

Pre-Bid responses towards RFP for Selection of vendor for Implementation & support of EDR solutions for Pan India location of BFSL, RFP NO: CO-BFSL/SYS RFP/19-20/08

Sr. No.	Company	Pg No	Point No	Tender Original Clause	Clarification	Request for Change / Modification / Addition / Deletion	BFSL Clarification	Category	
1	Doyen	ANNEXURE A1- Eligibility Criteria - EDR - 2	-B3 in B (Bidder Qualification Criteria)	The Bidder should have at least One year' experience in implementation/support of EDR/RNG Antivirus solutions for Pan India location and should have implemented EDR Solutions in one Bank / Financial Institutions in India		The Bidder should have deployed the EDR/RNG Antivirus solutions within India and should have implemented EDR Solutions			
2	Doyen	Appendix 04 - Bid undertaking letter - 2	13	We confirm and understand that BOB Financial Solutions Limited has an aggressive rollout schedule and we will adhere to the rollout schedule with no additional cost/burden to BOB Financial Solutions Limited	We need more information about the rollout that has to be done. Will it be centralised or bidders engineer would have to visit branches		Understanding is correct. Bidders will have to create a package which can be remotely deployed via distribution software.Installation (Sapphire) can be carried out centrally however Bidders will have to arrange engineers to guide helpdesk staff for resolution where issues are being faced. Ownership of the installation through the team will be with the bidder.	Accepted	
3	Doyen	RFP-Selection of vendor- 9	2.0 Requirement Summary - Scope of Work	Supply, installation and commissioning of required environment / software and licenses on opex model	need more information about the rollout that has to be done. Will it be centralised or bidders engineer would have to visit branches		Bidders will have to create a package which can be remotely deployed via any distribution software installation (Sapphire) can be carried out centrally however Bidders will have to arrange engineers to guide helpdesk staff for resolution where issues are being faced. Ownership of the installation through the team will be with the bidder.	Explanation	
4	Doyen	12	Supply, Installation and commissioning of required environment / software and licenses.	Provide 3 years of comprehensive warranty service after successful acceptance testing.		we would request you to remove this point as the licenses gets activated from the date of purchase	3 Years will be from the time of successful user acceptance.	Rejected	
5	Doyen	12	Supply, Installation and commissioning of required environment / software and licenses.	Describing and executing the process for installation and managing performance of the recommended hardware.	need more clarification		Since this is cloud based architecture, Clause stands removed	Deletion	
6	Doyen	12	Supply, Installation and commissioning of required environment / software and licenses.	Bidders should mention the operating system supplied along with version and release date.	the project is about rollout of Endpoints which does not involve operating system information		Since we are using BFSL O/S and does not require from the bidder. Clause stands removed.	Deletion	
7	Doyen	13	2.2 Integration	The selected vendor will be responsible for developing integration scripts, upload scripts, testing, and rectification with the setup available in the Company's system.	we would request the bank to remove the point since there are no scripts involved in the deployment of Endpoint EDR solution.				
