Selection of vendor for implementation & support of End User Security (DLP/MDM)
RFP NO: CO: BFSL/SYS RFP/20-21/14,   Dated: 11-01-2021
Pre-Bid responses dated 27-01-2021

BOB Financial — Credit reimagined

Sr. No.	Pg No	Point No	Tender Original Clause	Clarification	Request for Change / Modification / Addition / Deletion	BFSL -Response
1	31	9.1	Payment will be released by the Company as per above payment terms on submission of relevant documents.	Need clarification on Payment terms which includes Lic and support cost. Will support cost will be paid year on year.	Request for change lic cost for 3 years to be paid upfront agaisnt the invoice within 30 days.	Licenses cost in advance, Support cost paid yearly basis. Implementation will paid after successful installation.
2	Appendix 2			Support cost will be for OEM support or Vendor Support. Because the License cost covers support for 3 years	**Need Clariifcation**	This is comprehensive from Partner &OEM
3	12	3.4.	Licenses	Clarification needed should we consider licenses for DC with HA and DR	**Need Clariifcation**	Proposed solution should support HA/DR options for supplied quantity with no additional cost.
4	Appendix-01	MDM Compliance Point 17	The product should have feature to wipe the data when user do failed attempts to access the corporate data.	Can proposed solution wipe the device when incorrect attempt of password on the devices	**Need Clariifcation**	Product should have feature to wipe out data from mobile device for multiple incorrect attempt
5	Annexure -02	Part A	Should have experience in having implemented End user security (DLP & MDM) in least one bank/FI in last 2 to 5 years	can we have experience in Non/Bank/FIS	Should have experience in having implemented End user security (DLP or MDM) in least one customer place in last 2 to 5 years	Bidder should have experinace in DLP or MDM at least one customer place in 2-5 Years
6	Annexure -01	Eligibility Criteria B-4	The Vendor should have existing customers in India for both the solutions in last 2 to 5 years.		The Vendor should have existing customers in India for either of solutions in last 2 to 5 years.	The vendor should have existing customer in india for either of solution in last 2 to 5 Years
7	13	4.0 SLA Penalty Calculation	Resolution Time for the Issues being managed by the Vendor 100 % of the calls which are registered under various Severity level to be resolved within the resolution mentioned		Resolution Time for the known Issues being managed by the Vendor 100 % of the calls which are registered under various Severity level to be resolved within the resolution mentioned	NO Change
8		Appendix 10	Job Description Information Security Consultant		Is the resource expected to be deployed on-site during the tenure of project	BFSL required rate card and it is not part of ROI. As per bussiness requirement BFSL will decide to take it for required duration and it may be onsite or remote , that wiil be mutuall agreed due to pandemic
9		Appendix 11	Job Description Email Security/MDM/EDR - L2 resource		Is the resource expected to be deployed on-site during the tenure of project	BFSL required rate card and it is not part of ROI. As per bussiness requirement BFSL will decide to take it for required duration and it may be onsite or remote , that wiil be mutuall agreed due to pandemic
10	16	6.4. Bid Security and Performance Guarantee	I. Bid Security ⬛ Bidders are required to submit an Bid Security/ Earnest Money Deposit (EMD) for Rupees [one Lakh] by way of DD/Bank Guarantee (Appendix 05 – Pro forma for Bank Guarantee) issued in favor of "BOB Financial Solutions Limited" valid for 180 days from the last date of submission of the bidalong with Technical Offer.		As per Government guideline kindly exempt MSME bidder from submitting the EMD and Tender Fee	As per goverment it will be exempted if required certificate produced , but PBG will be applicable even for MSME.
11		Appendix 02	BOM		Kindly provide separate BOM for DLP and MDM	NO Change
12	23	7.9. Submission of Bids	7.9. Submission of Bids 1. All envelopes with RFP response should be submitted to the authorized person at the address given in Section 1.4–Important Details (Schedule of Events, contact & communication details etc.)		Considering the ongoing pandemic situation we request you kindly allow bidders to submit the bid online only.	Addendum is published for online submission of bid.
13		Appendix 01 MDM Compliance 18	The product should provide a configuration to define what aspects of device is required to monitor and not monitor.		Need more clarity on this point	NO Change
14		Appendix 01 MDM Compliance 33	The product should have its own file server, where user can check the offline files		The product should have the capability to integrate with third-party CSIM Compliant repositories / Network File Server	NO Change

