BOB Financial

Pre-bid responses - RFP Selection of vendor for Encryption and DRM Solution

Sr. No.	Pg No	Point No	Tender Original Clause	Clarification	Request for Change / Modification / Addition / Deletion	BFSL Response
1	Appendix 1	1.5	The solution must protect the data stored in disk storage medium, either local hard disk, external removable media, network or cloud drives.	Is cloud storage used in the organisation? If so, is this private or public cloud storage? Are automatic file synchronisation tools used (e.g. OneDrive)?		SFTP/File Server's/Desktop/Removable disk used for data storage
2	Appendix 1	1.6	The solution must secure the data in motion when being transmitted to and from network drives.	Are files stored or saved at endpoints?		Yes
3	Appendix 1	1.18	It must be possible to use the solution to provide database encryption for any database.	Is TDE (Transparent Data Encryption) technology used in the organisation's databases? Does the organisation use database products from different vendors?		No
4	Appendix 1	2.4	The solution should be configurable to link authentication with Windows sign-in or as a separate sign-in.	Are Windows Domain user accounts used for all users?		Yes. Domain account used for authentication
5	Appendix 1	3.11	The solution must be available for user endpoints and servers.	Are there (a) Database servers, (b) Application servers, (c) File servers in the organisation?		End points only
6	Appendix 1	4.4	An encryption key recovery mechanism must be available, with security and logging measures to prevent mis-use.	Does the organisation use HSMs (Hardware Security Modules) to store cryptographic keys?		Yes, We are having HSM in place
7	Appendix 1	4.6	The solution must generate logs, and when managed by Central Management Server, the logs must be sent to Central Management Server for consolidation.	Is any log analysis technology used in the organisation?		Yes, we used Managed Detection and Response (MDR) service powered by next-generation Artificial Intelligence .
8	Appendix 1	4.12	The Central Management Server should be available either as a virtual machine or appliance.	Which Virtual Machine technology is used?		Currently we are using Hyperviser/VMWare
9	Appendix 1	5.1	The solution must allow the file sharing to multiple users. All files shared must remain encrypted at all time, and all share participants should be able to read the shared data.	Do users share files? If so, how is this achieved?		Network and Email/SFTP
10	Appendix 1	7.1	The solution must work with Microsoft Outlook	Are email clients other than Microsoft Outlook desktop used in the organisation?		No. MS Outlook is the only client used
11	Appendix 1	7.6	The solution should fully support certificate revocation based on CRL and OCSP and disallow revoked certificate to be used in signing new emails	Does the organisation use PKI/Certificate Authority technology that issues certificates to end users?		SSL Store and Difgicert
12	Page 6	11	Bid Security (EMD) 5000	EDM Waiver for MSME Registered Company	EMD Waiver for MSME registered Organisations	OK, as per MSME certificate

13	Page 9	2.2	The tenure of the contract initially would be for 3 years from the date of the issuance of first purchase order by the Company. Company can further extend this at its discretion at mutually agreed terms.	Does this mean the Prices will be contined for following years	**After the 3 years contract the price request has to be done for the following years with the vendor**	**BFSL will prefer to continue on the same rate after 3 years, but given the market condition and performance we are open to finalise Prices basis mutual discussion.**
14	Page 15	5.4 II	Performance Guarantee	Appendix-05 to the extent of 3% of the total contract value (5 times of the year 1 TCO) for the entire period of the five year contract plus 6 months	**Contract is for 3 year can PG be for same period**	**PBG will be applicable for Contract period of 3 years + 6 months. If BFSL wishes to extend the contract we will ask for extension in PBG.**
15	Page 15	5.4 II	Performance Guarantee	PG Waiver for MSME Registered Company	**PG Waiver for MSME registered Organisations**	**PBG will be applicable even for MSME**
16	1	6.1 Appendix 1	The solution must support S/MIME 3.2 standard.	The DRM integration with email solution is with the Email Client (Outlook) and is independent of the email format like S/MIME. The DRM will work for emails as long as the email is sent using Outlook. Hence this clause is not relavant to email DRM.	**Request you to kindly remove this clause as this is not relavant to the Email DRM solutuon. More relavant to encryption only solution**	**Aggreed but we required single client for both services.**
17	1	6.4 Appendix 1	An alternate method of sending secure email to a recipient who does not have an S/MIME certificate should be available.	The DRM integration with email solution is with the Email Client (Outlook) and is independent of the S/MIME Certificate. The DRM will work for emails as long as the email is sent using Outlook. Hence this clause is not relavant to email DRM.	**Request you to kindly remove this clause as this is not relavant to the Email DRM solutuon.**	**Aggreed but we required single client for both services.**
18	1	6.5 Appendix 1	The solution must support email classification.	Email Classification is an add-on to the DRM solution. Is this solution required to be quoted?	**Kindly confirm if Data Classification and DRM Solution both needs to be quoted as a part of this RFP.**	**No Change**
19	1	6.6 Appendix 1	The email classification applied must be customisable by end users.	The understanding is that the Email classification lables as defined by the Orgainization, the users must be able to apply any classificztion lablel based on their understanding of the sensitivity of the email/attachment	**Kindly confirm if the understanding is correct?**	**Understanding is Correct**
20	1	6.7 Appendix 1	The email classification must be integrated with security so that user can decide whether a classified email should be encrypted or signed automatically.	The understanding is that as the user applies any classification on the email (based on the classifiction applied by the user), the email must get automatically DRM protected	**Kindly confirm if the understanding is correct?**	**Understanding is Correct**
21	1	6.8 Appendix 1	The email classification should affect how email reply and forward should be handled including what classification label must be used when email is replied or forwarded.	The classification labels are applied by the user while sending emails and user can define the same while replying or forwarding the email. IS this what the requirement is, that user has this flexibiity to apply different labels?	**Kindly confirm if the understanding is correct?**	**No change**
22	1	6.10 Appendix 1	The solution should support email DRM capability including cannot copy content, restricted forward & reply recipient list, cannot print, email expiration.	This can be achieved by Integrating DRM Solution with Classification Solutions.	**Kindly confirm if Data Classification and DRM Solution both needs to be quoted as a part of this RFP.**	**No Change**
23	1	7.2 Appendix 1	The solution must allow user to specify classification label of email without having to decide how email should be encrypted or signed.	The understanding is that as the user applies any classification on the email (based on the classifiction applied by the user), the email must get automatically DRM protected	**Kindly confirm if the understanding is correct?**	**No change**

