

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
1	61	4.15 Guarantees	4.15 Guarantees Bidder should guarantee that all the software's provided to OICL are licensed and legal. All hardware and related software must be supplied with their original and complete printed documentation	Propose to delete. We can provide warranties	As per the Terms of the RFP
2	61	4.15 Guarantees	4.15 Guarantees Bidder should guarantee that all the software's provided to OICL are licensed and legal. All hardware and related software must be supplied with their original and complete printed documentation	Bidder requests for the deletion of the clause.	As per the Terms of the RFP
3	61	Sec 4.15 Guarantees	Bidder should guarantee that all the software's provided to OICL are licensed and legal. All hardware and related software must be supplied with their original and complete printed documentation	Bidder can only pass on rights in accordance with the license terms agreed with OEM.	As per the Terms of the RFP
4	62	4.16 Liquidated Damages	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	Propose to reword as below "If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall be entitled to levy as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the cost of the delayed services or deliverables. Propose application of LDs shall be the sole remedy of OICL"	As per the Terms of the RFP
5	62	4.16 Liquidated damages	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	Bidder wishes to clarify that notwithstanding anything stated to the contrary, the aggregate of all penalties and liquidated damages under this Contract shall not exceed 10% of the Total Contract Price. Any penalty shall be levied only for reasons solely attributable to the bidder. Penalty shall constitute the OICL's sole and exclusive remedy against the bidder for such defect/delay.	As per the Terms of the RFP
6	62	4.16 Liquidated Damages	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract	We request that LD should be calculated only on the undelivered portion not on the TCO. If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the total value of the delayed item for each week's delay to a maximum of 5% of the total undelivered value of the goods.	As per the Terms of the RFP

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7	4.16	4.16 Liquidated Damages	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for <del>every week (seven days)</del> <u>every calendar month</u> or part thereof of delay, up to maximum deduction of <del>10%</del> 5% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	As per the Terms of the RFP
8	62	4.16 Liquidated Damages	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	Kindly cap the LD to 5% of Total Contract Value	As per the Terms of the RFP
9	64	4.28 Cancellation of the contract & compensation	<p>OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Company in the following circumstances:</p> <ul style="list-style-type: none"> <li>i. The selected bidder commits a breach of any of the terms and conditions of the bid.</li> <li>ii. The selected bidder goes in to liquidation voluntarily or otherwise.</li> <li>iii. The progress made by the selected bidder is found to be unsatisfactory</li> <li>iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</li> </ul> <p>OICL reserves the right to cancel the AMC placed on the selected bidder and recover AMC payment made by the Company, if the service provided by them is not satisfactory. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility (capped at 5% differential value) of the selected bidder. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same. In this event, the selected bidder is bound to make good the additional expenditure (capped at 5% differential value), which OICL may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.</p>	Propose deletion since Customer has right to terminate	As per the Terms of the RFP

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10	64	4.28 Cancellation of the contract & compensation	<p>4.28 Cancellation of the contract &amp; compensation: OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Company in the following circumstances: i. The selected bidder commits a breach of any of the terms and conditions of the bid. ii. The selected bidder goes into liquidation voluntarily or otherwise. iii. The progress made by the selected bidder is found to be unsatisfactory. iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</p>	<p>On failure of Bidder to provide services, OICL has right to charge liquidated damages/penalties from Bidder and hence, OICL shall not recover expenditure incurred by it. We request OICL to remove this portion of clause.</p> <p>OICL's sole remedy for any service failures shall remain limited to the mutually agreed liquidated damages and no additional charges will be borne by Bidder.</p> <p>Further, we propose to add additional wording to clause (also highlighted in red): OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Company in the following circumstances: i. The selected bidder commits a <b>material breach</b> of any of the terms and conditions of the bid <b>and is unable to cure breach within 30 calendar days</b>. ii. The selected bidder goes into liquidation voluntarily or otherwise. iii. The progress made by the selected bidder is found to be unsatisfactory. iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</p>	As per the Terms of the RFP
11	62	4.20 Termination for Convenience	<p>Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.</p> <p>The goods and services that are complete and ready for shipment within 30 calendar days after the receipt of notice of termination by the Bidder shall be purchased by OICL at the contracted terms and prices. For the remaining goods and services, OICL may elect:</p> <p>i. To have any portion completed and delivered at the contracted terms and prices; and/ or</p> <p>ii. To cancel the remainder and pay to the Bidder a mutually agreed amount for partially completed goods and services and for materials and parts previously procured by the Bidder.</p>	<p>Either party may, by <del>30</del> <b>90</b> calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.</p> <p>The goods and services that are complete and ready for shipment within 30 calendar days after the receipt of notice of termination by the Bidder shall be purchased by OICL at the contracted terms and prices. For the remaining goods and services, OICL may elect:</p> <p>i. To have any portion completed and delivered at the contracted terms and prices; and/ or</p> <p>ii. To cancel the remainder and pay to the Bidder a mutually agreed amount for partially completed goods and services and for materials and parts previously procured by the Bidder.</p>	As per the Terms of the RFP
12	63	4.20 Termination for Convenience	<p>Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.</p> <p>The goods and services that are complete and ready for shipment within 30 calendar days after the receipt of notice of termination by the Bidder shall be purchased by OICL at the contracted terms and prices. For the remaining goods and services, OICL may elect:</p> <p>i. To have any portion completed and delivered at the contracted terms and prices; and/ or</p> <p>ii. To cancel the remainder and pay to the Bidder a mutually agreed amount for partially completed goods and services and for materials and parts previously procured by the Bidder.</p>	In case of such termination OICL shall pay , termination fees as mutually agreed in the applicable SOW.	As per the Terms of the RFP

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13	63	4.20 Termination for Convenience	Termination for Convenience: Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.	Notice period in case of termination for convenience is very short and should be extended to 90 calendar days. Further, OICL must be liable to pay termination fees in such cases.	As per the Terms of the RFP
14	63	4.20 Termination for Convenience	Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.	Please change notice period from 1 month to 3 months	As per the Terms of the RFP
15	63	4.20 Termination for Convenience	4.20 Termination for Convenience	OICL may terminate the contract for reasons to be recorded in writing by 90 days written termination notice/ Cure period to the Bidder. In case of termination of the contract, OICL shall be liable to pay the bidder all the dues ( for the goods delivered or services rendered, cost incurred, or irrevocable committed to)payable till the effective date of termination.	As per the Terms of the RFP
16	24	2.4 Detailed Scope of Work 2.4.1 (ix)	Any interfaces required with existing and new applications/ infrastructure for successful implementation/ operations of the solution should be developed by the bidder	Is the interface with existing application not in scope of existing SI/Vendor?	Clarification: Any interfaces required with existing applications/ infrastructure and new applications/ infrastructure for successful implementation and operations of the proposed solution(Hardware & Software) is in the scope of the bidder.  OICL Existing vendor will facilitate in integration of existing applications/infrastructure with the proposed Solution (Hardware & Software), however the prime responsibility of integration lies with the bidder.
17	24	2.4 Detailed Scope of Work, point no. ix.	Any interfaces required with existing and new applications/ infrastructure for successful implementation/ operations of the solution should be developed by the bidder.	The scope of the bidder should be specific with the new proposed devices only. At later stage, if any integration of new/ existing applications would be required, the bidder will perform configuration activities at new proposed devices only.	Clarification: Any interfaces required with existing applications/ infrastructure and new applications/ infrastructure for successful implementation and operations of the proposed solution(Hardware & Software) is in the scope of the bidder.  OICL Existing vendor will facilitate in integration of existing applications/infrastructure with the proposed Solution (Hardware & Software), however the prime responsibility of integration lies with the bidder.
18	25	2.4 Detailed Scope of Work 2.4.1 (xii)	Post implementation, the bidder is responsible for integrating any additional logs that the OICL may wish to monitor with the SIEM solution at no additional cost to the OICL.	Post implementation additional requirements to be dealt thru Change Management process on mutually agreed payment terms	As per the Terms of the RFP
19	25	2.4 Detailed Scope of Work, Point xii	Post implementation, the bidder is responsible for integrating any additional logs that the OICL may wish to monitor with the SIEM solution at no additional cost to the OICL. Logs needs to be integrated with the SIEM solution through automated or manual mode. Bidder is required to provide the feasibility for both the modes of integration in coordination with the existing vendors.	Request clarification on expectations from automated integration of log sources since log enablement is a manual process.	Clarification: Automated integration in the clause refers to the automated flow of logs from the source applications/ infrastructure to proposed SIEM .

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20	52	3.1.2 Amendment to Bid Document 3.1.2.7	OICL reserves the right to make any changes in the terms and conditions of purchase	Assuming the said clause is for pre finalization of BID and Bidder will be provided the details for re-validation and Any change in commercials, Quantity or contract terms etc on contract awarding may need to discuss and mutually agreed upon	Please refer section 3.1.2 Amendment of the Bid Document:
21	52	3 Terms & Conditions 3.12.7	OICL reserves the right to make any changes in the terms and conditions of purchase. OICL will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations.	Bidder wishes to clarify that if any changes are being made to the requirements of the RFP and/or the purchase post the submission of the bid, then the bidders shall be given due and reasonable time to make necessary amendments to the bid and the opportunity to withdraw the bid.	Please refer section 3.1.2 Amendment of the Bid Document:
22	113	6. Sanctions for violations (vi)	To cancel all or any other contracts with the BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/ rescission and the BUYER shall be entitled to deduct the amount so payable from the money (s) due to the BIDDER	Should be limited to Direct losses only	As per the Terms of the RFP
23	110	9.14 Annexure 14: Integrity Pact Sanctions for violations	(ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit /Performance bond (after the contract is signed shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.	Request deletion of this clause	As per the Terms of the RFP
24	110	9.14 Annexure 14: Integrity Pact Sanctions for violations	(iv) To recover all sum already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing prime lending rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR . If any outstanding payment is due to the BIDDER from the BUYER in	Request deletion of this clause	As per the Terms of the RFP
25	114	Integrity Pact Clause 7 Fall Clause	The BIDDER undertakes that it shall not supply similar Product / systems or subsystems in comparable business circumstances at a price lower than that offered in the present bid in respect of any other Public Sector Banks/Insurance Companies in India and if it is found that within one year after the signing of contract that similar product / systems or sub systems is supplied by the BIDDER to any other Public Sector Banks/Insurance Companies in India at a lower 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.	Request to delete this clause	As per the Terms of the RFP
26	110	9.14 Annexure 14: Integrity Pact- 7. Fall Clause	7. Fall Clause The BIDDER undertakes that it shall not supply similar Product / systems or subsystems in comparable business circumstances at a price lower than that offered in the present bid in respect of any other Public Sector Banks/Insurance Companies in India and if it is found that within one year after the signing of contract that similar product / systems or sub systems is supplied by the BIDDER to any other Public Sector Banks/Insurance Companies in India at a lower 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.	Request deletion of this clause	As per the Terms of the RFP
27	114	7 Integrity Pact Annexure	Fall Clause	Not accepted	As per the Terms of the RFP

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28	114	9.14 Annexure 14: Integrity Pact- 7. Fall Clause	The BIDDER undertakes that it shall not supply similar Product / systems or subsystems in comparable business circumstances at a price lower than that offered in the present bid in respect of any other Public Sector Banks/Insurance Companies in India and if it is found that within one year after the signing of contract that similar product / systems or sub systems is supplied by the BIDDER to any other Public Sector Banks/Insurance Companies in India at a lower 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.	<p>Price is always dependent on various factors and some of them are identified below. The integrity pact is for ensuring that bidders don't indulge in unethical behavior and ensuring competitiveness. The undertaking above shall not be applicable and we request that this clause is deleted.</p> <p>If OICL is not keen to delete the clause we kindly request OICL to clarify:</p> <ul style="list-style-type: none"> <li>i) that the undertaking above is only applicable if all other factors are identical.</li> <li>a) payment terms (advance or arrears or 30 days to 90 days payment terms)</li> <li>b) supply on best effort basis as against supply with liquidated damages and the rate of LD</li> <li>c) commercial and legal risk elements in contract</li> <li>d) place of supply (supply in centralized model as against decentralized model or supply in metros as against remote location)</li> <li>e) volume</li> <li>f) discount offered by OEM</li> <li>ii) that in the event the bidder doesn't have a control over price due to reason beyond its control (percentage of discount provided by OEM) the same shall be taken into account.</li> <li>iii) that in case bidder doesn't have a tracking mechanism for tracking price, bidder shall be allowed to make such declaration.</li> <li>iv) that the clause shall only be effective prospectively and not retrospectively.</li> <li>v) that this kind of undertaking may have adverse impact on competition and in the event this is treated as anti-competitive the bidder shall not be liable.</li> </ul>	As per the Terms of the RFP
29	110	9.14 Annexure 14: Integrity Pact Sanctions for violations	(vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five year, which may be further extended at the discretion of the Buyer	Request deletion of this clause	As per the Terms of the RFP
30	110	9.14 Annexure 14: Integrity Pact Sanctions for violations	Integrity Pact	Bidder requests for the deletion of section 3.4, 3.5 and 3.6. Further, under section 3, bidder confirms that bidder shall not unduly influence OICL's directors to obtain an undue business advantage. Further, under section 6, if there is any violations to the integrity pact by the bidder, then OICL's remedy shall be limited to the removal of the bidder from the current RFP process. Bidder further requests for the deletion of section 7 (fall clause).	As per the Terms of the RFP
31	115	9.14 Annexure 14: Integrity Pact	Facilitation of Investigation	Not accepted	As per the Terms of the RFP
32	114	Sec 7, Annex 14, Integrity Pact	Fall Clause. The BIDDER undertakes that it shall not supply similar Product / systems or subsystems in comparable business circumstances at a price lower than that offered in the present bid in respect of any other Public Sector Banks/Insurance Companies in India and if it is found that within one year after the signing of contract that similar product / systems or sub systems is supplied by the BIDDER to any other Public Sector Banks/Insurance Companies in India at a lower 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 propose deletion of this clause since every contract is executed under different circumstances with different service deliverables. Therefore, any such comparison of prices should not be made applicable on the Bidder.	As per the Terms of the RFP

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33	64	4.28 Cancellation of the contract & compensation	OICL reserves the right to cancel the AMC placed on the selected bidder and recover AMC payment made by the Company, if the service provided by them is not satisfactory.	In case of cancellation, Services delivered should be payable until the date of Cancellation.	As per the Terms of the RFP
34	64-65	4.28 Cancellation of the contract & compensation	In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility (capped at 5% differential value) of the selected bidder. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same. In this event, the selected bidder is bound to make good the additional expenditure (capped at 5% differential value), which OICL may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled. If the Contract is cancelled during Warranty, the bidder shall repay all the payment received from OICL and remove the solution supplied and installed by the bidder without any extra cost to the Company. If the Contract is cancelled during AMC, OICL shall deduct payment on pro-rata basis for the unexpired period of the contract.	We propose deletion of this clause since OICL has right to levy liquidated damages and hence, we are not in a position to pay any differential value etc.  We also recommend insertion of additional clause as follows: Either party shall be entitled to terminate this contract in case of a breach by other party of any of the material obligations hereunder and failure to cure such breach within thirty (30) calendar days following the date of delivery of notice of breach from other party.	As per the Terms of the RFP
35	65	4.28 Cancellation of the contract & compensation	If the Contract is cancelled during Warranty, the bidder shall repay all the payment received from OICL and remove the solution supplied and installed by the bidder without any extra cost to the Company. If the Contract is cancelled during AMC, OICL shall deduct payment on pro-rata basis for the unexpired period of the contract	We request to delete this clause as bidder will not compensate towards products already delivered and services already accepted during warranty or AMC.	As per the Terms of the RFP
36	64	4.28 Cancellation of the contract & compensation	In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility (capped at 5% differential value) of the selected bidder. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same. In this event, the selected bidder is bound to make good the additional expenditure (capped at 5% differential value), which OICL may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled. If the Contract is cancelled during Warranty, the bidder shall repay all the payment received from OICL and remove the solution supplied and installed by the bidder without any extra cost to the Company. If the Contract is cancelled during AMC, OICL shall deduct payment on pro-rata basis for the unexpired period of the contract	In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility (capped at 5% differential value) of the selected bidder. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same. In this event, the selected bidder is bound to make good the additional expenditure (capped at 5% differential value), which OICL may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled. <del>If the Contract is cancelled during Warranty, the bidder shall repay all the payment received from OICL and remove the solution supplied and installed by the bidder without any extra cost to the Company.</del> If the Contract is cancelled during AMC, OICL shall deduct payment on pro-rata basis for the unexpired period of the contract	As per the Terms of the RFP
37	21	Sec 2.2 Overview of Scope (viii)	Bidder is required to work with the existing System Integrator(s) of the OICL to integrate the security solutions with existing application platforms, server and storage environment, enterprise network, existing ISP, EMS/ NMS solutions, security solutions, ticketing tools etc.	1)Who are existing system integrators of OICL referred in this clause? 2)Also, what is scope of each of these SI's?	1)Shall be shared with the successful bidder 2) Please be guided by the RFP, further details shall be shared with the successful bidder

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38	29	2 Scope of Work, point viii	Bidder is required to work with the existing System Integrator(s) of the OICL to integrate the security solutions with existing application platforms, server and storage environment, enterprise network, existing ISP, EMS/ NMS solutions, security solutions, ticketing tools etc.	Kindly provide the details of the existing Server and Storage environment. Bidder understand any physical connectivity between old and BOQ Supplied as part of the RFP will be taken care by the OICL and All necessary required LAN and SAN ports will be provided by OICL.	1)Please refer Section 9.10 Annexure 10: OICL Present IT Setup of the RFP, further details shall be shared with successful bidder 2)OICL will only provide the Items mentioned in the Section 2.2 Overview of Scope Point xi and xii
39	21	2.2 Overview of Scope	Bidder is required to work with the existing System Integrator(s) of the OICL to integrate the security solutions with existing application platforms, server and storage environment, enterprise network, existing ISP, EMS/ NMS solutions, security solutions, ticketing tools etc.	Please share details of the existing application platforms,Security Solutions ,Ticketing tools for checking the compatibility with the solution.	Please refer Section 9.10 Annexure 10: OICL Present IT Setup of the RFP, further details shall be shared with the successful bidder
40	24	2.4 Detailed Scope of Work	Bidder is required to integrate all the proposed tools and/or solutions with the OICL provided ticketing tools in order to log tickets.	Please share details of existing ticketing tool to check compatibility with the solution.	Currently OICL has Sapphire v4.86
41	24	2.4 Detailed Scope of Work, point no. iv	Bidder is required to integrate all the proposed tools and/or solutions with the OICL provided ticketing tools in order to log tickets.	For the integration, the bidder should do all the required configuration at new proposed devices. However, if any changes would be required at existing devices, these should be done by incumbent vendor only.	Prime responsibility of integration lies with the bidder, OICL Existing vendor will facilitate in integration of existing applications/hardware with the proposed Solution (Hardware & Software)
42	24	2.4.1 Implementation & Integration	Bidder is required to integrate all the proposed tools and/or solutions with the OICL provided ticketing tools in order to log tickets.	Kindly confirm which ticketing tool is currently being used	Currently OICL has Sapphire v4.86
43	24	2.4 Detailed Scope of Work	Bidder is required to integrate all the proposed tools and/or solutions with the OICL provided ticketing tools in order to log tickets.	Please clarify regarding the the existing tools	Currently OICL has Sapphire v4.86
44	24	2.4 Detailed Scope of Work, Point iv	Bidder is required to integrate all the proposed tools and/or solutions with the OICL provided ticketing tools in order to log tickets.	Since all the technologies are being integrated with SIEM please suggest if scope be limited to integration of ticketing tools with SIEM.	Please be guided by the RFP
45	25	2.4 Detailed Scope of work, 2.4.1Implementation and Integration, Point xiv	The bidder should note that the production, DR and non-production environment should be physically separate. Bidder can propose Logical separation / Virtualization within the Production, Non Production and DR Environment.	Bidder understands that the NON Production environment here refers to the single test environment, Kindly specify the percentage of Non-Production setup in comparison to the production environment.	Bidder is required to provide the Non Production Environment which includes Test, Development and Training Environment. Non Production Environment should be at least 20% of the Production.
46	25	2.4 Detailed Scope of Work	The bidder should note that the production, DR and non-production environment should be physically separate. Bidder can propose Logical separation / Virtualization within the Production, Non Production and DR Environment.	For Non-Production how many different environments are required (Dev,Test,Stage,etc.) ?	Bidder is required to provide the Non Production Environment which includes Test, Development and Training Environment. Non Production Environment should be at least 20% of the Production.