8	Doyen	15	Project Scope - 3.2	The Bidder will be required to fix any vulnerability in the implementation/support of EDR solutions for Pan India location of BFSL at no additional cost during the entire tenure of the contract. These vulnerabilities can be detected by the Company or can be a finding of any internal or external audit conducted by the Company or its auditors on a periodic basis.		we request the Bank to change the clause to "The Bidder will be required to fix any vulnerability in the implementation/support of EDR solutions for Pan India location of BFSL at no additional cost during the entire tenure of the contract. These vulnerabilities can be detected by the Company or can be a finding of any internal or external audit conducted by the Company or its auditors on a periodic basis."	Bidders will have to create a package which can be remotely deployed via distribution software (Sapphire)	Explanation	
9	Doyen	24	18	Company shall inform the selected bidder of all known breaches and their claims of indemnification and the selected bidder shall be required at their expense to remedy the breaches, defend, manage, negotiate or settle such claims. The written demand by Company as to the loss / damages		Bidder shall not be held responsible for "known" existing and unknown breaches since the project is for implementation for the EDR solution.		Rejected	
10	Doyen	7	10	Bid document cost (non-refundable) INR 5000/-	WAIVE OFF		Deleted	Explanation	
11	Doyen	7	11	Bid Security (EMD) INR 2,00,000/-	WAIVE OFF		Kindly consider MSME Certificate against Tender fees for MSME Bidder as per terms of the Govt. of India guidelines on Public Procurement Policy for MSMEs, registered MSMEs under the MSMED Act. MSME will be exempted from payment of Tender fees subject to providing proof of document (A copy of NSIC/ MSME Registration Certificate to be submitted).	MSME Certificates will be considered. Please provide us the MSME certificate for validation. Point acceptable only basis confirmation of valid and applicable MSME certificate. But PBG cannot be exempted.	Explanation
12	Doyen		Payment Terms	The bidder must accept the payment terms proposed by the Company. The commercial bid submitted by the bidder must be in conformity with the payment terms proposed by the Company. Any deviation from the proposed payment terms would not be accepted. The Company shall reserve the right to refuse to accept (in event of SLA breach) any payment due to the selected bidder in case of delays or defaults on the part of the selected bidder. Such withholding of payment shall not amount to a default on the part of the Company. If the Company/ activities as mentioned in the price bid is not taken up by the Company during the course of the assignment, the Company will not pay the professional fees quoted by the vendor in the price bid against such activity / item.		30Days from the date of submission of invoice	Already answered against point 10	Explanation	

It will be annually upon implementation of the licenses and acceptance followed by 30 days from the date of receipt of invoices. Invoices should not be disputed for the payment to be processed.

13				The solution should provide USB device control features leveraging same lightweight agent and offers complete visibility and control over USB storage devices including whitelisting / blacklisting and granularity like assigning read, write or execute access for them and visibility into files copied into USB storage devices				External media device control functionality is part of Network admission control or Active directory system control part. Another point this is OEM specific point. Hence request you to remove this point	No Change in our existing Scope/Requirement. We expect bidder to provide solution accordingly so that the scope/requirement is fulfilled and available.	Rejected
14	Cisco / Conventus	9	EDR - PREVENTION & DETECTION	The solution must block fileless attacks, exploitation behaviour, ransomware using IOA				IOA - Indication of Attack is OEM specific functionality. Request you to change it to IOC - Indication of compromise	No Change in our existing Scope/Requirement. We expect bidder to provide solution accordingly so that the scope/requirement is fulfilled and available.	Rejected
15	Cisco / Conventus	10	EDR - PREVENTION & DETECTION					privilege escalation protection is part of user account management functionality. EDR scope of work is to protect system from malware in files/process/memory. It does not work with user account related matters. Another point, it is OEM specific. Hence request you to remove the same.	No Change in our existing Scope/Requirement. We expect bidder to provide solution accordingly so that the scope/requirement is fulfilled and available.	Rejected
16	Cisco / Conventus	10	EDR - PREVENTION & DETECTION	The solution must identify and block privilege escalation attacks				Reconnaissance attack is part of network behaviour analysis either using NGIPS or NBAD solution. EDR specifically works on malware protection. Another point, it is OEM specific. Hence request you to remove the same.	No Change in our existing Scope/Requirement. We expect bidder to provide solution accordingly so that the scope/requirement is fulfilled and available.	Rejected