24	1	7.5 Appendix 1	The solution must be able to access the existing user certificates automatically from standard LDAP server or Microsoft AD server.	This is not how DRM solution works. This clause is more aligned to standard encryption solutions rather than DRM. This need to be modified	Please modify the clause to "The DRM solution must be able to authenticate theinternal users before providing access from the Exiting Microsoft AD server. The external users must be authenticated from the inbult LDAP based user repository or equivalent"	We are asking both solution Encrypotion and DRM heance it is there.
25	1	7.6 Appendix 1	The solution should fully support certificate revocation based on CRL and OCSP and disallow revoked certificate to be used in signing new emails	This is not how DRM solution works. This clause is more aligned to standard encryption solutions rather than DRM. . The DRM Solution Protects Email via integration with the Email Client (Outlook). Hence this clause is not relavant to email DRM.	Request you to kindly remove this clause as this is not relavant to the Email DRM solutuon.	We are asking both solution Encrypotion and DRM heance it is there.
26	1	7.7 Appendix 1	The secure email should protect its header including From, To, Cc and Subject from being modified or spoof. The user should be warned when header has changed since the email was sent out.	The DRM solution protect the actual content (email body/attachments) with Righst mangement controls. No users will be able to access or modify the content of the email unless explicitly provided permissions by the sender of the email (via secletced classification tag or otherwise). Hence this clause is not relavant to the DRM solution.	Request you to kindly remove this clause as this is not relavant to the Email DRM solutuon.	We are asking both solution Encrypotion and DRM heance it is there.
27	1	9.1 Appendix 1	The solution must support Windows Platforms (Windows 7 and above) and Windows Server Platforms (Windows 2008 and above).	Microsoft support for Win7 has ended. We recommed to Use Latest Version of Windows OS (Windows 10 and Windows 2019)	Please modify the clause to "The solution must support latest version of Windows Operating systems. It must support legacy Windows OS till the time it is supported by Microsoft"	Accepted
28		General	General	Please confirm which Email Client you are using to send emails. Is it Microsoft Outlook?	Please confirm which Email Client you are using to send emails. Is it Microsoft Outlook?	Microsoft Outlook
29		General	General	DRM need to integrate with Micrisft Active Directory for user authentication	Please confirm if you are using Microsoft AD for users ? Is this on-premise	Yes. On Premise
30		General	General	Kindly confirm the OS available on End-users machines	Please confirm if you are using Microsoft Windows OS? Which versions?	MS Windows
31		General	General	DRM & classification is a software based solution	The hardware and realted infra software like OS, database required to deploy the solution will be provided by BOB. Kindly confirm	to host encryption and DRM BFSL will provide required VM, OS and storage space.
32		General	General	Classification for Email/documents	Is the classification solution required to be quoted? Is it also for same number of user like DRM?	No, BFSL asking bundle of product inclusing encrytion and DRM
33		General	General	Classification for Email/documents	The classification solution, if required to be quoted, the same will be available for both files and email (outlook).Kindly confirm if this is fine?	No, BFSL asking bundle of product inclusing encrytion and DRM
34	6	1.7.11	Bid Security (EMD)	Company registered under MSME should be exempted from EMD	EMD exemption for MSME vendor	Bid security & EMD is exempted for MSME upon submitting certification.
35	9	3	Scope of Work	DRM and Encryption should be from same vendor	Need option to propose 2 different solutions	Yes, both product should be from same vendor
36	15	5.4.II	Performance Guarantee	PG waiver for MSME	PG waiver for MSME	PBG will be applicable even for MSME
37	Annexure 01	B2	The bidder should have a minimum annual turnover of at least Rs.5 cr in each of the last two years	Annual Turnover of Rs. 5cr	Turnover of Rs. 2cr and above	No change in Turnover criteria but for MSME there is some exemption only on providing the relevant Govt. documents
38	Appendix 1	1.17	The solution must automatically encrypt all temporary files and the operating system paging file.	Operating System Paging file	Remove this point	Accepted
39	Appendix 1	8.7	The solution must be managed from the Central Management Server	Solution to be managed from respective proposed solution of Encryption and DRM	Change required	No Change