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47		2.4.4 .4 Scope of Work for Each Security Solutions-Privilege Identity Management(PIM)	In addition to Super-User password management (SUPM), solution must also be able to provide Shared Account Password Management (SAPM) including service accounts, application to application accounts password management and database administrative accounts management capabilities.	Please share type of service account(domain,managed,Network) to be integrated with the PAM solution.	Details shall be shared with the successful bidder
48	38	2.4.4.4 Privilege Identity management (PIM) (ii)	In addition to Super-User password management (SUPM), solution must also be able to provide Shared Account Password Management (SAPM) including service accounts, application to application accounts password management and database administrative accounts management capabilities.	Type of database required.	Bidder is required to propose the solution in order to meet the requirement stated in the RFP.
49	290	10.1.6 PIM Point No. 10	The product should be capable of handling unlimited user accounts and systems. There should be no latency or performance degradation in using an average of 100 users.	The Solution should be considered with the fixed number of servers and user accounts for Sizing Perspective . Unlimited Servers and Users cannot be considered for the deployment of PIM Solution .	As per the terms of the RFP
50	290	10.1.6 PIM (10)	The product should be capable of handling unlimited user accounts and systems. There should be no latency or performance degradation in using an average of 100 users.	The Solution should be considered with the fixed number of servers and user accounts for Sizing and performance prospective. Please provide no of systems and administrators to be factored for solution	Please refer Section 9.15 Annexure 15: Volumetric
51	290	10.1.6 PIM, Point 8	The platform should be highly secured, tamper-proof for the solution and for the storage. The solution should provide web-based interface for easy access and management.	This requirement needs to be modified as storage Encryption is not considered with Privilege Account Manager or Wording should be modified as per end user understanding	<b>Clarification:</b> The data which is going to be transferred from PIM to storage like recording etc. should be encrypted and tamper proof.
52	290	10.1.6 PIM Point No. 4	Solution also support for printing of password in secure manner	Its is an security breach to entire infrastructure applications for exposing the Applications / Service Account Passwords via Print Method . This pointer needs to be removed .	As per the Terms of the RFP
53	290	10.1.6 PIM Point 5	The solution should provide a secured process for encrypted storing and backups.	The Solution requirement is needs to be moved to the backup solution requirement . If the Backup and Log Storing for the Privilege Access then it should be mentioned in the requirement , regarding the requirement scope cannot be covered .	<b>Clarification:</b> The data which is going to be transferred from PIM to storage like recording etc. should be encrypted and tamper proof.
54	39	2.4.4 .4 Scope of Work for Each Security Solutions-Privilege Identity Management(PIM)	Support strong / Multi factor authentication.	What MFA (Multi-factor authentication) method is needed for PIM and do you have any existing MFA solution.	<b>Clarification:</b> Currently, No Multi-factor authentication (MFA) is in place. As and when OICL provides the Multi-factor authentication (MFA) the bidder should integrate with the solution.
55	39	2.4.4.4 Privilege Identity management (PIM) (x)	Support strong / Multi factor authentication.	Who is going to provide multi factor outhentication solution (client or us) if client will provide it then we need solution name.	Clarification: Currently, No Multi-factor authentication (MFA) is in place. As and when OICL provides the Multi-factor authentication (MFA) the bidder should integrate with the solution.
56	39	2.4.4.4 Privilege Identity management (PIM) (xx)	Manage passwords hard-coded in configuration files, scripts, applications, and application server configurations.	Type of application, Script and file required.	Clarification: Bidder is required to right size and propose the solution and infrastructure in order to meet the requirement stated in the RFP.
57	39	2.4.4 .4 Scope of Work for Each Security Solutions-Privilege Identity Management(PIM)	Manage passwords hard-coded in configuration files, scripts, applications, and application server configurations	Please share details of applications and application servers	Please refer section 9.15 Annexure 15 Volumetric and 9.10 Annexure 10 OICL Present IT Setup of the RFP, further details shall be shared with the successful bidder

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
58		1.6 Eligibility Criteria Point 7 Past Experience	The Bidder should have implemented or should have under implementation any 3 of the below mentioned security solutions in 1 BFSI with at least 1000 offices. i. SIEM ii. NAC iii. MDM iv. DDoS v. PIM vi. DAM	The Office Count criteria suggestion needs to be flexible from 100 to 1000	As per the Terms of the RFP
59	16	1.6 Eligibility Criteria, Sr No 7	The Bidder should have implemented or have under implementation any 3 of the below mentioned security solutions for at least 1 BFSI with at least 1000 offices i. SIEM ii. NAC iii. MDM iv. DDoS v. PIM vi. DAM	Since SOC and associated solutions are centralized & do not depend much on number of end point locations, we would kindly request OICL to remove BFSI client with 1000 locations. Kindly remove office locations restriction.	As per the Terms of the RFP
60	18	1.6 Eligibility Criteria, Sr No 7	The Bidder should have implemented or should have under implementation any 3 of the below mentioned security solutions in 1 BFSI with at least 1000 offices. i. SIEM ii. NAC iii. MDM iv. DDoS v. PIM vi. DAM	The Office Count criteria suggestion needs to be flexible from 100 to 1000. Also, PAM is a device based solution and hence the criteria for a bank with 1000 branches may not apply. We request you to kindly relax the term for pre qualification. We are totally compliant with respect to the solution for PAM which also covers the compliance for DAM.	As per the Terms of the RFP
61	17	1.6 Eligibility Criteria Clause 7	The Bidder should have implemented or have under implementation any 3 of the below mentioned security solutions for at least 1 BFSI with at least 1000 offices	<b>Request to please modify the clause as below:</b> The Bidder/OEM should have implemented or have under implementation any 3 of the below mentioned security solutions for at least 1 BFSI with at least 1000 offices	As per the Terms of the RFP
62	17	1.6 Eligibility Criteria (7)	7. The Bidder should have implemented or have under implementation any 3 of the below mentioned security solutions for at least 1 BFSI with at least 1000 offices i. SIEM ii. NAC iii. MDM iv. DDoS v. PIM vi. DAM	Please confirm if you are looking for references only from the service provider or OEM references will also suffice?	Reference to the Eligibility Clause 7 should be provided for the Bidder participating in the bid.
63	17	Sr.No.-8 of Eligibility Criteria	The bidder must have minimum five (5) IT Security professionals on their payroll with certification in CISA or CISSP or CISM or any other relevant / OEM professional certification in the field of IT Security	We request you to kindly amend this clause as" The bidder must have minimum three (3) IT Security professionals on their payroll with certification in CISA or CISSP or CISM or any other relevant / OEM professional certification in the field of IT Security.	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
64	17	1.6 Eligibility Criteria Clause 8	The bidder must have minimum five (5) IT Security professionals on their payroll with certification in CISA or CISSP or CISM or any other relevant / OEM professional certification in the field of IT Security	The bidder must have minimum three (3) IT Security professionals on their payroll with certification in CISA or CISSP or CISM or any other relevant / OEM professional certification in the field of IT Security	As per the Terms of the RFP
65	16	1.6 Eligibility Criteria, Sr No 8	The bidder must have minimum five (5) IT Security professionals on their payroll with certification in CISA or CISSP or CISM or any other relevant / OEM professional certification in the field of IT Security	Since, this RFP is specifically for Cyber Security domain, we would request OICL to increase number of certified resources to 25 minimum	As per the Terms of the RFP
66	18	1.6 Eligibility Criteria (12)	The following solution proposed should have been implemented/under implementation in at least 2 BFSI with 1000 branches in India i. NAC ii. PIM iii. DAM	Considering the criticality of data being stored in your databases, we would request you to choose among OEMs which have experience in delivering DAM solution to more number of customers in India. Hence please increase the DAM reference customers to 4 BFSI customers	As per the Terms of the RFP
67	18	1.6 Eligibility Criteria (12)	12. The following solution proposed should have been implemented/under implementation in at least 2 BFSI with 1000 branches in India i. NAC ii. PIM iii. DAM	Please confirm if you are looking for references only from the service provider or OEM references will also suffice?	Reference to the Eligibility Clause 12 should be for the Proposed OEM product.
68	16	1.6 Eligibility Criteria Point 12	The proposed Solutions, namely: i. MDM ii. SIEM iii. DDoS should be in Gartner's Leaders/ challengers quadrant or leaders/strong player in forester wave and the following solution proposed should have been implemented/under implementation in at least 2 BFSI with 1000 branches in India i. NAC ii. PIM iii. DAM	DDoS Solution is one of the Most Important Perimeter Security Solution and the OEM must have prove Kindly mention the Eligibility Criteria in terms of Implementation References for DDoS Solution also.  <b>SUGGESTED CLAUSE:</b>  The proposed Solutions, namely: i. MDM ii. SIEM iii. DDoS should be in Gartner's Leaders/ challengers quadrant or leaders/strong player in forester wave and the following solution proposed should have been implemented/under implementation in at least 2 BFSI with 1000 branches in India i. NAC ii. PIM iii. DAM	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
69	16	1.6 Eligibility Criteria (12)	<p>The proposed Solutions, namely:</p> <ul style="list-style-type: none"> <li>i. MDM</li> <li>ii. SIEM</li> <li>iii. DDoS</li> </ul> <p>should be in Gartner's Leaders/ challengers quadrant or leaders/strong player in forester wave and the following solution proposed should have been implemented/under implementation in at least 2 BFSI with 1000 branches in India</p> <ul style="list-style-type: none"> <li>i. NAC</li> <li>ii. PIM</li> <li>iii. DAM</li> </ul>	<p>In order to get the best Technology OEM's &amp; healthy competition among the Industry Technology Leaders we would request OICL to mention the Eligibility Criteria as "LEADER Quadrant" for the Forrester Wave Report.</p> <p>Also, 5 OEM vendors are mentioned in the Forrester Wave "LEADER Quadrant", hence the clause should be amended.</p> <p><b>SUGGESTED CLAUSE:</b></p> <p>The proposed Solutions, namely:</p> <ul style="list-style-type: none"> <li>i. MDM</li> <li>ii. SIEM</li> <li>iii. DDoS</li> </ul> <p>should be in Gartner's Leaders/ challengers quadrant or leaders player in forester wave and the following solution proposed should have been implemented/under implementation in at least 2 BFSI with 1000 branches in India</p> <ul style="list-style-type: none"> <li>i. NAC</li> <li>ii. PIM</li> <li>iii. DAM</li> </ul>	As per the Terms of the RFP
70	18	1.6 eligibility Criteria 12	<p>the following solution proposed should have been implemented/under implementation in at least 2 BFSI with 1000 branches in India</p> <ul style="list-style-type: none"> <li>i. NAC</li> <li>ii. PIM</li> <li>iii. DAM</li> </ul>	<p>Considering the criticality of data being stored in your databases, we would request you to choose among OEMs which have experience in delivering DAM solution to more number of customers in India. Hence please increase the DAM reference customers to 4 BFSI customers</p>	As per the Terms of the RFP
71	18	1.6 eligibility Criteria 12	<p>The proposed Solutions, namely:</p> <ul style="list-style-type: none"> <li>i. MDM</li> <li>ii. SIEM</li> <li>iii. DDoS</li> </ul> <p>should be in Gartner's Leaders/ challengers quadrant or leaders/strong player in forester wave and the following solution proposed should have been implemented/under implementation in at least 2 BFSI with 1000 branches in India</p> <ul style="list-style-type: none"> <li>i. NAC</li> <li>ii. PIM</li> <li>iii. DAM</li> </ul>	<p>To ensure that the proven and best products are offered to OICL, only Leaders Quadrant of Gartner and Leaders of Forester wave should be considered</p>	As per the Terms of the RFP
72	283-284	10.1.5 MDM (1)	<p>Solution Should failover to standby site without compromising security policy defined or without any changes at End users</p>	<p>Kindly advise if the solution failover to standby site would be manual failover or an automatic</p>	<p>Clarification: At the same site where HA is to be proposed the failover shall be automatic.</p>
73	73	4. Past Experience	<p>The Bidder should have implemented or should have under implementation any 3 of the below mentioned security solutions in 1 BFSI with at least 1000 offices.</p> <ul style="list-style-type: none"> <li>i. SIEM</li> <li>ii. NAC</li> <li>iii. MDM</li> <li>iv. DDoS</li> <li>v. PIM</li> <li>vi. DAM</li> </ul>	<p>The Office Count criteria suggestion needs to be flexible from 1000 to 100. Also, PAM is a device based solution and hence the criteria for a bank with 1000 branches may not apply. We request you to kindly relax the term for pre qualification.</p>	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
74	283	10.1.5 MDM (1)	Solution Should failover to standby site without compromising security policy defined or without any changes at End users	Not applicable for cloud based solution offering	Clarification: OICL is not looking for any cloud based solution.
75	117	9.15: Volumetric (3)	HA at DC & Standalone at DR	For a cloud based solution offering are you looking for HA capabilities for the On-Premise components?	Clarification: OICL is not looking for any cloud based solution.
76	284	1 of 10.1.5 MDM	Solution Should failover to standby site without compromising security policy defined or without any changes at End users	Need to understand the DC-DR scenario and how these sites are connected with each other (Active-Active or Active-Passive) and the deployment type (on-prem/cloud)	Please refer Section 9.10 Annexure 10: OICL Present IT Setup of the RFP, further details shall be shared with the successful bidder
77	284	10.1.5 MDM (11)	Customized branding in the solution	Kindly clarify what branding is the insurance company looking for	Shall be shared with the successful bidder
78	283	10.1.5 MDM (11)	Customized branding in the solution	Need more clarity on the branding customization requirement	Please be guided by the RFP
79	285	10.1.5 MDM (34)	Can configure device lock or wipe if the SIM card is changed or removed	Please clarify if device should lock or wipe on different operator SIM or even on same operator SIM change the device should lock or wipe	Revised Clause: Can configure device lock or wipe or raise an alert to the administrator if the SIM card is changed or removed
80	285	34 of 10.1.5 MDM	Can configure device lock or wipe if the SIM card is changed or removed	Need to understand the level to which this is required as SIM's can latch onto different available networks while users are on roaming	Revised Clause: Can configure device lock or wipe or raise an alert to the administrator if the SIM card is changed or removed
81	289	10.1.5 MDM (111)	Mobile Threat Prevention solution must be able to detect and prevent the mobile attack vectors: OS exploits, network attacks & SMS phishing. MDM and mobile threat prevention should be from different OEM and must be tightly integrated for seamless deployment.	Kindly share what MTP solution(s) does the insurance company plan to purchase for integration with MDM solution.	Bidder is required to propose the solution and infrastructure in order to meet the requirement stated in the RFP
82	289	10.1.5 MDM (113)	Mobile Threat Prevention solution should have dashboard with real time threat intelligence and visibility into mobile threats	Kindly share what MTP solution(s) does the insurance company plan to purchase for integration with MDM solution.	Bidder is required to propose the solution and infrastructure in order to meet the requirement stated in the RFP
83	289	10.1.5 MDM (111)	Mobile Threat Prevention solution must be able to detect and prevent the mobile attack vectors: OS exploits, network attacks & SMS phishing. MDM and mobile threat prevention should be from different OEM and must be tightly integrated for seamless deployment	We suggest that Mobile Threat protection should be out of box capability of the MDM solution and NOT a separate component	As per the Terms of the RFP
84	289	111 of 10.1.5 MDM	Mobile Threat Prevention solution must be able to detect and prevent the mobile attack vectors: OS exploits, network attacks & SMS phishing. MDM and mobile threat prevention should be from different OEM and must be tightly integrated for seamless deployment	This is more of a threat prevention solution requirement, we do integrate with Skycure to meet this requirement	Bidder is required to propose the solution and infrastructure in order to meet the requirement stated in the RFP
85	289	112 of 10.1.5 MDM	Mobile Threat Prevention solution should protect the employee device from infected apps, man-in-middle attack, OS exploits, day 0 protection and malicious links in SMS messages	This is more of a threat prevention solution requirement, we do integrate with Skycure to meet this requirement	Bidder is required to propose the solution and infrastructure in order to meet the requirement stated in the RFP
86	289	113 of 10.1.5 MDM	Mobile Threat Prevention solution should have dashboard with real time threat intelligence and visibility into mobile threats	This is more of a threat prevention solution requirement, we do integrate with Skycure to meet this requirement	Bidder is required to propose the solution and infrastructure in order to meet the requirement stated in the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
87	Pg 289	10.1.5 MDM / Secure Browsing / Point 112.	Mobile Threat Prevention solution should protect the employee device from infected apps, man-in-middle attack, OS exploits, day 0 protection and malicious links in SMS messages	For Best security solution there should be validation from 3rd party like miercom and IDC OEM should be leader in IDC MarketScape: 2017 Worldwide Mobile Threat Management Vendor Assessment and solution should have more then 90% catch rate in Miercom MTD 2017 report in all attack vector test i.e 1) Malicious Application Detection Efficiency 2) Network Attack Detection Efficiency 3) Device Vulnerability Detection" also there should be no vulnerability in product since past 3 years	As per the Terms of the RFP
88	289	10.1.5 MDM (112)	Mobile Threat Prevention solution should protect the employee device from infected apps, man-in-middle attack, OS exploits, day 0 protection and malicious links in SMS messages	Day 0 vulnerabilities are unknown they should be kept out of purview of MDM	As per the Terms of the RFP
89	117	9.15 Annexure 15: Volumetric point number 2, Network Access Control	HA at DC & HA at DR- 19500 endpoints including desktops/ Kiosks /laptops , Router, Switches, Printer , Scanner etc. extendable to 26000	We recommend a clustering solution with N+1 or N+M architecture at both DC and DR. This can be in active-active mode, as it will help in ensuring right performance and no network downtime in case of a failure. Please suggest if this can be proposed.  Query 2. Please specify the number of switches along with model number and version, it would help to size the hardware properly.	1.) As per the Terms of the RFP 2.) Bidder is required to right size based on the information provided in the RFP. Please refer and Annexure 15 Volumetric and Annexure 10: OICL Present IT Setup
90	117	9.15 Annexure 15: Volumetric	HA at DC & HA at DR No of Active Database cores – 140 Scalable to 350 No of Active database instances – 7 Scalable to 20 No. of User – 25 with scalability to 40	Kindly clarify if the proposed solution should be sized and licensed for current requirement of 140 cores of scalable requirement of 350 cores. OICL can start with 140 cores and in future through additional procurement can scale.	Clarification: Hardware should be proposed considering the final specified scalable values mentioned in the RFP from day-1, the licenses proposed by the bidder shall be for current requirement mentioned in the RFP. OICL during the contract period may procure additional licenses on pro-rata basis.  Revised Clause: <b>Annexure 15: Volumetric</b> Database Activity Monitoring : HA at DC & HA at DR No of Active Database cores at DC – 150 Scalable to 350 No of Active Database cores at DR – 150 Scalable to 350 Database Instances: Active Instance in DC-9 scalable to 20; Passive Instance in DC – 5 scalable to 12 Active Instance in DR-9 Scalable to 20; Passive Instance in DR – 3 Scalable to 8 No. of User – 25 with scalability to 40  Privilege Identity Management: • HA at DC & HA at DR • No of resources to be connected through the PIM solution : (the above includes OS/NW/DB/Application/others in DC/DR sites) – 1800 Devices scalable to 2200 Devices, Storage 1 at DC & 1 at DRS , Applications -8 Scalable to 15 and Database Instances: Active Instance in DC-9 scalable to 20; Passive Instance in DC – 5 scalable to 12 ; Active Instance in DR-9 Scalable to 20; Passive Instance in DR – 3 Scalable to 8 • No of privileged Users 100 Users Scalable to 200 User

