, etc.	VI - Need to clarify expectation from "existing authorization system, such as Active Directory, Radius server etc." - Please specify which system to use for authentication. VII - Request to modify this point to - This is vendor specific clause and request bank to delete the clause.	VI - Will be provided to successful bidder. VII - No change.
Annexure 11 - Other Technical Requirements - S.No - 3	The Network Access Control (NAC) solution should be an automated security control platform that can monitor and control everything on the network—all devices, all operating systems, all users. The solution shall let employees and guests remain productive on the network while critical network resources and sensitive data remain protected.	kindly list down the operating systems details that will scope of NAC solution.	Will be provided to successful bidder.
Annexure 11 - Other Technical Requirements - S.No - 4	Solution should Maintain an up-to-date/centralized inventory of authorized devices connected to bank's network (within/outside bank's premises) and authorized devices enabling the bank's network.	Kindly explain use case for devices connecting from outside bank's premises	Will be provided to successful bidder.
Annexure 11 - Other Technical Requirements - S.No - 6	The solution should be able to work with IOCs provided by the Anti-APT solution (FireEye, etc.) and regulators/agencies like CERT-In, etc.	Need to understand use case for IOCs coming from regulators/agencies like CERT-In	Will be provided to successful bidder.
Annexure 11 - Other Technical Requirements - S.No - 7	The solution should be capable to create Local Admin at Zonal level, Branch level, etc. with role based access if required	Need to understand use case for local admin with role based access requirement.	No Change
Annexure 11 - Other Technical Requirements - S.No - 8	The solution should be able to prevent and make custom policies for new age Zero day attacks within 24- 48 hours	This is a vendor specific clause and request to delete the same.	No Change
Annexure 11 - Other Technical Requirements - S.No - 12	The proposed solution must possess an architecture that should works in offline Mode /SPAN/ Mirror Traffic i.e. out-of-band mode.	For proper control it is advisable to have in line control so that system allows connection only after authentication and authorization. In case of out of band mode this is a security risk since the user will have access to the network without proper authentication. hence request to remove this clause.	No Change
Annexure 11 - Other Technical Requirements - S.No - 14	The solution should be designed and deployed to work with the existing network and devices and should not require re-architecturing the network or replacement of existing devices.	This is a favoring a specific vendor since other solutions in market which follow the 802.1x approach the most secure method of providing access requires changes at switches level to provide full functionality. Request to modify the clause as solution should be designed and deployed to work in best possible way to ensure optimum replacement of existing devices.	No Change
Annexure 11 - Other Technical Requirements - S.No - 24	Administrators should be able to update or define custom reports and should have ability to run certain reports based on security role	Kindly explain - Use case for selective report generation based on Security role	Will be discussed with successful bidder.

Bank's response to pre bid queries for RFP of NAC Solution

RFP Clause / Page / Ref No.	RFP Provision	Query / Change requested	Bank's Response
Annexure 11 - Other Technical Requirements - S.No - 28	The proposed solution should operate within a heterogeneous network with switches, routers, etc. from multiple vendors (e.g. - Cisco, Checkpoint, Fortinet, Citrix, D-Link, and Juniper, 3com, Nortel, Linksys, Extreme Networks, etc. and legacy switches). NAC appliance should support vendor agnostic switch infrastructure. It must support the same with & Without 802.1x mechanism.	Solutions does support heterogeneous environment however all functionalities support on non 802.1x mechanism is vendor specific and hence request to delete the statement - It must support the same with & Without 802.1x mechanism.	No Change
Annexure 11 - Other Technical Requirements - S.No - 41	Solution should get deployed in a non 802.1x network with all functionalities available in an agentless deployment.	This is a point favoring only specific vendor and hence request to kindly remove the clause.	Solution should get deployed in a non 802.1x network.
Annexure 11 - Other Technical Requirements - S.No - 44	The solution should address vulnerabilities on user machines through periodic evaluation and remediation to help proactively mitigate network threats such as viruses, worms, and spyware	This is a point favoring only specific vendor and hence request to kindly modify the clause as solution should have capability to integrate with 3rd party vulnerabilities and end point agents which do the periodic evaluation and automate policy to quarantine the user machine for proper remediation by redirection to specific remediation server.	No Change
Annexure 11 - Other Technical Requirements - S.No - 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	NAC solution can integrate with Firewalls/solution based on compatibility however this is not a feature of NAC. Request to remove this clause.	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
Annexure 11 - Other Technical Requirements - S.No - 62	Solution shall support the functionality to force endpoint to reacquire IP addresses that do not support a supplicant or client to generate a DHCP request after a vlan change.	Assigning IP post change is a functionality of Window OS and it is not a feature of NAC. Request to remove this clause.	No Change
Annexure 11 - Other Technical Requirements - S.No - 63	The solution should have robust exception handling mechanism where-in default actions can be overridden/known false positives can be by-passed in an automated workflow after required workflow based approvals	What is the end use case expected by this feature?	If there is some policy and we require to give someone an exception to that policy, the solution should allow us to give exception based on workflow based approvals through NAC console.
Annexure 11 - Other Technical Requirements - S.No - 65	The solution should identify / alert / Block if high privilege (admin accounts) are used for common operations in place of accessing specific resources.	What is the end use case expected by this feature?	No Change
Annexure 11 - Other Technical Requirements - S.No - 67	The solution should be able to identify all network devices such as routers, switches, IOT's devices using factory default or Weak/common credentials as part of IOT Risk Assessment.	Need to understand use case	The solution should test all the network devices with default / weak credentials and report should be available in NAC console for action by the Bank, if required.
Annexure 11 - Licensing - S.No - 84	Licensing should be based on number of end points / IPs and scalable as per Bank's requirement. The proposed Solution should be licensed wherein all supported features should be available for all IP devices. Licensing (including any third party product for software, hardware, appliance, database) should cover all the features required to deploy the NAC solution.	need to Discuss - ISE solution works on concurrent session based and not IP based. This is advanatges than IP based license.	No Change
Annexure 2 - Eligibility Criteria S. no 4 (technical Section)	One Bidder can bid only with one OSD and similarly one OSD can bid with only one Bidder	We would request to relax this clause so as to have maximum participation in terms of no. of bidders with single OSD.	No Change