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15		**Appendix 01 MDM Compliance 34**	The product support N numbers (without restrictions) of business applications in containerization		Need more clarity on this point	The product support N numbers (without restrictions) of business applications in containerization
16		**Appendix 01 MDM Compliance 35**	The product should support pre-configured applications(like outlook with configures details of ports and servers so that user can just insert username and password to start with)		Need more clarity on this point	MDM solution should support bussiness applications and outlook on device.
17		**Appendix 01 MDM Compliance 40**	The product should allow to create multiple dashboard as per requirement		The product should have single dashboard with all the required details	NO Change
18		**Appendix 01 MDM Compliance 42**	The system should support to create reports as per the business requirements along with out of the box configuration		Please elaborate on the kind of reports expected here	System should support out of box report customisation for related to MDM.
19		**Appendix 01 MDM Compliance 65**	The product should maintain a password history ,ristrictions lost or stolen devices records		Request to remove this point as it seems vendor specific	NO Change
20		**Appendix 01 MDM Compliance 76**	The product should able to integrate with public ApIs		Please elaborate on the kind of rintegration expected here	Will share bussiness API as on when required and its should support the proposed solution.
21	**Tab 2: Bidder Qualification**	**Annexure 1**	Bidder Qualification Criteria: B3: The vendor should have the experience of deploying DLP or MDM solution in last 2 to 5 years. B4: The Vendor should have existing customers in India for both the solutions in last 2 to 5 years.	the point number B3 and B4 are condradicting each other. The Language of B4 needs to be changed to as proposed.	Bidder Qualification Criteria: B4: The Vendor should have existing customers in India for minimum one of two solutions in last 2 to 5 years.	B4: The Vendor should have existing customers in India for minimum one of two solutions in last 2 to 5 years.
22	7	1.7	11. Bid Security (EMD) 100000 INR	For Vendors with MSME certificate, is the Bid security (EMD) is waived off in line with the Government guildlines?	Vendor's with MSME certificate are waived off from the requirements of submitting the EMD amount. They need to frunish the valid MSME certificate for the organziation.	If have MSME certificate then it will be wave off as per goverment MSME guideline but PBG will be applicable.
23	16	6.4	ii Performance Guarantee	For Vendors with MSME certificate, is the Performance Guarntee is waived off in line with the Government guildlines?	Vendor's with MSME certificate are waived off from the requirements of submitting the Performance Guarntee amount. They need to frunish the valid MSME certificate for the organziation.	PBG will be applicable even for MSME.
24	23	7.9	6. Part iii (iv) Response to the commercial bid shall include cost of supply, installation, implementation and all the items required for commissioning and functioning of the Solution. It is the responsibility of the Bidder to provide all the items which may or may not have been mentioned in the Bid to ensure commissioning and functioning of the Solution within the final agreed price between the selected Bidder and Company	Servers/VMs for the implementation of the DLP solutions to be provided by customer or to be provided by the Vendor.	Servers/ VM's for the implementation of the DLP solution will be provided by the customer in its current data centre.	BFSL will provide the required server/VM's for DLP/MDM implementation.
25	30	8.2 , 2, b, 2	Commercial Bid Evaluation The vendor who achieves the required cut – off technical score as part of technical evaluation shall be qualified for commercial bid opening. The commercial bid would be evaluated based on a "Total Cost of Ownership" ('TCO') basis. The key considerations of the TCO would be the total payouts for entire project through the contract period of 5 years.	BOM appedix 2 states that the duration of commercials to be provided is three years. However the said clause mentions TCO evaluation for the contract duration of 5 years. Clarifications beig sought is: weather the commercials are to be provided for three years or five years	Clarification question	Three Years
26			Annexure 02 Part A 1. Should have experience in having implemented End user security (DLP & MDM) in least one bank/FI in last 2 to 5 years	To remain consistent with the Bidder qualification critaria, the proposed changes are in the adjacent cell.	Annexure 02 Part A 1. Should have experience in having implemented End user security (DLP or MDM) in least one bank/FI in last 2 to 5 years	Should have experience in having implemented End user security (DLP or MDM) in least one bank/FI in last 2 to 5 years

27		Annexure 1	DLP Compliance: which is the current DLP being used by the customer? and what are the policy and other consdieration that you use in them?	Do we need to scope the current practices and processes in the transition plan from your existing DLP soluton to the one being proposed?	Clarification question	Its new installations, so bidder should have implement it as per industry best practice.
28		Annexure 1	DLP Compliance: 10: System must incorporate integrated C4i (Centralized Command Control, Collaboration & Intelligence) capabilities	The C4i Dashboard has to integrated across all functionalities requested or their could be separate dashbaords across the functional scope areas?	Clarification question	Centralized Command Control, Collaboration & Intelligence should work from single console.
29		Annexure 1	DLP Compliance: 24: System must incorporate "Identity and Role" driven Data Access Control	Does it applies to both internal and external actors, or only for internal actors	Clarification question	System must incorporate "Identity and Role" driven Data Access Control applies to both internal and external actors.
30		Annexure 1	DLP Compliance: 11: System must have fully integrated Automatic Classification capability for Information classification. There should be no manual intervention required at all for Classification.	Does the customer uses any external Data Classification tool which forces user to classify the document and put a tag on all documents? Is using such an external classification tool for DLP processes allowed per the specifications.	Clarification question	No we don't have any external data classification tooks . System must have fully integrated Automatic Classification capability for Information classification.

Note- This is mandatory for bidder to submit Manufactor Authorization Form (MAF) signed by OEM whatever OEM Bidder is Bidding for , In the Absense of MAF Bidder wll not be consider for Participating in Bid or for Further Processing