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
91	117	Annexure 9.15: Volumetric	<p>No of Active Database cores – 140 Scalable to 350            No of Active database instances – 7 Scalable to 20            No. of User – 25 with scalability to 40</p>	<p>Does the bidder need to provide Software License &amp; Hardware Sizing assuming the final specified scalable values for Cores, Instances &amp; Users or the Current Values</p>	<p>Clarification:            Hardware should be proposed considering the final specified scalable values mentioned in the RFP from day-1, the licenses proposed by the bidder shall be for current requirement mentioned in the RFP. OICL during the contract period may procure additional licenses on pro-rata basis.</p> <p>Revised Clause:  <b>Annexure 15: Volumetric</b>            Database Activity Monitoring :            HA at DC &amp; HA at DR            No of Active Database cores at DC – 150 Scalable to 350            No of Active Database cores at DR– 150 Scalable to 350            Database Instances:            Active Instance in DC-9 scalable to 20; Passive Instance in DC – 5 scalable to 12            Active Instance in DR-9 Scalable to 20; Passive Instance in DR – 3 Scalable to 8            No. of User – 25 with scalability to 40</p> <p>Privilege Identity Management:  <ul style="list-style-type: none"> <li>• HA at DC &amp; HA at DR</li> <li>• No of resources to be connected through the PIM solution : (the above includes OS/NW/DB/Application/others in DC/DR sites) – 1800 Devices scalable to 2200 Devices, Storage 1 at DC &amp; 1 at DRS , Applications -8 Scalable to 15 and Database Instances: Active Instance in DC-9 scalable to 20; Passive Instance in DC – 5 scalable to 12 ; Active Instance in DR-9 Scalable to 20; Passive Instance in DR – 3 Scalable to 8</li> <li>• No of privileged Users 100 Users Scalable to 200 User</li> </ul> </p>
92	117	9.15 Annexure 15: Volumetric Point 5	<p>No of Active Database cores – 140 Scalable to 350            No of Active database instances – 7 Scalable to 20            No. of User – 25 with scalability to 40</p>	<p>Please confirm that this count includes the total of DC and DR together.</p>	<p>Clarification:            Hardware should be proposed considering the final specified scalable values mentioned in the RFP from day-1, the licenses proposed by the bidder shall be for current requirement mentioned in the RFP. OICL during the contract period may procure additional licenses on pro-rata basis.</p> <p>Revised Clause:  <b>Annexure 15: Volumetric</b>            Database Activity Monitoring :            HA at DC &amp; HA at DR            No of Active Database cores at DC – 150 Scalable to 350            No of Active Database cores at DR– 150 Scalable to 350            Database Instances:            Active Instance in DC-9 scalable to 20; Passive Instance in DC – 5 scalable to 12            Active Instance in DR-9 Scalable to 20; Passive Instance in DR – 3 Scalable to 8            No. of User – 25 with scalability to 40</p> <p>Privilege Identity Management:  <ul style="list-style-type: none"> <li>• HA at DC &amp; HA at DR</li> <li>• No of resources to be connected through the PIM solution : (the above includes OS/NW/DB/Application/others in DC/DR sites) – 1800 Devices scalable to 2200 Devices, Storage 1 at DC &amp; 1 at DRS , Applications -8 Scalable to 15 and Database Instances: Active Instance in DC-9 scalable to 20; Passive Instance in DC – 5 scalable to 12 ; Active Instance in DR-9 Scalable to 20; Passive Instance in DR – 3 Scalable to 8</li> <li>• No of privileged Users 100 Users Scalable to 200 User</li> </ul> </p>

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
93	117	Annexure 15 Volumetric: 5	No of Active Database cores – 140 Scalable to 350 No of Active database instances – 7 Scalable to 20 No. of User – 25 with scalability to 40	Our understanding is that this count includes both DC and DR servers together. Please confirm.	<p>Clarification: Hardware should be proposed considering the final specified scalable values mentioned in the RFP from day-1, the licenses proposed by the bidder shall be for current requirement mentioned in the RFP. OICL during the contract period may procure additional licenses on pro-rata basis.</p> <p>Revised Clause: <b>Annexure 15: Volumetric</b> Database Activity Monitoring : HA at DC &amp; HA at DR No of Active Database cores at DC – 150 Scalable to 350 No of Active Database cores at DR– 150 Scalable to 350 Database Instances: Active Instance in DC-9 scalable to 20; Passive Instance in DC – 5 scalable to 12 Active Instance in DR-9 Scalable to 20; Passive Instance in DR – 3 Scalable to 8 No. of User – 25 with scalability to 40</p> <p>Privilege Identity Management: • HA at DC &amp; HA at DR • No of resources to be connected through the PIM solution : (the above includes OS/NW/DB/Application/others in DC/DR sites) – 1800 Devices scalable to 2200 Devices, Storage 1 at DC &amp; 1 at DRS , Applications -8 Scalable to 15 and Database Instances: Active Instance in DC-9 scalable to 20; Passive Instance in DC – 5 scalable to 12 ; Active Instance in DR-9 Scalable to 20; Passive Instance in DR – 3 Scalable to 8 • No of privileged Users 100 Users Scalable to 200 User</p>
94	117	9.15 Annexure 15: Volumetric	6 Security Incident and Event Management HA at DC & HA at DR EPS - 10000 Scalable to 20000	Please confirm is the given EPS volume (both required and scalable EPS ) to be considered as peak/max or average EPS that the solution must be supporting ? As this will have implication on sizing and cost	Clarification: The Hardware proposed by the bidder should handle 20000 EPS from day-1, the license proposed by the bidder shall be for 10000 EPS. OICL during the contract period may procure additional licenses on pro-rata basis.
95	117	Annexure 15 Volumetric: 6	HA at DC & HA at DR EPS - 10000 Scalable to 20000	Please confirm if the TCO would be calculated for 20,000 EPS.	Clarification: The Hardware proposed by the bidder should handle 20000 EPS from day-1, the licenses proposed by the bidder shall be for 10000 EPS. OICL during the contract period may procure additional licenses on pro-rata basis.
96	117	9.15 Annexure 15: Volumetric Point 6	HA at DC & HA at DR EPS - 10000 Scalable to 20000	<p>1)Please confirm that you are looking for HA of all SIEM components.</p> <p>2)Also, our understanding of the requirement is that the TCO would be calculated for 20,000 EPS. You would not pay anything extra to scale from 10,000 to 20,000 EPS. Please confirm.</p> <p>3)Also since DC and DR will have same logs in any case, we would recommend to have Stand alone instance ( except Log collectors) for DC and DR . HA will only increase the cost of bandwidth, storage and other resources without any real purpose.</p>	<p>Clarification:</p> <p>1) The Bidder is required to propose the SIEM with standalone instance at DC &amp; DR, except log collector which should be in HA at DC and HA at DR.</p> <p>2) The Hardware proposed by the bidder should handle 20000 EPS from day-1, the licenses proposed by the bidder shall be for 10000 EPS. OICL during the contract period may procure additional licenses on pro-rata basis.</p> <p>3) The Bidder is required to propose the SIEM with standalone instance at DC &amp; DR, except log collector which should be in HA at DC and HA at DR.</p>



Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
97	117	Annexure 15: Volumetric 6	HA at DC & HA at DR EPS - 10000 Scalable to 20000	Please confirm that you are looking for HA of all SIEM components. Also, our understanding of the requirement is that the TCO would be calculated for 20,000 EPS. You would not pay anything extra to scale from 10,000 to 20,000 EPS. Please confirm	Revised Clause The Bidder is required to propose the SIEM with standalone instance at DC & DR, except log collector which should be in HA at DC and HA at DR.  Clarification: The Hardware proposed by the bidder should handle 20000 EPS from day-1, the licenses proposed by the bidder shall be for 10000 EPS. OICL during the contract period may procure additional licenses on pro-rata basis.
98	56	Sec 3.1.11 Payment terms (4)	Payment for deployment of endpoint solutions (MDM, NAC and DAM) : 90% cost would be payable on successful deployment of 80% users, nodes or devices across the network for the respective solution	Please mention the total number of users, nodes and devices in the OICL network	Please refer the Section 9.15 Annexure 15: Volumetric for the details and 9.10 Annexure 10: OICL Present IT Setup of the RFP for the required details, further details shall be shared with the successful bidder.
99	117	9.15 Annexure 15: Volumetric	VAPT	For the volumetrics shared under VAPT, can we assume that each device is equal to 1 IP?	Clarification: Bidder can assume 1 device is equal to 1 IP
100	117	Annexure 15: Volumetric 6	EPS - 10000 Scalable to 20000	For EPS should the SI consider 10000 or 20000 for proposing the Software License BOM & Hardware Sizing	Clarification: The Hardware proposed by the bidder should handle 20000 EPS from day-1, the licenses proposed by the bidder shall be for 10000 EPS. OICL during the contract period may procure additional licenses on pro-rata basis.
101	258	10.1.1 SIEM (19.)	19. The solution should be able to collect and process raw logs in real-time from any IP Device including Networking devices (router/ switches/ voice gateway etc.s), Security devices (IDS/IPS, AV, Patch Management, Firewall/DB Security solutions etc.), Operating systems(Windows 2003 / 2008, Unix, HP Unix, Linux, AIX, etc.), Mainframe(z/196), Virtualization platforms, Databases (Oracle, MSSQL, MySQL, DB2, Post-Gres etc.), Storage systems, and Enterprise Management systems etc.	Please share the inventory of devices with make, model, qty and its location as this information is essential for sizing, efforts and architecture	Please refer Section 9.10 Annexure 10: OICL Present IT Setup of the RFP, further details shall be shared with the successful bidder
102	258	10.1.1 SIEM (19)	19. The solution should be able to collect and process raw logs in real-time from any IP Device including Networking devices (router/ switches/ voice gateway etc.s), Security devices (IDS/IPS, AV, Patch Management, Firewall/DB Security solutions etc.), Operating systems(Windows 2003 / 2008, Unix, HP Unix, Linux, AIX, etc.), Mainframe(z/196), Virtualization platforms, Databases (Oracle, MSSQL, MySQL, DB2, Post-Gres etc.), Storage systems, and Enterprise Management systems etc.	Please share the inventory of devices with make, model, qty and its location as this information is essential for sizing, efforts and architecture	Please refer Section 9.10 Annexure 10: OICL Present IT Setup of the RFP, further details shall be shared with the successful bidder
103	257	10.1.1 SIEM (8)	8. In case the connectivity with SIEM management system is lost, the collector should be able to store the data in its own repository. The retention, deletion, synchronization with SIEM database should be automatic but it should be possible to control the same manually.	Please provide maximum retention period that must be facilitated at the collector in case of connection to SIEM management lost	Clarification: Retention period that must be facilitated at the collector in case of connection to SIEM management is lost shall be at least 10 days

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
104	258	10.1.1 SIEM (12)	12. Collection layer should be able to forward logs to multiple destinations this will help OICL to forward logs to other locations (full redundancy) without any additional configurations.	With reference to "9.16 Annexure 16: List of OICL Offices" there are 1600+ of OICL offices, which are the location that bidder must consider for setting up collectors as local aggregators to collect logs and forward them to SIEM ? Also what will be average EPS to be considered for suggested locations? this input is essential for sizing and logistics to consider in SIEM solution	Clarification: Collector will only be centrally placed in OICL Datacenter and Disaster Recovery Center. However, proposed solution should have the capability to forward the logs to multiple destination. Please refer Section 9.15: Annexure 15 Volumetric for sizing details
105	258	10.1.1 SIEM (12)	12. Collection layer should be able to forward logs to multiple destinations this will help OICL to forward logs to other locations (full redundancy) without any additional configurations	Is the prime objective of the department to achieve full redundancy then pls rephrase this requirement as "Solution should provide full redundancy and capability to forward logs to multiple destinations" Irrespective of how it is forwarded. Different vendor/OEM have different ways to schieve this requirement.	Clarification: Collector will only be centrally placed in OICL Datacenter and Disaster Recovery Center. However, proposed solution should have the capability to forward the logs to multiple destination. Please refer Section 9.15: Annexure 15 Volumetric for sizing details
106	259	10.1.1 SIEM (25)	25. Ability to gather information on real time threats and zero day attacks issued by anti-virus or IDS/ IPS vendors or audit logs and add this information as intelligence feed in to the SIEM solution via patches or live feeds	For real-time feed into SIEM solution via live feed requires SIEM to have access to its threat intel source over internet. Will OIL will allow such access or else please modify this clause as it is going to offline threat intel update which is non real-time	Clarification: Bidder to integrate the solution with Anti-virus, IPS / IDS , other systems in place and repository maintained at OICL premise in order to take the live feed and the same needs to be fed to the solution for preventing the attacks
107	259	10.1.1 SIEM (27)	27. The central correlation engine database should be updated with real time security intelligence updates from OEM	For real-time threat intelligence feed into correlation/SIEM solution via live feed requires SIEM to have access to its threat intel source over internet which is direct or through proxy. Will OICL will allow such access or else please modify this clause accordingly as it is going to offline threat intel update which is non real-time	Clarification: A repository needs to be maintained at OICL premises from where updates will be taken as and when required
108	259	10.1.1 SIEM (30)	30. The dashboard should show the status of all the tools deployed as part of the SOC, including availability, bandwidth consumed, system resources consumed (including database usage)	SIEM solution can be responsible for monitoring health and availability of its own architectural components not for other tools deployed in the SOC along with it. This requirement is more of Network/Server monitoring, please remove this or modify the clause accordingly.	Revised Clause: The SIEM Solution should be able to show the Log flow along with the details of the logs i.e. time of Logs receiving, Time of Logs processed etc. from all the source systems and should be able to analyze the received logs.
109	260	10.1.1 SIEM (41)	41. Should generate e-mail and SMS notifications for all critical/high risk alerts triggered from SIEM	The SMS based alert notification require SMS gateway compatible to send messages to mobile service providers which is telecom solution, please provide the details of your SMS gateway product details if such solution exists for the integration with SIEM. If bidder has to provide this as part of solution, please modify the clause accordingly	Shall be shared with the successful bidder, OICL will provide the SMS Gateway, bidder is required to integrate with the provided SMS Solution .

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
110	260	10.1.1 SIEM (43)	<p>43. Dashboard should display asset list and capture details including name, location, owner, value, business unit, IP address, platform details</p> <p>44. Dashboard should capture the security status of assets and highlight risk level for each asset. This should be used to capture security status of OICL, status of different business units within the OICL status of key locations etc.</p> <p>45. Dashboard should support reporting for consolidated relevant compliance across all major standards and regulatory requirements. This includes ISO 27001, IRDAI regulations, IT ACT, PCI DSS standards etc.</p> <p>47. Dashboard should support export of data to multiple formats including CSV, XML, Excel, PDF, word formats</p>	<p>Dashboards are often displayed on a web page which updated constantly with recent data. In general the requirements given are facilitated through reports and may be capability of specific OEM. Can the bidder provide this information through reports instead of dashboard? If yes please modify the clause accordingly.</p>	As per the Terms of the RFP
111	260	10.1.1 SIEM (43)	<p>43. Dashboard should display asset list and capture details including name, location, owner, value, business unit, IP address, platform details</p>	<p>Dashboards are often displayed on a web page which updated constantly with recent data. In general the requirements given are facilitated through reports and may be capability of specific OEM. Can the bidder provide this information through reports instead of dashboard? If yes please modify the clause accordingly.</p>	As per the Terms of the RFP
112	261	10.1.1 SIEM (57)	<p>57. The vendor should provide for adequate storage to meet the EPS and retention requirements of the OICL. SI shall be responsible for upgrade of the storage to meet the OICL requirements as above at no additional cost. The SI should provide adequate justification for the storage size proposed as part of the response.</p>	<p>Please provide what will be average size of event which is essential for solution architecture and storage sizing. This is must set a bench mark across all the bidders.</p>	Bidder is required to size the solution based on the details provided in the RFP
113	261	Appendix 1: Technical and Functional Specifications, Point 57	<p>57. The vendor should provide for adequate storage to meet the EPS and retention requirements of the OICL. SI shall be responsible for upgrade of the storage to meet the OICL requirements as above at no additional cost. The SI should provide adequate justification for the storage size proposed as part of the response.</p>	<p>Kindly provide the details of the existing Storage.</p>	<p>Existing Storage - EMC - Vmax 100K OICL will provide the required storage space for the proposed security solutions.</p>
114	261	10.1.1 SIEM (57)	<p>57. The vendor should provide for adequate storage to meet the EPS and retention requirements of the OICL. SI shall be responsible for upgrade of the storage to meet the OICL requirements as above at no additional cost. The SI should provide adequate justification for the storage size proposed as part of the response.</p>	<p>EPS is approximated based on the number of factors like applications/solutions being monitored, logging level, application usage, etc. It would increase based on these factors like increase in logging or application usage and cannot be fixed based on Day 1 EPS count.</p> <p>Hence the cost of software or underlying hardware &amp; storage cannot be frozen upfront and any augmentation based on increase in EPS count will incur additional cost.</p>	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
115	261	Appendix 1: Technical and Functional Specifications, Point 59 - SIEM	The platform should provide tiered storage for the online, archival, and backup and restoration of event log information.	Please provide clarity does bidder needs to provide separate archival and Backup solution for SIEM Solution?	Clarification: OICL will provide the backup solution, Bidder is required to integrate with OICL's existing backup solution for performing backup of the proposed applications, bidder to verify and confirm to OICL that the required backup of the proposed applications is taken using the OICL Backup Applications.
116	261	10.1.1 SIEM (59)	59. The platform should provide tiered storage for the online, archival, and backup and restoration of event log information.	With reference to the statement "The SIEM should be able to maintain 6 months of logs on storage online. In addition, after 6 month duration the bidder should maintain logs on the TAPE Drives" given in page 42 under Section "2.4.4.6 Security Information & Event Management (SIEM)", 'ONGOING OPERATIONS', 'Storage'.	Revised Clause: Bidder is required to propose the solution in order to store 90 days logs (normalized Logs) online
117	261	10.1.1 SIEM (59)	59. The platform should provide tiered storage for the online, archival, and backup and restoration of event log information.	With reference to the statement "The SIEM should be able to maintain 6 months of logs on storage online. In addition, after 6 month duration the bidder should maintain logs on the TAPE Drives" given in page 42 under Section "2.4.4.6 Security Information & Event Management (SIEM)", 'ONGOING OPERATIONS', 'Storage'.  Please confirm is the requirement is to store 90 days logs online, 90 days archival (near-line and accessible) on storage attached to SIEM and logs beyond 6 months (after online and archival) are written to TAPE BACKUP ? please correct if our understanding is wrong.	Revised Clause: Bidder is required to propose the solution in order to store 90 days logs (normalized Logs) online
118	42	2.4.4.6 Security Information & Event Management (SIEM),Storage	The SIEM should be able to maintain 6 months of logs on storage online. In addition, after 6 month duration the bidder should maintain logs on the TAPE Drives.	Please clarify, Do bidder needs to maintain logs for 6 Months or 90 Days on online storage?	Revised Clause: Bidder is required to propose the solution in order to store 90 days logs (normalized Logs) online
119	261	10.1.1 SIEM (59)	59. The platform should provide tiered storage for the online, archival, and backup and restoration of event log information.	With reference to the statement "The SIEM should be able to maintain 6 months of logs on storage online. In addition, after 6 month duration the bidder should maintain logs on the TAPE Drives" given in page 42 under Section "2.4.4.6 Security Information & Event Management (SIEM)", 'ONGOING OPERATIONS', 'Storage'.	Revised Clause: Bidder is required to propose the solution in order to store 90 days logs (normalized Logs) online
120	261	10.1.1 SIEM (62)	62. System should have capacity to maintain the logs for 90 days on storage and older logs should be archived on TAPE or Storage as required by OICL	Please confirm is the requirement is to store 90 days logs online, 90 days archival (near-line and accessible) on storage attached to SIEM and logs beyond 6 months (after online and archival) are written to TAPE BACKUP ? please correct if our understanding is wrong.	Revised Clause: Bidder is required to propose the solution in order to store 90 days logs (normalized Logs) online
121	261	10.1.1 SIEM (62)	System should have capacity to maintain the logs for 90 days on storage and older logs should be archived on TAPE or Storage as required by OICL	Please provide the duration of the archival data.	Revised Clause: Bidder is required to propose the solution in order to store 90 days logs (normalized Logs) online