17	Cisco / Conventus	10	EDR - PREVENTION & DETECTION	The solution must identify and block reconnaissance attacks.				EDR is specifically work on system malware protection. It protects systems from affected files and malicious activity. It analyses file copy process but will not take action unless it is malware. It can categorise particular action is credential theft or not. Another point, it is OEM specific. Hence request you to remove the same.	No Change in our existing Scope/Requirement. We expect bidder to provide solution accordingly so that the scope/requirement is fulfilled and available.	Rejected
18	Cisco / Conventus	10	EDR - PREVENTION & DETECTION	The solution must identify, and block credential theft attempts form either memory (credential dump, brute force) or network traffic (ARP spoofing, DNS Responder).				EDR work on file/process/memory activity. If given file turns to be malicious or any affects system core process then EDR will stop the same. But it can't predict user account behaviour before compromise. It is OEM specific point. Hence request you to remove the same.	No Change in our existing Scope/Requirement. We expect bidder to provide solution accordingly so that the scope/requirement is fulfilled and available.	Rejected
19	Cisco / Conventus	10	EDR - PREVENTION & DETECTION	The solution must identify user account malicious behaviour, indicative of prior compromise				EDR work on file/process/memory activity. If given file turns to be malicious or any affects system core process then EDR will stop the same. But it can't find out unauthorized access point. It is part of Network admission control functionality. It is OEM specific point. Hence request you to remove the same.	No Change in our existing Scope/Requirement. We expect bidder to provide solution accordingly so that the scope/requirement is fulfilled and available.	Rejected
20	Cisco / Conventus	10	EDR - PREVENTION & DETECTION	The solution must have an internal protection mechanism against access and manipulation of unauthorized users				EDR is not inventory management solution. It protects system from malware. It is OEM specific point. Hence request you to remove this point.	No Change in our existing Scope/Requirement. We expect bidder to provide solution accordingly so that the scope/requirement is fulfilled and available.	Rejected
21	Cisco / Conventus	11	EDR - MONITORING & CONTROL	The solution must generate inventory report of managed and un-managed assets on a network				EDR is not inventory management solution. It protects system from malware. It is OEM specific point. Hence request you to remove this point.	BFSL doesn't required Inventory management just good to have	Rejected
22	Cisco / Conventus	11	EDR - MONITORING & CONTROL	The solution should be capable of searching assets through MAC addresses.				EDR is not inventory management solution. It protects system from malware. It is OEM specific point. Hence request you to remove this point.	BFSL doesn't required Inventory management just good to have	Rejected
23	Cisco / Conventus	11	EDR - MONITORING & CONTROL	The solution must monitor user accounts including domain and local accounts, standard and administrative accounts.				EDR work on file/process/memory activity. If given file turns to be malicious or any affects system core process then EDR will stop the same. It can't manage user accounts. It is OEM specific point. Hence request you to remove the same.	BFSL doesn't required Inventory management just good to have	Rejected
24	Team Computers	1	Eligibility	The Bidder should have at least One year' experience in implementation/support of EDR/NG Antivirus solutions for Pan India location and should have implemented EDR Solutions in one Bank / Financial Institutions in India				The Bidder should have at least One year' experience in implementation/support of EDR/NG Antivirus solutions for Pan India location and should have implemented EDR Solutions in one Bank / Financial Institutions/Corporate Entity in India	Accepted	Accepted
25	Team Computers		Payment Terms					We hereby request to consider payment terms as yearly in advance	Payment terms is already answered in the above point no 12.	Rejected
26	SOPHOS		Pre-Bid Discussion						As of now the solutions is only for end points and not for android devices and servers. However this may be required for future requirements and support should be available for these devices as well as for MAC systems	Explanation
27	SOPHOS		Pre-Bid Discussion					Bifurcation for servers/Android/Laptops Vulnerability Assessment	No Change. But will be happen on periodic basis	Rejected
28	Team Computers		Pre-Bid Discussion					Forensic Aspect to be added and suggested to add	BFSL doesn't required, however Bidders are free to add	Explanation
29	All Partners		Pre-Bid Discussion					Payment Terms	Payment terms is already answered in the above point no 12.	Explanation
	All Partners	20	Pre-Bid Discussion					PBC will be for contract period for 3 or 5 years	PBC will be for contract period for 3 years and six months	Explanation

30	Inspirisys Solutions	17	4.1) SLA Penalty	Unresolved calls S1 - 5% of the Quarterly Payment on monthly SLA breach. S2 - 2% of the Quarterly Payment on monthly SLA breach. S3 - 1% of the Quarterly Payment on monthly SLA breach. S4 - 0.5% of the Quarterly Payment on monthly SLA breach. The penalty shall be calculated on total quarterly payment. The total quarterly deduction should not exceed 7% of the total applicable payment in a quarter.	SLA Penalty should not be linked with Payment.	Request BOB Finance, not to link SLA penalty with Payment Request BOB Finance to make 95% payment on delivery & Rest 5% on Completion. SLA Penalty shall be applicable on Support cost only.		