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
122	261	10.1.1 SIEM (62)	System should have capacity to maintain the logs for 90 days on storage and older logs should be archived on TAPE or Storage as required by OICL	Please clarify, Do bidder needs to maintain logs for 6 Months or 90 Days on online storage?	Revised Clause: Bidder is required to propose the solution in order to store 90 days logs (normalized Logs) online
123	261	10.1.1 SIEM (62)	62. System should have capacity to maintain the logs for 90 days on storage and older logs should be archived on TAPE or Storage as required by OICL	Please confirm is the requirement is to store 90 days logs online, 90 days archival (near-line and accessible) on storage attached to SIEM and logs beyond 6 months (after online and archival) are written to TAPE BACKUP ? please correct if our understanding is wrong.	Revised Clause: Bidder is required to propose the solution in order to store 90 days logs (normalized Logs) online
124	261	10.1.1 SIEM (62)	System should have capacity to maintain the logs for 90 days on storage and older logs should be archived on TAPE or Storage as required by OICL	Bidder understands that the required tape will be provided by OICL. Please provide clarity as for archival, OICL will use tape or storage as primary archival space.	Please refer Section 2.4.2 facility Management, Point xix sub-point h. Tapes will be used as primary archival space for the proposed solution
125	263	10.1.1 SIEM (82)	Solution should support integration with big data storage configuration such as Hadoop etc.	Please provide the technical details of big data solution that is deployed or planned to deploy, as the integration efforts may differ	Clarification: Currently OICL has no big data solution in place, as and when OICL procures the big data solution bidder is required to integrate the proposed solution with the big data solution
126	261	10.1.1 SIEM (50)	Senior Management should be able to view compliance to SLA for all SOC operations	Please confirm is the solution must also provide playbooks for security incident management, orchestration and automated response ?	As per the Terms of the RFP
127	263	10.1.1 SIEM (83)	83 The solution should support creation of incident management workflows to track incident from creation to closure, provide reports on pending incidents, permit upload of related evidences such as screenshots etc.		As per the Terms of the RFP
128	263	10.1.1 SIEM	<b>Proposed capability for SOC automation</b>	Is OICL looking for following capabilities as part of the SOC automation :- 1. solution should allow for automatic execution of playbooks such as IOC enrichment, blocking on firewall or perimeter devices 2. Solution should use playbooks in a workflow manner which allow to connect inputs and outputs of multiple automated tasks 3. Solution Should allow creation of Manual Tasks, Automated Tasks and Conditional Tasks in Playbooks 4. Solution should record all manual and automated entries during execution of a playbook 5. Solution should support scheduled tasks 6. Solution should provide an incident management platform for Security and IR team	As per the Terms of the RFP
129	263	10.1.1 SIEM	<b>Proposed capability for SOC automation</b>	we believe SOC Solution should support integration with following technologies present in the enterprise environment: Forensic tools IT (e.g. AD, SAML) Communication tools (e.g. email, Slack) SIEM tools Endpoint Security SOAR Solution Network Security SOAR Solution Web Proxy Threat Intelligence Dynamic malware analysis Incident Management Tools	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
130	260	10.1.1 SIEM (44)	44. Dashboard should capture the security status of assets and highlight risk level for each asset. This should be used to capture security status of OICL, status of different business units within the OICL status of key locations etc.	Dashboards are often displayed on a web page which updated constantly with recent data. In general the requirements given are facilitated through reports and may be capability of specific OEM. Can the bidder provide this information through reports instead of dashboard? If yes please modify the clause accordingly.	As per the Terms of the RFP
131	260	10.1.1 SIEM (47)	47. Dashboard should support export of data to multiple formats including CSV, XML, Excel, PDF, word formats	Dashboards are often displayed on a web page which updated constantly with recent data. In general the requirements given are facilitated through reports and may be capability of specific OEM. Can the bidder provide this information through reports instead of dashboard? If yes please modify the clause accordingly.	As per the Terms of the RFP
132	261	10.1.1 SIEM (83)	83 The solution should support creation of incidentmanagement workflows to track incident from creation to closure, provide reports on pending incidents, permit upload of related evidences such as screenshots etc.	Please confirm is the solution must also provide playbooks for security incident management, orchestration and automated response ?	As per the Terms of the RFP
133	Pg 117	9.15 Annexure 15: Volumetric / Point 3.	Mobile Device Management-500 Scalable to 2500	Currently RFP has asked for 500 Mobile Threat Prevention solution. As per RFP Current employees are around 15000 and agents around 35000 . Seeing number of branches and users of IOCL are high. As per data similar sized organization have asked for more higher number of license to protect employee's and company's data. Moreover cyber security guidelines published by IRDA recommends for threat prevention solution for detection and prevention against mobile based attacks including mobile malware, infected applications and other attacks.	The Solution proposed by the bidder should comply with the requirement mentioned in the RFP.
134	Pg 117	9.15 Annexure 15: Volumetric / Point 3.	Mobile Device Management-500 Scalable to 2500	We recommend that mobile threat protection solution for all employees and agents as they carries or access OICL related data from his/her mobile phone and tablet are prone to data theft and their mobile devices being getting compromised. This also pose for lateral movement of the threat and infect OICL critical users and assets . So every employee and agent should be protected with Mobile threat prevention who carries or access data of IOCL from mobile and tablet.	The Solution proposed by the bidder should comply with the requirement mentioned in the RFP.
135		New clause	Suggestion for dark web monitoring for integration with SIEM for proactive monitoring	Insurance companies store a lot more information about clients than a bank or credit card, which makes them prime targets for hackers. On the black market (on dark web), this gives the data a longer shelf-life than stolen financial data, which could be worthless two weeks after it's sold. Attacker are using dark web to trade the organization intellectual property and sensitive information which can be later used by attacker to plot the targeted attack. it is suggested to consider dark web monitoring of identified critical assets and integration with SIEM for proactive monitoring of early indicator of attacks.	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
136	268	10.1.3 DDOS clause 28	System should Decrypt ALL Incoming SSL Traffic.	SSL decryption should be done securely and proper security measures needs to be taken for SSL decryption. Most important is the security of key and certificate files. Specially because the DDOS appliance is positioned before Firewall. Hence it is very important for the SSL module to comply with global FIPS-2 standard. It is suggested that the clause be changed " System should Decrypt ALL Incoming SSL Traffic thru inbuilt FIPS-2 compliant SSL module"	As per the Terms of the RFP
137	268	10.1.3 DDOS Clause 28	System should Decrypt ALL Incoming SSL Traffic.	All Countermeasures and filters supported by the DDOS appliance for protection against http based attacks should also be supported for SSL traffic. The SSL decryption and inspection methodology adopted by the DDOS appliance should not restrict the kind of protection methods that can be deployed.	As per the Terms of the RFP
138	270	10.1.3 DDOS clause 43	System should have inspect throughput for a minimum of 1 Gbps scalable to 3 Gbps without additional hardware.	The DDOS appliance should have higher scalability to accommodate for the increase in traffic in future. It is suggested that the clause be changed to "System should have inspect throughput for a minimum of 1 Gbps scalable to 10 Gbps without additional hardware."	As per the Terms of the RFP
139	270	10.1.3 DDoS, Sr No 43	System should have inspect throughput for a minimum of 1 Gbps scalable to 3 Gbps without additional hardware.	Systems should have inspect throughput for a minimum of 20 Gbps scalable to 40 Gbps without additional hardware  <b>Remarks:</b> Anti-DDoS specs point 9 mention The system should be capable to mitigate and detect both inbound and outbound traffic. Whereas for inbound attack traffic 1 Gbps to 3 Gbps throughput are enough , however to mitigate outbound attack traffic system should have an throughput of minimum 20 Gbps which is near to existing Network firewall throughput, and should scalable to 40 Gbps on same hardware for future requirement. (During serious attack condition 1 Gbps throughput will definitely not work and hamper complete production/infrastructure) recommendation is to increase throughput	As per the Terms of the RFP
140	270	10.1.3 DDOS Clause 44	System should have high performance FPGA or equivalent based architecture that ensures that attack mitigation does not affect normal traffic processing and Minimum DDoS Flood Attack Prevention Rate up to 12 Million PPS.	For 10 Gbps of traffic the packet per second support required for wire speed performance is 14.78 Million pps. It is suggested that the DDOS appliance should support up-to 15 million pps	As per the Terms of the RFP
141	270	10.1.3 DDOS Clause 44	System should have high performance FPGA or equivalent based architecture that ensures that attack mitigation does not affect normal traffic processing and Minimum DDoS Flood Attack Prevention Rate up to 12 Million PPS.	The DDOS system should also support at-least 15 million concurrent sessions. DDOS appliance should support these many concurrent session irrespective whether the sessions are legitimate or illegitimate.	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
142	270	10.1.3 DDoS, Sr No 44	System should have high performance FPGA or equivalent based architecture that ensures that attack mitigation does not affect normal traffic processing and Minimum DDoS Flood Attack Prevention Rate up to 12 Million PPS.	System should have high performance FPGA or equivalent based architecture that ensures that attack mitigation does not affect normal traffic processing and Minimum DDoS Flood Attack Prevention Rate up to 28 Million PPS.  <b>Remarks:</b> DDoS flood attack prevention rate upto 12 Million PPS will not work under serious attack condition and impact overall infrastructure, applications and DDOS appliance itself (will you accept this scenario). To correct size and mitigate atleast 20 Gbps of attack traffic (inbound and outbound), solution should be provide upto 28 million PPS. hence recommended to increase the pps value.	As per the Terms of the RFP
143	270	10.1.3 DDOS Clause 45	System should have SSL Inspection Throughput of 1 Gbps on Day 1, Scalable to 3 Gbps on the same Device without additional hardware and should support minimum 30K SSL TPS / CPS @1K or 6K SSL TPS / CPS @2K.	The SSL performance mentioned should be supported in FIPS-2 mode also. For a banking organization it is very important to provide additional protection for the certificate and key files against tampering, export etc. FIPS-2 mode provide comprehensive protection for the certificate and key files.	As per the Terms of the RFP
144	270	10.1.3 DDOS Clause 49	The solution must provide packet capture display filters for Passed, Dropped, or all packets of traffic	System should provide capability to view the packets in real time with clear details of whether the packet was passed or dropped by the DDOS appliance. It should also mention why the packet was dropped and which kind of protection mechanism resulted in packet being dropped.	As per the Terms of the RFP
145	271	10.1.3 DDOS Clause 54	The solution must have upstream cloud signaling mechanism to effectively handle volumetric and application based attacks which volumetric in case of multi vector DDoS attacks	Cloud signaling would require integration of DDOS appliance with upstream ISP also. The DDOS appliance proposed should have capability to get integrated and support cloud signaling with at-least 3 ISP's in India.	As per the Terms of the RFP
146	40	2.4.4.5 Database Activity Management (DAM)	vi. Masking of sensitive data in output	Masking is a sensitive operation on database and can lead to high amount of false positive and hence disruption in operations. Database masking is also a separate product from DAM solution and should be considered separately in future. Request you to remove this requirement from DAM solution	Revised Clause: Clause Stands Deleted
147	56	3.1.11 Payment Terms Sr.No-1	70% cost would be payable on successful postdelivery inspection of the product	We request to amend this clause as- 90% cost would be payable on successful postdelivery inspection of the product	As per the Terms of the RFP
148	56	3.1.11 Payment Terms Sl. 1 Hardware/Appliance	70% cost would be payable on successful post delivery inspection of the product 30% cost would be payable on successful installation and acceptance testing of the product	The Proposed Change in the payment terms is as follows : 50% in advance, 40% on delivery & 10% on installation	As per the Terms of the RFP
149	56	3.1.11 Payment terms	Hardware : 70% cost would be payable on successful postdelivery inspection of the product	Kindly change this to 80% of cost would be payable on successful post delivery inspection of product.	As per the Terms of the RFP
150	56	3.1.11 Payment Terms Sr.No-1	30% cost would be payable on successful installation and acceptance testing of the product	We request to amend this clause as-10% cost would be payable on successful installation and acceptance testing of the product	As per the Terms of the RFP



Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
151	40	2.4.4.5 Database Activity Management (DAM)	Discovery of vulnerabilities, missing patches	This requirement cannot be considered with respect to Database Activity Monitoring as it is requirement for VAPT Solution and Patch Management Solution .	Revised Clause: Clause Stands Deleted
152	19	1.7 Project Timelines	SIEM, NAC, MDM, DDoS , PIM and DAM Solution Delivery of equipment and licenses-8 Weeks from the Date of Issuance of PO Installation, commissioning and implementation-34 Weeks from the Date of Issuance of PO	SIEM, NAC, MDM, DDoS , PIM and DAM Solution Delivery of equipment and licenses-10-12 Weeks from the Date of Issuance of PO Installation, commissioning and implementation-38-40 Weeks from the Date of Issuance of PO	As per the Terms of the RFP
153	19	1.7 Project Timelines	Delivery of equipment and licenses. : 8 Weeks from the Date of Issuance of PO	We would request to change this to 12 weeks from PO issue date.	As per the Terms of the RFP
154	19	1.7 Project Timelines	Installation, commissioning and implementation : 34 Weeks from the Date of Issuance of PO	Since installation, integration of these technologies is highly complex & process driven we would request to kindly change this to 40 weeks from date of issuance of PO	As per the Terms of the RFP
155	26	2.4 Detailed Scope of Work	iv. Project Manager proposed should have at least 7 years of relevant experience in program managing any 3 of the below mentioned solutions SIEM NAC MDM DDoS PIM DAM	iv. Project Manager proposed should have at least 5 years of relevant experience in program managing any 1 of the below mentioned solutions SIEM NAC MDM DDoS PIM DAM	As per the Terms of the RFP
156	26	2.4.2 Facility management iv	Project Manager proposed should have at least 7 years of relevant experience in program managing any 3 of the below mentioned solutions	Please change the criteria of Project Manager to have experience of managing security projects instead of granular technology oriented experience	As per the Terms of the RFP
157	26	2.4 Detailed Scope of Work Pt. iv	Project Manager proposed should have at least 7 years of relevant experience in program managing any 3 of the below mentioned solutions	Project Manager proposed should have at least 3 years of relevant experience in program managing any 1 of the below mentioned solutions	As per the Terms of the RFP
158	22	2.2 Overview of Scope, point no. xxxii	Bidder to factor in the requirement from the Active Directory OEM (Microsoft) required in order to do the interfacing, troubleshooting, integration, customization, maintenance of the existing Active Directory solutions (Version – Microsoft 2012 R2 Standard Edition). It will be the bidder responsibility to provide adequate support for Active Directory from the AD OEMs	1)Kindly provide more information on AD support. 2)SI scope should be specific to the new devices which they are providing, in terms of integration with the AD. Although, support would also be required at AD end from existing vendor and client in that case.	1)Please be guided by the RFP 2)As per the Terms of the RFP
159	22	section 2.2, point xxxii	Bidder to factor in the requirement from the Active Directory OEM (Microsoft) required in order to do the interfacing, troubleshooting, integration, customization, maintenance of the existing Active Directory solutions (Version – Microsoft 2012 R2 Standard Edition). It will be the bidder responsibility to provide adequate support for Active Directory from the AD OEMs	It is understood that the required CAL licenses for Microsoft Active Directory shall be provided by OICL. Please confirm if the understanding is correct.	Clarification: OICL will provide the AD solution for integration.