31	Inspirisys Solutions	18	4)Penalty Capping		SLA Penalty--Need to reduce the capping.	No change	Rejected	
32	Inspirisys Solutions		Appendix -2	Cost Summary Scoring Mechanism (A) 1-2 clients = 5 marks B) 3-4 clients = 7 marks C) 5 and Above clients = 10 marks	Support cost bifurcation	Line item for Support cost shall be incorporate in cost summary.	Changed	
33	Inspirisys Solutions		Appendix-1	The Bidder will be required to fix any vulnerability in the implementation/support of EDR solutions for Pan India location of BFSIL at no additional cost during the entire tenure of the contract. These vulnerabilities can be detected by the Company or can be a finding of any internal or external audit conducted by the Company or its auditors on a periodic basis.	Scoring shall be limited to 3 POs only.	A) 1-2 Clients= 7 Marks B) 2-3 Clients=10	Changed	
34	Inspirisys Solutions	15	3.2. Project Scope		Need clarity on this	Vulnerability can be fixed provided the Existing OS etc are under proper support with the OEM's	Rejected	
35	Inspirisys Solutions/Team Computers	10	1	Good to have application whitelisting, IT Hygiene tools, Vulnerability assessment all in a single dashboard and with single lightweight agent	Vulnerability Assessment comes as separate agent and is an additional price to the existing offerings. NGAV coupled with EDR has a potential to stop and block the vulnerabilities which are used by the attackers.	Good to have application whitelisting, IT Hygiene tools, prevent exploit vulnerabilities all in a single dashboard and with single lightweight agent.	Rejected	
36	Inspirisys Solutions/Team Computers	10	3	The solution should show number of other Anti-virus detecting same file on the same detection window.	Need clarity: Request you to help us with existing AV used. Also need understanding on the "Other AV detection". No AV would be able to give reports on how other AV provides the detection.	Currently we are using Escan. This feature is good to have and not a mandatory requirement.	Changed	
37	Inspirisys Solutions/Team Computers	11	1	The solution must have built-in vulnerability assessment.	Vulnerability Assessment comes as separate agent and is an additional price to the existing offerings. NGAV coupled with EDR has a potential to stop and block the vulnerabilities which are used by the attackers.	This scope/requirement is good to have and not a mandatory requirement.	Changed	
38	Inspirisys Solutions/Team Computers	11	2	The solution must provide the means to conduct Inventory Management.	Inventory Management is a broader terminology which also includes features like Hardware & Software inventory. Inventory management is not an Security feature and most of the AV does not provide the said feature.	Since there is no requirement of hardware, hence clause stands removed.	Deletion	
39	Inspirisys Solutions/Team Computers	11	4	The solution should be capable of searching assets through MAC addresses.	MAC based is search makes it difficult to search and analyze cause of the MAC length. It is recommended to have the search based on Host / IP	Request you to dilute this clause. The solution should be capable of searching assets through IP Address, Host Name, OS details, last logged in user, etc.	Accepted	
40	Inspirisys Solutions/Team Computers	11	3	The solution must have a single management dashboard for servers, endpoints, Android, iOS devices.	Need Clarification on Android / iOS devices.	As of now the solutions is only for end points and not for android and servers. However this may be required for future requirements and should be available	Explanation	
41	Inspirisys Solutions/Team Computers	17	2	Unresolved calls--S1 - 5% of the Quarterly Payment on monthly SLA breach.	Need Clarification: OEM would be able to only yearly subscription. Quarterly models are not available	Payment terms will be as per standard RFP terms. It will be quarterly in arrears 30 days from the date of undisputed invoices.	Explanation	
42	Inspirisys Solutions/Team Computers	NA	Additional	NA	NA	Request you to change it to yearly subscription. Solution should offer security options to configure access to advancements, uncategorized sites and risky downloads	Explanation	
43	Inspirisys Solutions/Team Computers	NA	Additional	NA	NA	Above points are our requirements from the bidder. Over and above if the bidder is providing this feature, it is good to have and not a mandatory requirement.	Addition	
44	Inspirisys Solutions/Team Computers	NA	Additional	NA	NA	Solution should have the feature for automated Device isolation from network when the device health status turns unhealthy or is infected. Bandwidth by blocking inappropriate browsing and warns users before visiting productivity-impacting websites. Blocks site categories likely to consume high bandwidth.	Above points are our requirements from the bidder. Over and above if the bidder is providing this feature, it is good to have and not a mandatory requirement.	Addition