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
160	22	2 Scope of work, 2.2 Overview of Scope, Point xxxii	Bidder to factor in the requirement from the Active Directory OEM (Microsoft) required in order to do the interfacing, troubleshooting, integration, customization, maintenance of the existing Active Directory solutions (Version – Microsoft 2012 R2 Standard Edition). It will be the bidder responsibility to provide adequate support for Active Directory from the AD OEM	Request more information and context of this requirement	Please be guided by the RFP
161	21	2.2 Overview of Scope, point no. xiv	Bidder should be responsible for performing all the adequate cabling activity related to server, storage, appliances, SAN, LAN etc. at OICL locations for successful commissioning of hardware and software.	SI scope should be limited to Patch cords (Fiber/Copper). However, Structure cabling should be under Client scope only.	As per the Terms of the RFP
162	29	2 Scope of Work, point xiv	Bidder should be responsible for performing all the adequate cabling activity related to server, storage, appliances, SAN, LAN etc. at OICL locations for successful commissioning of hardware and software. OICL Data Center and Disaster Recovery Center Runs on Fiber Channel	Bidder Understands that Cabling is limited to the equipments supplied as part of this RFP.	Please be guided by the RFP
163	23	2.2 Overview of Scope, point no. xxxviii	All trainings will be arranged by the selected Bidder/OEM in OICL's premise. OICL will provide training room along with required no. of PCs and projector. Rest all expenses required for providing the training will be borne by Bidder.	Please give more information on the training segment. How frequent you need training, suggest some numbers and duration of the trainings as well.	Please be guided by the RFP
164	23	Sec 2.2 Overview of Scope (xxxviii)	All trainings will be arranged by the selected Bidder/OEM in OICL's premise. OICL will provide training room along with required no. of PCs and projector. Rest all expenses required for providing the training will be borne by Bidder.	Will to and fro travel, accomodation costs associated with conducting trainings at OICL premises be borne by Bidder? Also, which location will training be conducted?	As per the Terms of the RFP. Training location will be Delhi NCR
165	23	2.2 Scope of Work	All trainings will be arranged by the selected Bidder/OEM in OICL's premise	Please clarify the number of participants & location of training	As per the Terms of the RFP. Training location will be Delhi NCR
166	23	2.2 Overview of Scope, Point xxxviii	All trainings will be arranged by the selected Bidder/OEM in OICL's premise. OICL will provide training room along with required no. of PCs and projector. Rest all expenses required for providing the training will be borne by Bidder.	Please provide the list of trainings and number of participants per training. Also does OICL expect OEM certification type trainings.	Please refer Appendix 2 Bill of Material for the number of batches and participants per batch Please be guided by the RFP.
167	23	Overview of Scope, Point xxxviii	All trainings will be arranged by the selected Bidder/OEM in OICL's premise. OICL will provide training room along with required no. of PCs and projector. Rest all expenses required for providing the training will be borne by Bidder.	Bidder understands the training requirement mentioned here is for the security solution to be deployed and not for the Underlying Infrastructure. Please Clarify	Yes your understanding is correct
168	24	2.4 Detailed Scope of Work, point no. vii	Integrate the following with SIEM solution to provide a single view of events generated at no additional cost to OICL during the contract period. a. Proposed Solution and hardware b. Existing Applications and Hardware c. New Applications and hardware to be implemented during the contract period d. Existing and New Devices	Detail information of the existing inventory would be required with Make, Model, Version etc.	Shall be shared with the successful bidder

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
169	24	2.4 Detailed Scope of Work, Point vii	Integrate the following with SIEM solution to provide a single view of events generated at no additional cost to OICL during the contract period. a. Proposed Solution and hardware b. Existing Applications and Hardware c. New Applications and hardware to be implemented during the contract period d. Existing and New Devices	Please provide 1. Current Asset Inventory with location and version details is available 2. What is YoY growth forecast in terms of percentage since this has a direct impact on sizing of the systems.	1.) Shall be shared with the successful bidder 2) Shall be shared with the successful bidder, bidder is required to size the solution and hardware based on the details provided in the RFP
170	24	2.4.1 Implementation & Integration	Integrate the following with SIEM solution to provide a single view of events generated at no additional cost to OICL during the contract period.	Please share the exhaustive list of applications and technologies to be integrated with SIEM to check if any custom parsers need to be developed.	Shall be shared with the successful bidder
171	25	2.4 Detailed Scope of Work, point no. xix.	Integration with EMS Solution for Maintenance and monitoring of supplied hardware is to be performed by the bidder.	The scope of the bidder should be specific with the new proposed devices only.	As per the Terms of the RFP
172	25	2.4.1 Implementation & Integration	Integration with EMS Solution for Maintenance and monitoring of supplied hardware is to be performed by the bidder.	Kindly confirm which EMS solution is currently being used	Currently OICL has Sapphire v4.86
173	25	2.4 Detailed Scope of Work, Point xix	Integration with EMS Solution for Maintenance and monitoring of supplied hardware is to be performed by the bidder.	1)Please provide make and version number of the EMS solution. 2)Licenses for additional devices will be provided by OICL.Please confirm	1)Currently OICL has Sapphire v4.86 2) OICL will provide the required EMS solution for the proposed infrastructure.
174	26	2.4.2 Facility management, point no.vi.	The bidder is required to establish the helpdesk and provide facilities management services to support the OICL officials in performing their day-to-day functions related to the provided system.	Please provide more insight for Helpdesk in terms of Call volume, kind of support, support would be specific to new proposed devices only??	As per the Terms of the RFP
175	26	2.4 Detailed Scope of Work point VI	The bidder is required to establish the helpdesk and provide facilities management services to support the OICL officials in performing their day-to-day functions related to the provided system. The Bidder shall setup a central helpdesk dedicated (i.e. on premise) for the Project implemented. This helpdesk would be Operational upon implementation of the Project and/or any solution. Bidder shall deploy manpower during Implementation, Warranty and Maintenance phases. The deployed resource shall report to OICL's Project In-charge and work closely with Program Management Office of the project. Bidder may deploy additional resources based on the need of the project and to meet the defined SLAs.	What would be the location of helpdesk ? Kindly specify	OICL Head Office would be the location of the helpdesk
176	30	2.4 Detailed Scope of Work, point no. xix.	Bidder to provide adequate FM support for Trend Micro Email Gateway for the entire contract period.	1)Kindly provide more information of Trend Micro Email Gateway in terms of Model, Version, kind of support (24 x 7 x 365) 2) expected call volume pertaining to Emails.	1)Support from the Trend Micro is not required, bidder is only required to provide support in order to successfully integrate the proposed solution with the Email Gateway. 2)Details shall be shared with the successful bidder
177	30	2.4 Detailed Scope of Work	Bidder to provide adequate FM support for Trend Micro Email Gateway for the entire contract period.	Please clarify the expected scope of work.	Support from the Trend Micro is not required, bidder is only required to provide support in order to successfully integrate the proposed solution with the Email Gateway

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
178	34	2.4.3 AMC & ATS Support, point no. ii.	The hardware should have three year onsite & comprehensive warranty and the AMC will commence from year 4 onwards post warranty period. The software should have one year onsite & comprehensive warranty and the ATS will commence from year 2 onwards post warranty period.	It's difficult to get seven years support on a particular hardware and software from OEM.	As per the Terms of the RFP
179	34	2.4.3 AMC & ATS Support	The hardware should have three year onsite & comprehensive warranty and the AMC will commence from year 4 onwards post warranty period. The software should have one year onsite & comprehensive warranty and the ATS will commence from year 2 onwards post warranty period.	Bidder can only pass through warranties in accordance with the license terms etc. agreed with OEM.	As per the Terms of the RFP
180	21	section 2.2, point xii	OICL will provide the required Ethernet switch ports. However bidder is required to mention the number of Ethernet switch ports required for in-scope solution	Please provide type and numbers of Ethernet switch ports (1G/10G/copper/fibre) available with OICL	Clarification: Currently OICL is running on 10G Ports with Fiber Interface, further details shall be shared with the successful bidder.
181	21	2 Scope of work, 2.2 Overview of Scope, Point xii	OICL will provide the required Ethernet switch ports. However bidder is required to mention the number of Ethernet switch ports required for in-scope solution.	Kindly share the speed of the available Ethernet Ports. (1G/10G Copper, 1G/10G SFP+)	Clarification: Currently OICL is running on 10G Ports with Fiber Interface
182	24	2.4.1 Implementation & Integration	In addition, the bidder is responsible for impact assessment and modification of solution operations at no extra cost, on account of any changes to applicable information security policies/ procedures / standards/ regulations/any GOI Guidelines.	Any change in configuration which would involve major network change or major config change will be done through CR. Please confirm if this understanding is correct	As per the Terms of the RFP
183	24	2.4 Detailed Scope of Work, Point vi	In addition, the bidder is responsible for impact assessment and modification of solution operations at no extra cost, on account of any changes to applicable information security policies/ procedures / standards/ regulations/any GOI Guidelines.	Kindly provide more clarity on this requirement. What is the frequency of such reviews and changes thereof	As per the Terms of the RFP
184	23	Sec 2.4.1 Overview of Scope (vi)	In addition, the bidder is responsible for impact assessment and modification of solution operations at no extra cost, on account of any changes to applicable information security policies/ procedures / standards/ regulations/any GOI Guidelines.	Where there is a change in law/standards/regulations/GOI guidelines etc, both parties must discuss the cost impact of such changes via an change order process mutually agreed between the parties.	As per the Terms of the RFP
185	34	Sec 2.4.3 AMC & ATS Support (iii)	Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all required hardware, equipment, software etc. covered in the RFP. Bidder shall warrant all required hardware, equipment, spare parts etc. against any manufacturing defects during the warranty period.	Bidder can only pass through warranties in accordance with the license terms etc. agreed with OEM.	As per the Terms of the RFP
186	34	.4.3 AMC & ATS Support	iii. Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all required hardware, equipment, software etc. covered in the RFP. Bidder shall warrant all required hardware, equipment, spare parts etc. against any manufacturing defects during the warranty period.	Since Bidder is not an OEM,warranties will be passed as received from OEM.Warranty shall start from the date of delivery as; Bidder will "pass-through" any and all warranties and indemnities received from the OEM or licensor of the products and, to the extent, granted by such OEM or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
187	54	Sec 3.1.10 Delay in Bidder's performance	Any unexcused delay by the bidder in the performance of his implementation/service/other obligations shall render the bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default.	We request that bidder be given a cure period of 30 days in case of an unexcused delay, post which OICL shall have right to terminate the contract. OICL's sole remedy for any service failures/delays etc. shall be limited to the service credits and no additional charges will be borne by Bidder.	As per the Terms of the RFP
188	54	3.1.10 Delay in Bidder's performance	Implementation of the Solution and performance of service shall be made by the bidder in accordance with the time schedule specified by OICL in the contract. Any unexcused delay by the bidder in the performance of his implementation/service/other obligations shall render the bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default .	Implementation of the Solution and performance of service shall be made by the bidder in accordance with the time schedule specified by OICL in the contract. Any unexcused delay by the bidder in the performance of his implementation/service/other obligations shall render the bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default <u>for the reasons solely attributable to the bidder.</u>	As per the Terms of the RFP
189	58	Sec 4.2 Ownership, Grant and Delivery	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL.	Bidder can only pass on rights in accordance with the license terms agreed with OEM.	As per the Terms of the RFP
190	58	4.2 Ownership, Grant and Delivery	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL. OICL reserves the right to use the excess capacity of the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure. Further the Bidder also agrees that such use will not infringe or violate any license or other requirements	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL. OICL reserves the right to use the <u>license solely in conjunction with its use of such deliverables</u> <del>excess capacity of the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure.</del> Further the Bidder also agrees that such use will not infringe or violate any license or other requirements.	As per the Terms of the RFP
191	59	4.7 Indemnity	The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Negligence and misconduct of the Bidder, its employees, and agents. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused.	We request OICL that the Bidder's liability for infringement of intellectual property rights (IPR) should be capped to the immediately preceding 12 months of charges collected by Bidder under the order in which the liability has arisen. Also, the Bidder shall not be liable for any infringement if such infringement is caused due to use of the product not intended by Bidder, modifications not made by Bidder, use of Bidder deliverable in conjunction with products not provided by Bidder, etc.	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
192	59	4.7 Indemnity	<p>4.7 Indemnity The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <p>a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Negligence and misconduct of the Bidder, its employees, and agents Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused</p>	<p>Kindly note that Bidder shall be indemnifying OICL for any copyright or patent infringement of the Bidder's product, in case there is a third party claim against OICL and in such a case, the bidder shall be paying the court awarded damages. However, OICL is required to promptly notify the bidder of such a claim and provide assistance wherever requested.</p>	As per the Terms of the RFP
193	59	4.7 Indemnity	<p>4.7 Indemnity The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <p>a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Negligence and misconduct of the Bidder, its employees, and agents Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused</p>	<p>4.7 Indemnity The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <p>a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) <u>Gross</u> Negligence and <u>willful</u> misconduct of the Bidder, its employees, and agents Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused</p>	As per the Terms of the RFP
194	59	clause 4.7 (c) Indemnity	<p>c) Negligence and misconduct of the Bidder, its employees, and agents. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages.</p>	<p><b>Request clause to be modified as under;</b> underlined words to be added and Red fonts to be deleted. <u>Gross</u> Negligence and <u>Willful</u> misconduct of the Bidder, its employees, and agents. Indemnity would be limited to court awarded damages <b>and shall exclude indirect, consequential and incidental damages.</b></p>	As per the Terms of the RFP
195	62	4.18 Force Majeure	Force Majeure	<p>We propose addition of following new clause: In the event that Bidder is unable to provide Services for a period in excess of 30 consecutive days, then either party may terminate this contract upon written notice to the other party.</p>	As per the Terms of the RFP
196		4.18 Force Majeure	Force Majeure	<p>Wipro is not responsible for delays caused by the reasons of strikes, changes in Government Regulations, labor disputes, wars, acts of God or any other such reason beyond its reasonable control.</p>	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
197	62	4.18 Force Majeure	Force Majeure	Bidder wishes to clarify that OICL's payment obligations shall not be suspended during any force majeure event.	As per the Terms of the RFP
198	65	4.30 Limitation of Liability	Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental/consequential or indirect damages including loss of profit or saving.	<p>Bidder proposes amending limitation of liability clause as follows: The Bidder shall not be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services arising out of the performance or failure to perform under the contract, whether or not caused by the acts or omissions or negligence (including gross negligence or willful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages.</p> <p>For any liability not excluded by the foregoing, Bidder's cumulative liability for its obligations under the contract shall not exceed, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by the Bidder pursuant to the applicable order giving rise to the liability.</p>	As per the Terms of the RFP
199	65	4.30 Limitation of Liability	Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.	The maximum aggregate liability of each party under this proposal for any claim or series of claims regardless of the form of claim, damage and legal theory shall not exceed the Annual Contract Value.	As per the Terms of the RFP
200	65	4.30 Limitation of Liability	Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.	Bidder's liability shall not exceed the total Fees (excluding any third party bought-outs, taxes and reimbursements) received by Bidder from OICL under the relevant Statement of Work six months preceding the date of such claim.	As per the Terms of the RFP
201	66	4.33 Repeat Order	OICL may place Repeat Order against the original order for a quantity up to 50% of the original order quantity during the contract period.	Scope, pricing, other terms and conditions for a repeat order shall be separately mutually agreed between the parties.	As per the Terms of the RFP
202	66	4.33 Repeat Order	OICL may place Repeat Order against the original order for a quantity up to 50% of the original order quantity during the contract period.	OICL may place Repeat Order against the original order for a quantity up to <del>50%</del> <b>10%</b> of the original order quantity <del>during the contract period</del> <u>with in one year from the date of PO.</u>	As per the Terms of the RFP
203	66	4.33 Repeat Order	OICL may place Repeat Order against the original order for a quantity up to 50% of the original order quantity during the contract period	OICL may place Repeat Order against the original order for a quantity up to 10% of the original order quantity during the bid validity period which is 180 days from the date of submission of bid.	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
204	56	Sec 3.1.11 Payment terms (3)	Installation, Implementation & Commissioning : 100% of the Installation, Implementation & Commissioning Cost of the respective Solution/Product will be payable on successful Go-Live of the respective solution/product	What would happen to warranties and payments if Go-Live date is delayed by OICL?	As per the Terms of the RFP
205	55	3.1.11 Payment terms (3)	<b>Installation, Implementation &amp; Commissioning</b> 100% of the Installation, Implementation & Commissioning Cost of the respective Solution/Product will be payable on successful Go-Live of the respective solution/product	<b>Installation, Implementation &amp; Commissioning</b> 35% on SRS sign-off 35% on UAT completion 30% on GO-LIVE The above payment terms is for the respective Solution/Product.	As per the Terms of the RFP
206	56	3.1.11 Payment terms (Payment for deployment of endpoint solutions (MDM, NAC and DAM))	90% cost would be payable on successful deployment of 80% users, nodes or devices across the network for the respective solution  10% cost would be payable on successful deployment of remaining 20% users, nodes or devices across the network for the respective solution	50% cost would be payable on successful deployment of 10% users, nodes or devices across the network for the respective solution 40% cost would be payable on successful deployment of remaining 40% users, nodes or devices across the network for the respective solution 10% cost would be payable on successful deployment of remaining 50% users, nodes or devices across the network for the respective solution	As per the Terms of the RFP
207	18	1.6 eligibility Criteria 12	The proposed Solutions, namely: i. MDM ii. SIEM iii. DDoS should be in Gartner's Leaders/ challengers quadrant or leaders/strong player in forester wave	SIEM tool being the most important component of the SOC RFP (as it consolidates the security incident response and investigation), we would suggest you to restrict the OEM participation to Gartner Leaders only. There have been a number of customers in India where Challenger OEMs have been struggling to deliver.	As per the Terms of the RFP
208	18	1.6 Eligibility Criteria Point No. 12	The proposed Solutions, namely: i. MDM ii. SIEM iii. DDoS should be in Gartner's Leaders/ challengers quadrant or leaders/strong player in forester wave and the following solution proposed should have been implemented/under implementation in at least 2 BFSI with 1000 branches in India i. NAC ii. PIM iii. DAM	CA PIM/ PAM is Strong performers in the last Forrester Wave PIM Q3'16 report. Also its in leader in Kuppingercole Analyst report 2017 for PAM. Request you to have common criteria for MDM, SIEM, DDoS and PIM. <b>OR</b> Request you to change The solution proposed should have been implemented / under implementation at least 1 BFSI with 1000 branches in India.	As per the Terms of the RFP



Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
209	18	Eligibility Criteria for NAC/PIM/DAM	<p>The proposed Solutions, namely:</p> <p>i. MDM ii. SIEM iii. DDoS</p> <p>should be in Gartner's Leaders/ challengers quadrant or leaders/strong player in forester wave and the following solution proposed should have been implemented/under implementation in at least 2 BFSI with 1000 branches in India</p> <p>i. NAC ii. PIM iii. DAM</p>	<p>As the market for these solutions has opened up recently, solution proposed should have been implemented/under implementation in at least 2 BFSI with 750 branches in India, or 1 BFSI with 1000 branches and 1 BFSI with 500 branches</p>	As per the Terms of the RFP
210	18	1.6 Eligibility Criteria, Sr No 12	<p>The proposed Solutions, namely:</p> <p>i. MDM ii. SIEM iii. DDoS</p> <p>should be in Gartner's Leaders/ challengers quadrant or leaders/strong player in forester wave</p>	<p>The proposed Solutions, namely:</p> <p>i. MDM ii. SIEM iii. DDoS</p> <p>should be in Gartner's Leaders/ challengers quadrant or leaders/strong player in forester wave or Mention in State of Application Security 2018 report from Gartner</p> <p><b>Remarks:</b> As Anti-DDoS solution not having any gartner quadrant, however solution should be recommended and mention in recent state of application security 2018 report published by Gartner, hence request to modify this clause.</p>	As per the Terms of the RFP
211	28	2.4.1 Implementation & Integration	<p>One – Dedicated Project Manager -100% Onsite Deployment(Head Office) during the warranty and maintenance phase, One - Solution Architect- Onsite Support to Project team on need basis, One - Security Expert- Onsite Support to Project team on need basis , Three - Support Executives -100% Onsite Deployment (General shift 9AM to 6 PM) and One Support Executives for each remaining shifts - 100% Onsite Deployment (for the remaining hours)</p>	<p>1. Please share rationale of allowing only onsite deployment of support executives and not remote operations from SOC of bidder</p> <p>2. Please confirm the onsite deployment location for support resources</p> <p>3. Please confirm that bidder can propose more number of resources than expected in order to meet SLA and OICL will provide the workstations, seats and other essential infrastructure to them</p>	<p>1) As per the Terms of the RFP</p> <p>2)Deployment location will be shared with the successful bidder, however it will be either at DC , DR or OICL HO office in Delhi NCR.</p> <p>3) The Quantity of resource mentioned in the RFP is the minimum quantity, bidder is require to right size in order to adhere to the SLA and Scope mentioned in the RFP. OICL will provide the workstations, seats and other essential infrastructure to the resources quantity mentioned in the BOM of bidder</p>
212	24	2.4 Detailed Scope of Work	<p>One – Dedicated Project Manager -100% Onsite Deployment(Head Office) during the warranty and maintenance phase, One - Solution Architect- Onsite Support to Project team on need basis, One - Security Expert- Onsite Support to Project team on need basis , Three - Support Executives -100% Onsite Deployment (General shift 9AM to 6 PM) and One Support Executives for each remaining shifts - 100% Onsite Deployment (for the remaining hours)</p>	<p>Requesting to consider Solution Architect (L3 resource) &amp; Security expert (L2 resources) two numbers at Onsite basis considering the complexity of the security requirement.</p>	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
213	28	2.4 Detailed Scope of Work, 2.4.2 Facility Management	One – Dedicated Project Manager -100% Onsite Deployment(Head Office) during the warranty and maintenance phase, One - Solution Architect- Onsite Support to Project team on need basis, One - Security Expert- Onsite Support to Project team on need basis , Three -Support Executives -100% Onsite Deployment (General shift 9AM to 6 PM) and One Support Executives for each remaining shifts - 100% Onsite Deployment (for the remaining hours)	1)Kindly check if these resources would be adequate to manage, monitor the security solutions. 2)Will the monitoring of alerts be also in the scope of bidder. Kindly suggest.	1) The Quantity of resource mentioned in the RFP is the minimum quantity, bidder is require to right size in order to adhere to the SLA and Scope mentioned in the RFP. 2) As per the Terms of the RFP
214	Pg 289	10.1.5 MDM / Secure Browsing / Point 113.	suggestion for detection and prevention of SS7 based mobile attacks Mobile Threat Prevention solution should have dashboard with real time threat intelligence and visibility into mobile threats	Solution should have provision to add protection from cellular attacks like SS7 in future and it should be integrated with cloud based dashboard	As per the Terms of the RFP
215	Pg 289	10.1.5 MDM / Secure Browsing / Point 113.	Suggestion for detection and prevention of SS7 based mobile attacks Mobile Threat Prevention solution should have dashboard with real time threat intelligence and visibility into mobile threats	Solution should have provision to add protection from cellular attacks like SS7 in future and it should be integrated with cloud based dashboard ref:- <a href="https://thehackernews.com/2017/05/ss7-vulnerability-bank-hacking.html">https://thehackernews.com/2017/05/ss7-vulnerability-bank-hacking.html</a>	As per the Terms of the RFP
216	266	10.1.3 DDoS (1)	The Proposed DDoS Solution should be a dedicated Hardware Appliance and No Service Apart from DDoS should be running on the said Device. DDoS solution should be stateless but has to provide the capacity mentioned in the RFP.	As per our understanding, "STATELESS" means the device should NOT be based Proxy based Architecture.  <b>Kindly confirm our understanding.</b>	Yes, Your understanding is correct
217	266	10.1.3 DDoS (4)	The solution must support to be deployable in transparent inline Mode.	As per our understanding, "TRANSPARENT INLINE MODE" means the Device should NOT have any IP address on the traffic ports and should be completely invisible into the network.  <b>Kindly confirm our understanding.</b>	Yes, Your understanding is correct
218	266	10.1.3 DDoS, Sr No 4	The solution must support to be deployable in transparent inline Mode.	The solution should be deployed either Out-Of-Path (preferred), or inline (with bypass) from day one. Must not impede valid network traffic , wherein Out-Of-path mode should provides Diversion(offramping)/Reinjection(onramping) for detecting and protecting DDoS traffic. Should support VLAN, MPLS label reinjection from day one.  <b>Remarks:</b> As inline deployment will create/increase a latency in network, recommend best practice to deploy the Anti-DDoS solution in Out-Of-Path, wherein only Attacks traffic will be diverted to mitigation appliance and not hamper/increase any latency for lagitimate/good traffic.	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
219	270	10.1.3 DDoS/Point no. 44	System should have high performance FPGA or equivalent based architecture that ensures that attack mitigation does not affect normal traffic processing and Minimum DDoS Flood Attack Prevention Rate up to 12 Million PPS.	<p>As per the RFP current Specifications, Throughput scalability upto 3 Gbps has been asked. Hence, we would recommend to mention the scalability factor for DoS Flood Attack Prevention Rate also.</p> <p>As per Global Security Trend 2017-18, Application &amp; Server Level DDoS Attacks are on the rise which constitutes of very Small Packets and create more damage than the volumetric attacks. Based on the Sizing Parameters mentioned in the RFP, we can arrive to calculation &amp; highly recommend the device should support DoS Prevention Rate : 25 Mpps.</p> <p>Kindly confirm our understanding.</p> <p><b>SUGGESTED CLAUSE:</b></p> <p>System should have high performance FPGA or equivalent based architecture that ensures that attack mitigation does not affect normal traffic processing and Minimum DDoS Flood Attack Prevention Rate up to 12 Million PPS (scalable upto 25 Mpps).</p>	As per the Terms of the RFP
220	41	2.4.4.6 Security Information & Event Management (SIEM)	iii. This will also include integration of the solution with all devices such as routers, switches, servers, firewalls, DDoS appliance, Load Balancers, WAF, and APTs etc. (This list is not exhaustive). OICL May at its discretion add the security solution/devices which has to be integrated by the bidder during the contract.	<p>Given the Global Cyber Threat Scenario, Hackers are launching MULTI VECTOR attacks to the Target Customers. Hence, the security devices should be able to communicate with each other &amp; share information in order to mitigate the multi vector attack on real time basis.</p> <p>In case of any attack detected by the WAF, it should Signal / Message to the DDoS solution to mitigate the attack at the perimeter layer itself.</p> <p>Does OICL wants the Integration between WAF and DDoS ?</p>	As per the Terms of the RFP
221	41	2.4.4.6 Security Information & Event Management (SIEM) Solution Implementation Pt. iii	This will also include integration of the solution with all devices such as routers, switches, servers, firewalls, DDoS appliance, Load Balancers, WAF, and APTs etc. (This list is not exhaustive). OICL May at its discretion add the security solution/devices which has to be integrated by the bidder during the contract	Please specify tentative number of Devices and Applications to be integrated with their bifurcation	Please refer Section Annexure 15-Volumetric , further details will be shared with the successful bidder
222	41	2.4.4.6 Security Information & Event Management (SIEM)	iii. This will also include integration of the solution with all devices such as routers, switches, servers, firewalls, DDoS appliance, Load Balancers, WAF, and APTs etc. (This list is not exhaustive). OICL May at its discretion add the security solution/devices which has to be integrated by the bidder during the contract.	<p>Given the Global Cyber Threat Scenario, Hackers are launching MULTI VECTOR attacks to the Target Customers. Hence, the security devices should be able to communicate with each other &amp; share information in order to mitigate the multi vector attack on real time basis.</p> <p>In case of any attack detected by the WAF, it should Signal / Message to the DDoS solution to mitigate the attack at the perimeter layer itself.</p> <p>Does OICL wants the Integration between WAF and DDoS ?</p>	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
223	37	2.4.4.2 Distributed Denial of Service (DDoS)	iii. The Solution should identify the root cause of the attack & take preventive action to avoid facing similar type of attacks again.	Does OICL wants REAL TIME 24 x 7 Emergency Response Team to MITIGATE the DDoS Attacks (SLA defined) ?	Please be guided by the RFP, Bidder is required to propose the solution adhering to the scope and SLA defined in the RFP
224	37	2.4.4.2 Distributed Denial of Service (DDoS)	i. Prevent all types of DDoS attacks (volumetric, protocol & application) such as, but not limited to, UDP Flood, ICMP Flood, SYN Flood, Smurf DDOS, Slowloris, HTTP Flood, Zero-day attacks, TCP exhaustion, etc. that impact the services hosted on Internet.	Detecting & Mitigating DDoS Attack can be Done Manually or AUTOMATICALLY.  Does OICL want the Behavioural Based DDoS Attack Prevention AUTOMATICALLY within the Device (without any manual Intervention) within 20 Seconds ?	As per the Terms of the RFP
225	24	2.4 Detailed Scope of work, 2.4.1Implementation and Integration, Point x	Bidder is responsible for developing and implementing the security configuration, hardening of all the devices and software that are procured for Security Operations. Also, they have to periodically review the guidelines and configure.	Bidder understands that hardening will be done as per the best practice during the implementation phase. Periodically Review will come under Operations Scope not under implementation Scope.	Yes, Your understanding is correct. All the documents for developing and implementing the security configuration, hardening of all the devices and software that are being procured shall be prepared and submitted by the bidder to OICL for review.
226	24	2.4 Detailed Scope of Work, Point x	Bidder is responsible for developing and implementing the security configuration, hardening of all the devices and software that are procured for Security Operations. Also, they have to periodically review the guidelines and configure.	1)Please confirm scope is limited to devices and systems in the scope of this RFP and not existing infrastructure of OICL. 2)Please suggest the frequency of review	1.)Yes, your understanding is correct 2) Half Yearly Review
227	77	7.1.3 Service Level Criteria	All Solutions Uptime - Less than 90% - 20% penalty	Request OICL to change penalty from 20% to 5%	As per the Terms of the RFP
228	77-84	7.1.3 Service Level Criteria	All Solutions Uptime 99.9% and above NA 98% to 99.89% 5% 95% to 97.99% 8% 90% to 94.99% 15% Less than 90% 20%	We request you to kindly cap the maximum penalty slab to 10% and amend as follows:  99.9% and above NA 98% to 99.89% - 2.5% 95% to 97.99% - 4% 90% to 94.99% - 7.5% Less than 90% 10%	As per the Terms of the RFP
229	76	7.1.3 Service Level Criteria	Service Level Criteria	"Bidder requests below SLA penalty for All Solutions Uptime: -99.9% and above – NA -98% to 99.89 – 1% -95% to 97.99% - 3% - 90% to 94.99% - 5% -Less than 90 % - 7%"	As per the Terms of the RFP
230	76	7.1.3 Service Level Criteria	Service Level Area All Solutions Uptime	SLA Penalty to be capped 10%	Please refer section 7.2 Penalty Point Number X of the RFP
231	85-86	7.2 Penalty	v Bidder needs to deploy the same resources or resources with equivalent/higher skill sets as per the terms and conditions of the RFP. For Each Default, OICL may levy the penalty of Rs. 1,00,000 quarterly till the Bidder deploys the required resources	Kindly amend revise this as v Bidder needs to deploy the same resources or resources with equivalent/higher skill sets as per the terms and conditions of the RFP. For Each Default, OICL may levy the penalty of Rs. 50,000 quarterly till the Bidder deploys the required resources	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
232	85	7.2 Penalty	Bidder needs to deploy the same resources or resources with equivalent/higher skill sets as per the terms and conditions of the RFP. For Each Default, OICL may levy the penalty of Rs. 1,00,000 quarterly till the Bidder deploys the required resources	Please clarify whether penalty will be imposed or not if temporary replacement provided for the interim period (time gap for the actual replacement to be provided)	As per the Terms of the RFP, Bidder is required to adhere to mentioned SLA, scope and timelines for the entire contract duration.
233	25	2.4 Detailed Scope of Work Pt. xv	Development and implementation of processes for management and operation including (but not limited to) the following processes:	Are the processes mentioned here are existent and we have to integrate it in our solution or we have to build new processes?	Please refer Section 2.4 Detailed Scope of Work, Point xv
234	25	2.4 Detailed Scope of Work, Point xv	Development and implementation of processes for management and operation including (but not limited to) the following processes: a. Configuration and Change Management b. Incident and Escalation management processes c. Daily standard operating procedures d. Training procedures and material e. Reporting metrics and continuous improvement procedures f. Data retention and disposal procedures g. BCP and DR plan and procedures for Security Solutions h. Security Patch management procedure	BCP and DR planning should be excluded. Service continuity plan for our services can be provided which will be aligned with the overall BCP of the Bank. Please confirm if understanding is ok.	Please be guided by the RFP
235	40	DAM / 2.4.4.5-vii	Virtual patching of database for known missing patches	What do you mean by Virtual patching, as this will only generate alert to patch the DB	Revised Clause: Clause Stands Deleted
236	40	2.4.4.5 Database Activity Management (DAM) (vii)	Virtual patching of database for known missing patches	For enhanced security, virtual patching remediation is not just required for the known missing DB patches BUT they are more critical for when vulnerabilities are detected at the application layer and can be exploited at DB layer. Just looking for virtual patching support for missing patches might not suffice and we strongly recommend to rephrase this requirement as - "Support for virtual patching of database for known missing patches and vulnerabilities detected at application layer using bi-directional integration with SIEM"	Revised Clause: Clause Stands Deleted
237	44	2.4.4.7 VAPT Pt. iv	Initially OICL proposes VAPT to be conducted for IT assets in Data Center & Disaster Recovery Center & Offices/Branches. The VAPT exercise must cover the following IT Infrastructure but not limited to	Please specify Tentative count for Devices & Applications with bifurcation & Frequency of VAPT exercise	Please refer Section Annexure 15-Volumetric, further details will be shared with the successful bidder
238	43	2.4.4.7 VAPT	Bidder is required to close all the gaps/issues identified in the proposed solution and also coordinate with the existing vendors of OICL in order to close all the gaps identified in VAPT Reports as per the timelines provided in the RFP and submit the status report of all the identified gaps in the VAPT Report on weekly basis.	Bidder understands that the GAP identified by VAPT will be fixed one time as part of the installation only for the deployed solution.	Clarification: Bidder is required to close all the Gaps Identified in the VAPT as and when conducted during the contract period on the proposed solutions and hardware at no additional cost to OICL
239	43	2.4.4.7 VAPT	VA and PT	Please provide number of IPs and Web applications	Please refer 9.15 Annexure 15 Volumetric

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
240	19	1.7 Project Timelines	VAPT Submission of Interim Report and Recommendation-6 Weeks from the date of intimation from OICL for the Activity. Submission of Final Report and Recommendation-8 Weeks from the date of intimation from OICL for the Activity. Coordinate with Stakeholders in closures of Gaps Identified in the Final Report-Within 2 Months of acceptance of the Interim reports by OICL and intimation from OICL for closure	"VAPT Submission of Interim Report and Recommendation-6-8 Weeks from the date of intimation from OICL for the Activity. Submission of Final Report and Recommendation-8-10 Weeks from the date of intimation from OICL for the Activity. Coordinate with Stakeholders in closures of Gaps Identified in the Final Report-Within 2-3 Months of acceptance of the Interim reports by OICL and intimation from OICL for closure"	As per the Terms of the RFP
241	43-45	2.4.4.7 VAPT	VAPT	Please share the expected frequency for VA and PT activities	Please refer the Section 9.15 Annexure 15: Volumetric for the details.
242	85-86	7.2 Penalty	x The penalty would be deducted from the quarterly payouts and the cap on any penalty due during the Warranty period will be adjusted against the payments made for bills/invoices provided by the bidder. Quarterly penalty will be 20% of the quarterly payout. For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 10% of the overall contract value.	<b>Kindly revise the penalties as:</b> x The penalty would be deducted from the quarterly payouts and the cap on any penalty due during the Warranty period will be adjusted against the payments made for bills/invoices provided by the bidder. Quarterly penalty will be 10% of the quarterly payout. For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 5% of the overall contract value.	As per the Terms of the RFP
243	86	7.2 Penalty	The penalty would be deducted from the quarterly payouts and the cap on any penalty due during the Warranty period will be adjusted against the payments made for bills/invoices provided by the bidder. Quarterly penalty will be 20% of the quarterly payout. For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 10% of the overall contract value.	The penalty would be deducted from the quarterly payouts and the cap on any penalty due during the Warranty period will be adjusted against the payments made for bills/invoices provided by the bidder. Quarterly penalty will be 5% of the quarterly payout. For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 5% of the overall contract value.	As per the Terms of the RFP
244	86	7.1.3 Service Level Criteria	The penalty would be deducted from the quarterly payouts and the cap on any penalty due during the Warranty period will be adjusted against the payments made for bills/invoices provided by the bidder. Quarterly penalty will be 20% of the quarterly payout. For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 10% of the overall contract value.	The penalty would be deducted from the quarterly payouts and the cap on any penalty due during the Warranty period will be adjusted against the payments made for bills/invoices provided by the bidder. <del>Quarterly penalty will be 20% of the quarterly payout.</del> For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of <del>10%</del> <b>5%</b> of the overall contract value.	As per the Terms of the RFP
245	107	9.13 Annexure 13: Non-Disclosure Agreement Clause 4 Termination in NDA	Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain	Confidentiality Obligation to be capped for the period of 1 year beyond termination/expiration of the Agreement- as mention in the Clause 4.14 "Confidentiality" on Page No 61 of the RFP.	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
246	104	9.13 Annexure 13: Non-Disclosure Agreement	Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain	Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable without limit <del>til 1 year from the date of termination or expiry of the Agreement in point in time except and until such information enters the public domain.</del>	As per the Terms of the RFP
247	104	9.13 Annexure 13: Non-Disclosure Agreement 9: Indemnity	The Vendor shall defend, indemnify and hold harmless The Oriental Insurance Company Ltd , its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortious or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement.	Since this is an NDA and the disclosures could be only between the OICL and bidde. There is no involvement of a 3rd party in this NDA. Therefore have requested deletion of this clause. Whereas if in case of any breach between the parties, they have all the rights available to safeguard themselves like injunctions, court awarded damages and amicable settlement by way of Arbitration.	As per the Terms of the RFP
248	29	2.4.2 Facility managemen, Point h	Configuration changes, version up-gradations, performance monitoring, trouble shooting, patch installation, running of batch processes, database tuning, replacement / support, technical support for process, application and data maintenance, taking backup of the database as required, recovery, query generation and management etc. of all software supplied under this RFP document. OICL will provide the necessary Tape Library and Backup License.	Bidder understands, OICL will provide the Backup License and Tape Library. Kindly provide the details of the curent Backup Licenses and Tape Library.	Please Refer Section 2.4 Detailed Scope of Work Sub Section 2.4.2 Point xix Sub-Point h. For Details of Backup Solution refer Annexure 10 OICL Present IT Setup Tape Library: Details shall be shared with the successful bidder
249	29	2.4.2 Facility Management, Point h	Configuration changes, version up-gradations, performance monitoring, trouble shooting, patch installation, running of batch processes, database tuning, replacement / support, technical support for process, application and data maintenance, taking backup of the database as required, recovery, query generation and management etc. of all software supplied under this RFP document. OICL will provide the necessary Tape Library and Backup License.	Please clarify, do bidder needs to provide the Backup Server and Backup Software or OICL will use the existing Backup Server and Backup Software.	Please Refer Section 2.4 Detailed Scope of Work Sub Section 2.4.2 Point xix Sub-Point h.
250	29	2.4.2 Facility Management, Point h	Configuration changes, version up-gradations, performance monitoring, trouble shooting, patch installation, running of batch processes, database tuning, replacement / support, technical support for process, application and data maintenance, taking backup of the database as required, recovery, query generation and management etc. of all software supplied under this RFP document. OICL will provide the necessary Tape Library and Backup License.	Bidder understands, Integration of Backup Solution is a one time implementation. Post implementation Facility Mgmt will take of the backup as and when required.	Please Refer Section 2.4 Detailed Scope of Work Sub Section 2.4.2 Point xix Sub-Point h, further details will be shared with the successful bidder

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
251	21	2 Scope of work, 2.2 Overview of Scope, Point iv	During the course of implementation OEM involvement should be spanning across all phases of implementation including Project Preparation, Solution Design Phase (Including Review/design of all the Policy Documents, Blueprints and other Solution documents), Configuration and Customization, Integration, Acceptance and Training. Post Implementation half yearly on site review of the implementation and adequate support is required from the OEM. OEM is required to submit the review report directly to OICL and bidder need to close the same. <b>OEM is required to provide the undertaking for the same</b>	Please suggest if OICL expects OEM to be <u>maker</u> of design and other solution documentation required by OICL.	Please be guided by the RFP
252	21	Sec 2.2 Overview of Scope (iv)	During the course of implementation OEM involvement should be spanning across all phases of implementation including Project Preparation, Solution Design Phase (Including Review/design of all the Policy Documents, Blueprints and other Solution documents), Configuration and Customization, Integration, Acceptance and Training. Post Implementation half yearly on site review of the implementation and adequate support is required from the OEM. OEM is required to submit the review report directly to OICL and bidder need to close the same. OEM is required to provide the undertaking for the same.	What is format of review report referred herein?	Shall be discussed with the successful bidder
253	55	3.1.11 Payment terms (6)	AMC: Quarterly in arrears: Payment will be made post warranty period	AMC: Quarterly in <b>Advance</b> : Payment will be made post warranty period	As per the Terms of the RFP
254	76	7.1.3 SLA Penalty	Total Maintenance Cost (Including AMC & ATS Cost) for the entire contract period)/(Contract Period *4)	What is the logic for multiplier 4 instead of 3	Please be guided by the RFP
255	56	3.1.11 Payment terms	Payment Terms	3.For AMC- Quarterly in arrears mentioned and payment post warranty period - When do we get the payment? What is the logic? (Expected Yearly in advance)	As per the Terms of the RFP
256	56	3.1.11 Sl. 5 FM Support	Payment will be made quarterly in arrears. Bidder to submit the relevant documents with the attendance sheet along with the invoice 6	The Proposed Change in the payment terms is as follows : Payment will be made monthly in arrears.	As per the Terms of the RFP



Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
257	59	4.5 Assignment	<p>Assignment : OICL may assign the Services provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.</p>	<p>Such Assignment should kick in only in case of a material default by TechM which remains uncured for 30 days by TechM.</p> <ul style="list-style-type: none"> <li>• Such Assignment should be capped at 110% of the value of the affected services.</li> <li>• No SLA and LD should be applicable during step in</li> <li>• Step in should continue only for 30 days</li> </ul>	As per the Terms of the RFP
258	59	4.5 Assignment	<p>OICL may assign the Services provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.</p>	<p>Please note that neither party can assign their rights and obligations under the contract to any third party without the prior written consent of the other party. However, assignment of the bidder's right to receive payments or assignment by the bidder in conjunction with the sale of the portion of bidder's business that includes a product or service is not restricted.</p>	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
259	59	4.5 Assignment	<p>OICL may assign the Services provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract.</p> <p>Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.</p>	<p>OICL may assign the Services provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. <del>The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors.</del> The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.</p>	As per the Terms of the RFP
260	283	10.1.5 MDM (4)	Chrome	What is the version of Chromebook	Revised Clause: Supports Platforms - Android, iOS, Windows 10, OSX
261	284	10.1.5 MDM (4)	Supports Platforms - Android, iOS, Windows 10, OSX, Chrome	<a href="#">In page 289 S.no 110 there is similar line on supported platform however Chrome word is missing. Kindly clarify on supported platform</a>	Revised Clause: Supports Platforms - Android, iOS, Windows 10, OSX
262	288	10.1.5 MDM (84)	Outlook add-in for creating links to documentation in email	Kindly clarify if the insurance company plans to share links with external users or this only for internal users.	Clarification: The Links can be shared with both the external and internal users
263	288	10.1.5 MDM (84)	Outlook Add-In for creating links to documentation in email	This functionality is part of Content Management & should be out of scope of MDM.	As per the Terms of the RFP
264	289	107 of 10.1.5 MDM	Solution should support Multi-tenant and Multi- Domain integration with complete separate branding, policies and configuration requirement	Need to understand about how these different domains inter operate and how are they trusted with each other	Shall be shared with the successful bidder
265	288	10.1.5 MDM (107)	Solution should support Multi-tenant and Multi- Domain integration with complete separate branding, policies and configuration requirement	Pls clarify in detail, what type of customisation is expected?	Please be guided by the RFP
266	67	5.3 Bid Security	EMD	To be mutually agreed	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
267	67	5.3 Bid Security	EMD submitted by Bidder may be forfeited if: <input type="checkbox"/> Bidder backs out of bidding process after submitting the bids; <input type="checkbox"/> Bidder backs out after qualifying; <input type="checkbox"/> Bidder does not accept the Purchase Order / Sign the Contract within the time prescribed by OICL after qualifying.	What happens in case parties are unable to conclude mutually agreed terms, within prescribed timeframe. Will that also lead to forfeiture of EMD?	As per the Terms of the RFP
268	54	3.1.7 Performance Security	Performance Security	Bidder wishes to clarify that OICL can forfeit Bidder's Bid security only if the bidder fails to submit the performance security within 30 days of the contract being mutually agreed.	As per the Terms of the RFP
269	68	5.3 Bid Security	Bid forfeiture	Bidder wishes to clarify that the bid security shall only be forfeited if the bidder withdraws its bid during the bid validity or fails to sign the mutually agreed contract within 21 days of such mutual agreement.	As per the Terms of the RFP
270	68	5.3 Bid Security	Bid Security	Kindly elaborate on EMD Forfeiture clause & How the EMD will be returned to Successful & Un successful Bidders	As per the Terms of the RFP
271	59	4.8 Inspection of Records	Inspection of Records	Request notice period of 30 days. Request such audit to be conducted during normal business hours and not more than once every financial year. Request bidder's internal cost records and sensitive financial information to be excluded from the scope of such audit. Request audit to be conducted at OICL's costs. Request auditor to enter into the appropriate confidentiality obligations before conducting the audit	As per the Terms of the RFP
272	59	4.8 Inspection of Records	Inspection of Records	Please note that any such audits/inspection 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. 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. 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.	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
273	62	4.17 Termination for Default 4.18 Force Majeure 4.19 Termination for Insolvency 4.20 Termination for Convenience	Termination Clause	Expected 6 months notice period if termination due to convenience and other events. For all termination clause, charges to be proposed due to internal loss	As per the Terms of the RFP
274	62	4.19 Termination of Insolvency	Termination of Insolvency	Bidder wishes to clarify that the contract can be terminated for insolvency, provided the court of law has adjudicated the bidder as insolvent.	As per the Terms of the RFP
275	63	4.2 Termination for convenience	Termination for convenience	Bidder requests for the deletion of the clause.	As per the Terms of the RFP
276	267	10.1.3 DDoS, Sr No 5	The solution should have the capability to be configured in detect as well as protect mode. Initially the solution will be configured in detect mode and based on reports/observations, the protection settings will be configured and finally solution will be put in protect mode	The solution should have the capability to be configured in detect as well as protect mode, and should have separate Detector and mitigation mechanism, wherein Detector mechanism should support netflow v5, netflow v9, sflow v4, sflow v5, netstream v5, netstream v9, ipfix from day one (detector and mitigation mechanism should be from same OEM)  <b>Remarks:</b> To support Out-Of-Path (preferred) deployment design for Anti-DDoS for avoid latency in network, system should support for separate Detector and mitigation mechanism, wherein Detector will detect the DDoS attacks using (netflow, sflow, netstream, ipfix etc..) and indicate to divert only attack traffic to mitigation system, so mitigation system will scrub the traffic and reinject the clean traffic to network path.	As per the Terms of the RFP
277	267	10.1.3 DDoS, Sr No 7	The solution should inspect, detect and mitigate IPv4 & IPv6 Attacks	The solution should inspect, detect and mitigate IPv4 & IPv6 Attacks, and solution should have IPV6 logo ready, or IPV6 ready.org phase 2 certification  <b>Remarks:</b> Ipv6 ready.org phase 2 certification is must as per DOT and Indian Ipv6 task force defined by government of India	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
278	271	10.1.3 DDoS, Sr No 57	<p>DDOS Mitigation System should support Symmetric and Asymmetric Traffic flows along with the following capabilities.</p> <p>a) The System must have an updated IP reputation feed that describes suspicious traffic (Blacklisted IPs, botnets, Phishing etc.)</p> <p>b) The System should have options for Blacklist and Whitelist, if user wants to configure any customer IPs.</p>	<p>DDOS Mitigation System should support Symmetric and Asymmetric Traffic flows along with the following capabilities.</p> <p>a) The System must have an updated IP reputation feed that describes suspicious traffic (Blacklisted IPs, botnets, Phishing etc.) , whereas IP reputation feed to be provide from same OEM and not third party feed &amp; should provide access to Threat Intelligence portal so security administrator can Gain additional insight into various threats/threat actors, Research IP, domain, vulnerability, and/or malware Hash. Create customizable views, searches, and results, Upload logs for automated threat hunting, Upload malware for automated analysis, Monitor/track IP addresses with automatic notification</p> <p>b) The System should have options for Blacklist and Whitelist, if user wants to configure any customer IPs.</p> <p><b>Remarks:</b> For effective mitigation and proactive actionable against modern attacks, Anti-DDoS solution should provide IP reputation feed to Anti-DDoS system, IP reputation feed should not be from a different third party OEM. OEM should also provide an Threat Intelligence portal so security administrator can Gain additional insight into various threats/threat actors, Research IP, domain, vulnerability, and/or malware Hash. Create customizable views, searches, and results, Upload logs for automated threat hunting, Upload malware for automated analysis, Monitor/track IP addresses with automatic notification (this will help security administrator with knowledge on modern attacks trends and accordingly implement actionables to mitigate attacks)</p>	As per the terms of the RFP
279	268	10.1.3 DDoS, Sr No 23	<p>System must be able to detect and block HTTP GET Flood and should support following mechanism to avoid False positive Prevention (or equivalent);</p> <p>a) TCP Authentication/302 Redirect. B) JavaScript redirection</p>	<p>System must be able to detect and block HTTP GET Flood and should support following mechanism to avoid False positive Prevention (or equivalent);</p> <p>a) TCP Authentication/302 Redirect. B) JavaScript redirection C) Captcha challenge D) URL Autehntication E) Cookie Autentication F) E-TAG Autehntication from Day One</p> <p>Remarks: Only two types of mitigation mechanisms are not enough to protect infrastructure from HTTP GET or HTTP POST attacks and required multiple mechanisms to protect and defend against modern layer 7 DDoS attacks, hence request to add other mechanisms too for detect and block HTTP GET or HTTP POST Flood attacks.</p>	As per the Terms of the RFP
280	286	10.1.5 MDM (46)	SIM mapping with device , so that SIM change will disable the functioning of device.	SIM mapping is not a recommended approach as in an event of faulty SIM the device would cease to function	Revised Clause: Clause Stands Deleted
281	286	46 of 10.1.5 MDM	SIM mapping with device, so that SIM change will disable the functioning of Device	Need to understand the level to which this is required as SIM's can latch onto different available networks while users are on roaming	Revised Clause: Clause Stands Deleted

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
282	62	4.17 Termination for Default	In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the Bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services (capped at 5% differential value). However, the Bidder shall continue performance of the contract to the extent not terminated	1. the additional costs incurred by OICL shall be capped at 110% of the cost of the affected services. 2. Further, propose to add : "Bidder to have a right to terminate the Agreement in case of material breach committed by OICL." 3. Propose to add " Irrespective of reason of termination OICL shall be liable to pay all incurred non cancellable costs to the Bidder."	As per the Terms of the RFP
283	64	4.27 No Claim Certificate	The Bidder shall not be entitled to make any claim whatsoever against OICL under or by virtue of or arising out of this contract, nor shall OICL entertain or consider any such claim, if made by the Bidder after he shall have signed a "No Claim" certificate in favor of OICL in such forms as shall be required by OICL after all payments due to the Supplier are made in full.	Kindly provide template	As per the Terms of the RFP
284	20	2.2 Overview of Scope (x)	OICL reserves the right not to procure/implement any or all of the proposed tools mentioned in this RFP. In such cases, only the cost for tools procured and/or implemented would only be payable to the bidder on pro-rata basis	The cost of Procurement of tools to be paid as per HW payment terms and not pro rata basis.	As per the Terms of the RFP
285	35	2.4.3 AMC & ATS Support (xxii.)	The solution will not be accepted as complete if any facility /service as required is not available or not up to the standards projected by the bidder in their response and the requirement of this RFP	Solution deemed to be accepted within 7 days of time if there is delay in customer response on dependencies.	As per the Terms of the RFP
286	76	7.1.3 Service Level Criteria	Report and Dashboard and Continual Improvement, Periodic Review, Resource availability	Propose the deletion of the clause as SLA Penalty is well covered for Bidder to take care of delivery of solution in time. Such Multiple level of penalties should be removed	As per the Terms of the RFP
287	85	7.2 Penalty	Penalty (1 and 5) _ Resource level Penalty	Resource level Penalty should be removed as Bidder to ensure the right resources are deployed for delivery of the solution	As per the Terms of the RFP
288	85	7.2 Penalty	Penalty (vi)	Assuming the penalty will be applied if solely attributable to Bidder /OEM but and its wont be applied in case of any delay in customer approval /clearance of dependency.	Please refer section 7.2.1 Exception of the RFP
289	85	7.2 Penalty	Penalty (ix)The OICL reserves the right to recover the penalty from any payment to be made under this contract.	Propose the Penalty of said clause should be dealt separately from payment due under the contract till penalty is reviewed and agreed by both parties	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
290	58	4.3 Completeness of Project	Completeness of Project- The project will be deemed as incomplete if the desired objectives of the project Section 2 – Scope of Work of this document are not achieved.	Completeness of the Project to be discussed and Mutually Agreed	As per the Terms of the RFP
291		Generic	Generic	Is there any Preferred PIM solution product identified or preferred by the organization?	Bidder is required to right size and propose the solution adhering to the requirement stated in the RFP
292		Generic	Generic	How many servers and network devices to be integrated with Privilege Identity Management solution? Please share separate count for servers and network devices / security devices.	Please refer section 9.15 Annexure 15 Volumetric of the RFP
293		Generic	Generic	What kind of Authentication methods are required to supported in PIM solution?	Bidder is required to propose the solution in order to meet the requirement stated in the RFP
294		Generic	Generic	Total number of Active directory domains that needs to be integrated.	Currently, OICL is running Single AD domain
295	22	2.2 Overview of Scope	Availability Principles: All the services/solutions in scope needs to be designed and implemented with adequate redundancy and fault tolerance to ensure compliance with SLAs for uptime as outlined in this RFP.	What is the availability of the solution expected? Is High Availability required in both DC & DR?What is concurrent numbers of session being expected?	Please refer section 9.15 Annexure 15 Volumetric of the RFP
296	38	2.4.4 .4 Scope of Work for Each Security Solutions-Privilege Identity Management(PIM)	i. Discovery of sensitive source and data-Creation of an inventory through auto discovery of all operating systems and users, databases and database users, network/security devices and its users, relate data from TACACS/TACACS Plus/AD/Radius/ or any other LDAP, relate user data from files for applications deployed across the enterprise.	Please provide details of existing OS , Database, Network Devices,Applications(type) to check compatibility with the solution.Also share the client utility used by admin to connect to applications deployed.	Please refer Section 9.10 Annexure 10: OICL Present IT Setup of the RFP, further details shall be shared with the successful bidder
297	39	2.4.4 .4 Scope of Work for Each Security Solutions-Privilege Identity Management(PIM)	Reporting of activities through session recording / logging / Tracking.	Please share the count of servers for which session recording is required.	Please refer section 9.15 Annexure 15 Volumetric of the RFP
298	39	2.4.4 .4 Scope of Work for Each Security Solutions-Privilege Identity Management(PIM)	Integration with SOC application and SIEM solution	1)Which SOC application is referred here? 2)Please share if you have any existing or preferred SIEM solution to check compatibility with the solution.	1) SOC application here refers to any Existing and New Security Solutions. 2) Bidder is required to propose the solution in order to adhere to the requirement stated in the RFP
299	39	2.4.4 .4 Scope of Work for Each Security Solutions-Privilege Identity Management(PIM)	Support virtual infrastructure / environment	Do you mean privilege account management of the existing virtual infra or deployment of PIM solution on Virtual Infra?	Clarification: Proposed PIM Solution should support Existing and new virtual infrastructure / environment. Bidder to propose the solution adhering to the requirement stated in the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
300	39	2.4.4 .4 Scope of Work for Each Security Solutions-Privilege Identity Management(PIM)	Command Level Controls of various devices	Please share details of devices .	Please refer section 9.10 Annexure 10 OICL Present IT Setup , further details shall be shared with the successful bidder.
301	40	2.4.4 .4 Scope of Work for Each Security Solutions-Privilege Identity Management(PIM) -Monitoring	Monitor events from PIM and take appropriate action after approval from OICL on an ongoing basis.	Type of events which needs to be monitored from PIM	Please be guided by the RFP
302	40	2.4.4 .4 Scope of Work for Each Security Solutions-Privilege Identity Management(PIM) -Monitoring	Improve the policies configured on an on-going basis to reduce the occurrence of false positives.	Which policies and false positives is referred here	As per the terms of the RFP
303	37	Distributed Denial of Service	Generic	How many Internet link is configured currently in OICL?	Shall be shared with the successful bidder
304	37	Distributed Denial of Service	Generic	What is the bandwidth of each Internet link?	Shall be shared with the successful bidder
305	37	Distributed Denial of Service	Generic	Current expection for DDOS is having Dedicated appliance or Cloud solution?	Please refer Section 10.1 Appendix 1: Technical and Functional Specifications Sub-Section 10.1.3 DDoS, Point Number 1 for the Details.
306	37	Distributed Denial of Service	Generic	In next five year what is the growth rate of Internet bandwidth?	Shall be shared with the successful bidder
307		General	Generic	How much each dirty internet link is there	Shall be shared with the successful bidder
308	38	Network Access Control	Generic	What are the total numbers and type of devices to be authenticated in OICL environment	Shall be shared with the successful bidder
309	38	Network Access Control	Generic	What are the make and model of end devices	Shall be shared with the successful bidder
310	38	Network Access Control	Generic	What are the number of Wireless and Access Point	Currently OICL has no wireless Access Point, however bidder is required to support to integrate with the wireless access point as and when OICL implements it in the environment to meet the requirement stated in the RFP.
311	38	Network Access Control	Generic	What are the type of connectivity for remote location	Please refer Section 9.10 Annexure 10: OICL Present IT Setup of the RFP, further details shall be shared with the successful bidder
312	38	Network Access Control	Generic	What is the media and bandwidth of remote location connected to DC-DR	Please refer Section 9.10 Annexure 10: OICL Present IT Setup of the RFP, further details shall be shared with the successful bidder
313	38	Network Access Control	Generic	How DC-DR is connected and bandwidth of the link	Please refer Section 9.10 Annexure 10: OICL Present IT Setup of the RFP, further details shall be shared with the successful bidder
314	38	2.4.4.3 - f. Guided Self-Remediation Process	Generic	What exact self-remediation process is needed for? Is it for firewall or any other devices?	Clarification: NAC solution shall provide the guided self remediation process
315	38	Network Access Control	Generic	How many type of authentication and number of AD servers exist in OICL environment ? AD/LDAP	Shall be shared with the successful bidder
316	40	Database Activity Management (DAM)	Generic	What is the total number of databases currently existed	Revised Clause: Database Instances: Active Instance in DC-9 scalable to 20; Passive Instance in DC – 5 scalable to 12 Active Instance in DR-9 Scalable to 20; Passive Instance in DR – 3 Scalable to 8
317	40	Database Activity Management (DAM)	Generic	How many types of databases are their in OICL environment	Shall be shared with the successful bidder
318	40	Database Activity Management (DAM)	Generic	How many number of transaction is executed on each databases	Shall be shared with the successful bidder
319	40	Database Activity Management (DAM)	Generic	What is the future growth in number of databases	Shall be shared with the successful bidder



Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
320		Generic	Generic	What are the current IT and SOC goals of the organization?	Shall be shared with the successful bidder
321		Generic	Generic	Is the current SOC in-line with the IT and security goals?	Shall be shared with the successful bidder
322		Generic	Generic	Are there any discrepancies faced?	Shall be shared with the successful bidder
323		Generic	Generic	What are the gaps identified?	Shall be shared with the successful bidder
324		Generic	Generic	What are the steps taken to remediate them?	Shall be shared with the successful bidder
325		Generic	Generic	Are all the document key templates, procedures, and processes required to support the SOC, well documented and accessible?	Clarification: Bidder is required to provide all the required templates, processes and procedures in order to successfully implement, maintain and support the proposed solution for the entire contract period
326		Generic	Generic	What are the severity levels being followed?	Please refer Section 7 Service Level Agreement for the SLA Applicable for the proposed hardware, solutions and services
327		Generic	Generic	Are the different capabilities being assessed in-line to the IT and SOC goals?	Shall be shared with the successful bidder
328		Generic	Generic	Has there been an increase in amount of sensitive data?	Shall be shared with the successful bidder
329		Generic	Generic	Details about the current SOC setup?	Please refer Section 9.10 Annexure 10: OICL Present IT Setup of the RFP for details of existing Security Solutions in place, further details shall be shared with the successful bidder
330		Generic	Generic	What are the different tiers in the current SOC deployment?	Please refer Section 9.10 Annexure 10: OICL Present IT Setup of the RFP for details of existing Security Solutions in place, further details shall be shared with the successful bidder
331		Generic	Generic	Total number of EPS?	Bidder is required to size the solution based on the details provided in the RFP
332		Generic	Generic	Does this include the eps from entire asset inventory?	Bidder is required to size the solution based on the details provided in the RFP
333		Generic	Generic	Maximum EPS spikes?	Bidder is required to size the solution based on the details provided in the RFP
334		Generic	Generic	Number of devices being monitored?	Please refer Annexure 15 : Volumetric for sizing purpose, Bidder is required to size the solution based on the details provided in the RFP
335		Generic	Generic	Is this a hybrid? On-premise? Or in cloud?	As per the Terms of the RFP
336		Generic	Generic	What is the technology being implemented?	As per the Terms of the RFP
337		Generic	Generic	Segregation of Tier functional responsibilities?	As per the Terms of the RFP
338		Generic	Generic	How is the current SOC managed?	Currently, OICL is not having any Security Operation Center.
339		Generic	Generic	Is the team in-house? Off-shore? Or shared model?	Shall be shared with the successful bidder
340		Generic	Generic	Do you have an MSSP?	Shall be shared with the successful bidder
341		Generic	Generic	How is the information being managed?	Shall be shared with the successful bidder
342		Generic	Generic	Are the operation 24x7?	Shall be shared with the successful bidder
343		Generic	Generic	How are SOC Services daily transitioned?	Shall be shared with the successful bidder
344		Generic	Generic	IS the ITIL processes being leveraged?	Shall be shared with the successful bidder
345		Generic	Generic	What is the number of people currently in the security role?	Shall be shared with the successful bidder
346		Generic	Generic	Security Analyst?	Shall be shared with the successful bidder
347		Generic	Generic	Security architect?	Shall be shared with the successful bidder
348		Generic	Generic	Forensics Specialist?	Shall be shared with the successful bidder
349		Generic	Generic	SIEM and SOC Specialist?	Shall be shared with the successful bidder
350		Generic	Generic	List of the compliances mandated or followed?	Shall be shared with the successful bidder
351		Generic	Generic	What are the different threat currently faced?	Shall be shared with the successful bidder
352		Generic	Generic	What are the processes for risk management?	Shall be shared with the successful bidder
353		Generic	Generic	Are there any vulnerability assessments being done?	Shall be shared with the successful bidder
354		Generic	Generic	What is the current event and incident categorization?	Shall be shared with the successful bidder
355		Generic	Generic	Current Incident resolution and escalation procedures?	Shall be shared with the successful bidder
356		Generic	Generic	In house?	As per the Terms of the RFP
357		Generic	Generic	Third party?	As per the Terms of the RFP
358		Generic	Generic	What is the current reporting and remediation model followed?	Shall be shared with the successful bidder
359		Generic	Generic	What are the processes?	Shall be shared with the successful bidder
360		Generic	Generic	How are they responded?	Shall be shared with the successful bidder
361		Generic	Generic	What personnel involved?	Shall be shared with the successful bidder

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
362		Generic	Generic	What are the critical use cases being implemented and monitored?	Shall be shared with the successful bidder
363		Generic	Generic	What are the reports currently being extracted from SOC?	Currently, OICL is not having any Security Operation Center.
364		Generic	Generic	Are there any BCP/DR requirements for the Solution	Please refer Section 2.4 Detailed Scope of Work Sub-Section 2.4.2 Facility management Point Number XiX Sub-point n.
365		Generic	Generic	What other tools are part of the SOC	As per the Terms of the RFP
366		Generic	Generic	What is the support level purchased for OEM for existing SIEM.	As per the Terms of the RFP
367		Generic	Generic	Do you have any SOP created for the SOC team	Please refer the Section 2.4.1 Implementation & Integration , point number xv
368		Generic	Generic	Do you have any incident managent process defined	Please refer the Section 2.4.1 Implementation & Integration , point number xv
369		Generic	Generic	Do you have any processes and procedures created for the SOC team	Please refer the Section 2.4.1 Implementation & Integration , point number xv
370	287	10.1.5 MDM (67)	Secure applications by wrapping post code complies without modifying source code for iOS and Android	Kindly provide number of mobile apps insurance company plans to secure	Please refer 9.15 Annexure 15 Volumetric
371	287	10.1.5 MDM (75)	Integrates with existing on-prem repositories (Network shares, WebDAV, SharePoint and CMIS)	Kindly share the version of Share Point and Name of CMIS Repositories does the insurance company plan to integrate	Clarification: Bidder is required to integrate with the repositories (Network shares, WebDAV, SharePoint and CMIS) as and when OICL implements during the contract period. OICL is currently having Enterprise Content Management (ECM) which needs to be integrated with the proposed solution.
372	287	10.1.5 MDM (76)	Support cloud repositories (O365, One Drive, Google Drive, Box)	Kindly share what authentication mechanism does the insurance company plans to use while accessing these repositories	Bidder is required to propose the solution in order to meet the requirement stated in the RFP
373	287	10.1.5 MDM (80)	Prevent copy / paste / screenshot / printing	Kindly clarify if – copy / paste / screenshot / printing control would be at the application level or at the file level.	Clarification : Copy / paste / screenshot / printing Controls are required at applications level
374	287	10.1.5 MDM (81)	Content accessibility effective and expiration dates	Kindly clarify on what Content accessibility effective does insurance company wants	Revised Clause: Clause Stands Deleted
375				<a href="https://thehackernews.com/2017/05/ss7-vulnerability-bank-hacking.html">ref:- https://thehackernews.com/2017/05/ss7-vulnerability-bank-hacking.html</a>	As per the Terms of the RFP
376		10.1.2	Additional points that could be added to RFP specifications	Solution should store Audit data in an encrypted file format. It should not store audit data on any database server	As per the Terms of the RFP
377		10.1.2	Additional points that could be added to RFP specifications	Solution should not employ transaction log auditing	As per the Terms of the RFP
378		10.1.2	Additional points that could be added to RFP specifications	The solution must support the ability to configure a cap on the memory and CPU utilization of the agent on the database server.	As per the Terms of the RFP
379		10.1.2	Additional points that could be added to RFP specifications	The solution must be sized to do auditing of 100% database activities	As per the Terms of the RFP
380		10.1.2	Additional points that could be added to RFP specifications	The solution should not rely on database triggers to block the traffic.	As per the Terms of the RFP

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381		10.1.2	Additional points that could be added to RFP specifications	The solution must come with a set of pre-configured signatures out-of-the-box. The signatures must be automatically and periodically updated.	As per the Terms of the RFP
382		10.1.2	Additional points that could be added to RFP specifications	The solution must support the creation of custom signatures using regular expressions.	As per the Terms of the RFP
383	276	Appendix 10, 10.1 Appendix 1: Technical and functional specifications 10.1.4 NAC Point number 38	Policy must be thoroughly tested before being implementing them in the production	Is OICL going to maintain a lab environment or provide test machines to test policies before implementing to the live network?	Clarifications: Bidder is required to propose the NAC testing environment with necessary hardware & Software as stated in the RFP. The Items on which the policy is to be tested will be provided by OICL on availability basis
384	277	Appendix 10, 10.1 Appendix 1: Technical and functional specifications 10.1.4 NAC, Point number 46	Solution should manage endpoint access to the network with the Endpoint Protection Service, which enables administrators to specify an endpoint and select an action - for example, move to a new VLAN, return to the original VLAN, or isolate the endpoint from the network entirely - all in a simple interface	Does OICL has a single VLAN static IP network or DHCP is used with multi VLAN segregation?	Clarifications: OICL has both configuration Static IP is at OICL DC & DRS. DHCP is at OICL Offices.
385	283	Appendix 10, 10.1 Appendix 1: Technical and functional specifications 10.1.4 NAC, Remediation, quarantine and captive portals.	The solution should support RADIUS DTLS to provide improved security for DTL tunnel establishment and RADIUS communication	DTLS tunnel establishment works for integration between two network devices and mostly supported between cisco devices, this is not relevant for endpoint remediation/quarantine/captive portal section.	Revised Clause: The solution should support RADIUS DTLS or any other security protocol to provide improved security and RADIUS communication
386	56	3.1.11 Payment Terms Sr.No-8	50% On Submission of Interim Report to OICL	We request you to kindly amend this clause as-90% On Submission of Interim Report to OICL	As per the Terms of the RFP
387		3.1.11 Payment Terms Sr.No-8	50% On Acceptance of the Final Report by OICL	We request you to kindly amend this clause as-10% On Acceptance of the Final Report by OICL	As per the Terms of the RFP
388	53	3.1.4 Acceptance of the Solution (3.1.4.2)	3.1.4.2. In case of discrepancy in hardware & related software supplied & not matching the Bill of Materials or technical proposal submitted by the bidder in their technical bid, the bidder shall be given 6 weeks' time to correct the discrepancy post which OICL reserves the right to cancel the entire purchase contract and the Bidder should take back their equipment at their costs and risks.	3.1.4.2. In case of discrepancy in hardware & related software supplied & not matching the Bill of Materials or technical proposal submitted by the bidder in their technical bid, the bidder shall be given 8 weeks' time to correct the discrepancy post which OICL reserves the right to cancel the entire purchase contract and the Bidder should take back their equipment at their costs and risks.	As per the Terms of the RFP
389	22	2.2 Overview of Scope, point no. xxii	Performance Principles: It should be ensured that neither during installation nor during operations of the security solutions any of the existing infrastructure/ business of OICL is impacted.	In some cases of Installation and Integration, Downtime might be required which would convey in advance.	Clarification: If the downtime is required, then the proper activity plan has to be submitted to OICL and due permission from OICL has to be taken before performing the activity
390	21	section 2.2, point x	OICL reserves the right not to procure/ implement any or all of the proposed tools mentioned in this RFP. In such cases, only the cost for tools procured and/or implemented would only be payable to the bidder on pro-rata basis.	If OICL decides to procure tools on its own post bid submission then it is requested that the remaining tools/services be discussed with the bidder and costed accordingly by mutual consent	As per the Terms of the RFP
391	118	9.16 Annexure 16: List of OICL Offices		Do all the offices mentioned in Annexure 16 communicate directly with the DC?	Shall be shared with successful bidder
392		General	General	Is there any existing tool through which we can rollout agents	Bidder is required to factor in all the necessary hardware, software and services in order to meet the scope and SLA mentioned in the RFP
393		General	General	Is there any specific reason as to why the technologies need to be in HA at DR? Why not a single instance at DR?	As per the Terms of the RFP
394	21	Sec 2.2 Overview of Scope (v)	Bidder has to ensure that the end to end installation, configuration, parameterization, customization, implementation, integration, support and maintenance of all the solutions at central site i.e. DC & DR and branches/offices is to be carried out as per the OICL Policies.	Please provide us a copy of all relevant OICL policies for our review and compliance.	Shall be shared with the successful bidder

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
395	22	Sec 2.2 Overview of Scope (xvii)	Bidder to provide regular updates/upgrades/patches released by the OEM during the entire contract period and shall document and provide the documents to OICL detailing all the changes in the solution and/or hardware. If required, bidder is required to provide the training to OICL Officials of all the changes made in the solution at no additional cost to OICL during the contract period.	Are updates/upgrades expected wrt hardware, software, network bandwidth only? If not, please specify what other components are included?	As per the terms of the RFP
396	22	Sec 2.2 Overview of Scope (xxxi)	Bidder should ensure dual power supply for all proposed hardware/appliances.	Wouldn't power supply be provided by OICL?	Bidder is required to propose the Hardware/appliance with dual power supply, however Required Power supply for the proposed infrastructure will be provided by OICL at DC & DRS
397	23	Sec 2.4.1 Overview of Scope (v)	The Bidder to ensure that the security solutions and their operations comply with OICL's information security policies and industry leading standards (such as ISO 27001, ISO 22301, PCIDSS, etc.) and any applicable laws and regulations	Please provide us a copy of all relevant OICL information security policies for our review and compliance.	Shall be shared with the successful bidder
398	34	Sec 2.4.3 AMC & ATS Support (vii)	The bidder shall follow the below mentioned technical standards: a. Security Requirements; b. Operating Procedures; c. Recovery Procedures; d. Perform an inventory of warranties and licenses in place as of the Start Date of the warranties	Please provide us a copy of technical standards referred herein for our reference and compliance.	Clarification: Bidder needs to follow ISO standards for all the procedures
399	58	Sec 4.4 Compliance	Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify OICL about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect OICL and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	Bidder agrees to comply with all applicable laws but doesn't assume any responsibility to intimate OICL regarding such compliance unless a written request is received from OICL to get particular information regarding our compliance with laws.	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
400	58-59	Sec 4.4 Compliance	<p>This indemnification is only a remedy for OICL. The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities.</p>	<p>The overall liability of Bidder is uncapped. Hence, we request OICL that the Bidder's liability for infringement of intellectual property rights (IPR) should be capped to the immediately preceding 12 months of charges collected by Bidder under the order in which the liability has arisen. Further, the Bidder will not be liable nor responsible for any loss of profit, loss of revenue, loss of data etc. Also, the Bidder shall not be liable for any infringement if such infringement is caused due to use of the product not intended by Bidder, modifications not made by Bidder, use of Bidder deliverable in conjunction with products not provided by Bidder, etc.</p> <p>Also, we recommend deletion of last sentence in clause (highlighted in red): This indemnification is only a remedy for OICL. The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities.</p>	As per the Terms of the RFP
401	60	4.11 Information Ownership	<p>All information processed, stored, or transmitted by Bidder equipment belongs to OICL. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.</p>	<p>What are civil, criminal or administrative penalties being referred herein?</p>	Please be guided by the RFP
402	91	Annex 3, Contract Form	<p>The following documents shall be deemed to form and be read and construed as part of this Agreement viz. RFP Document and corresponding Amendments (Reference No: OICL/HO/ITD/SOC/2018/01) The Schedule of Requirements and the Requirement Specifications The Service Level Agreement The General Conditions of Contract The Purchaser's Notification of Award (PO Reference No.: _____)</p>	<p>Bidders proposal submitted in response to RFP must also be included. Also, please provide us a copy of General Conditions of Contract referred herein? Further, please share the General Conditions of Contract referred herein for our legal review.</p>	Please be guided by the RFP
403	21	2.2 Scope of work	<p>Bidder should take complete ownership to deploy the solutions seamlessly in existing infrastructure, if any up-grade/Update or replacement needed in existing infrastructure has to be informed to OICL during the requirement gathering stage by bidder to deploy the solution with proper documentation.</p>	<p>We need to understand existing infra in terms of server, storage, network backup etc. which customer is using and in end of support or required from service provider. Also we would like to know the environment in terms of which hypervisor getting used and what is the preference?</p>	Bidder to refer Section 9.10 Annexure 10: OICL Present IT Setup for all the details about Present IT Setup in OICL, further details shall be shared with the successful bidder
404	101	Annexure 10 OICL Present IT Set up	<p>Switches: Cisco, Brocade etc.</p>	<p>Tentative 100% mix of Cisco vs Non Cisco Switches for which ISE setup needs to be deployed</p>	Bidder is required to propose the solution adhering to the requirement stated in the RFP.
405	101	Annexure 10: OICL Present IT Setup	<p>Backup Solution Backup Solution: EMC Networker</p>	<p>Kindly share the version of the existing EMC Networker Backup Solution</p>	Shall be shared with the successful bidder

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
406	100	9.10:Annexure 10: OICL Present IT Setup	OICL IT Architecture: The OICL IT Architecture is designed around active-active data centers.	Please help us to understand how your current architecture works and how branch getting conneted in active-active DC. Also please specify the replication and traffic distribution mechanism.	Bidder to refer Section 9.10 Annexure 10: OICL Present IT Setup for all the details about present IT Setup in OICL, further details shall be shared with the successful bidder
407	55	3.1.11 Payment terms	OICL 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 OICL.	OICL shall impose penalties due to delay's as mentioend / agreed between the parties but shall not withhold payments.	As per the Terms of the RFP
408	55	3.1.11 Payment terms	However, if it is found that the hardware is not sized adequately or the hardware utilization goes beyond the threshold limit of 80%, the Bidder has to provide additional hardware at no additional cost to meet the performance parameters set by OICL. The Bidder must accept the payment terms proposed by OICL as proposed in this Section. The financial offer submitted by the Bidder must be in conformity with the payment terms proposed by OICL. Any deviation from the proposed payment terms would not be accepted.	The H/W sizing , configurations and scope shall be technically evaluated at the initial juncture itself and any later deviation to the sizing , scope or configuration shall be mutually agreed and charged as per the unit rate proposed in the price bid	As per the Terms of the RFP
409	55	3.1.11 Payment terms	If any of the items / activities as mentioned in the price bid is not taken up by OICL during the course of the assignment, OICL will not pay the fees quoted by the Bidder in the price bid against such activity / item.	Will OICL pic and choose line items quoted in the price bid and may offer different scope of work to different participating vendors	As per the Terms of the RFP
410	57	Sec 3.2.Other RFP Requirements (a)	The Head Office of OICL is floating this RFP. However, the Bidder getting the contract shall install and commission the solution, procured through this RFP, at OICL's DC and DRS or at such centers as OICL may deem fit and the changes, if any, in the locations will be intimated to the Bidder.	OICL is requested to share all the current and future proposed DC / DR locations.	OICL DC and DR location will not be changed
411	57	Sec 3.2.Other RFP Requirements (b)	Technical Inspection and Performance Evaluation - OICL may choose to carry out a technical inspection/audit and performance evaluation of products offered by the Bidder. The Bidder would permit OICL or any person / persons appointed by OICL to observe the technical and performance evaluation / benchmarks carried out by the Bidder. Any expenses (performing the benchmark, travel, stay, etc.) incurred for the same would be borne by the Bidder and under no circumstances the same would be reimbursed to the Bidder by OICL.	OICL shall choose to carry out maximum of one technical inspection/audit and performance evaluation of products offered by the Bidder. This shall include maximum of 2 OICL representatives with all expenses paid as per company standards.	As per the Terms of the RFP
412	52	3.1.3 Sub-contracts	Sub-contracts	Is subcontracting for operations allowed?	Bidder to please refer section 3.1.3 Sub-contracts
413	20	2.2 Overview of Scope	OICL has envisaged the following security solutions, required over and above their current existing set of solutions to enhance the robust monitoring that are compliant with ISO 27001, ISO 22301, PCI-DSS, OWASP etc.	Please share the regulations and compliances that OICL is adhered to	Shall be shared with the successful bidder.

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
414	52	3.1.2.9. Right to Alter Quantities	Right to Alter Quantities – OICL reserves the right to alter the requirements specified in the tender. OICL also reserves the right to delete or increase one or more items from the list of items specified in the tender. OICL will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the bidder against the item would be considered for such alteration. The bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by OICL for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by OICL in the event the market prices / rate offered by the bidder are lower than what has been quoted by the bidder as the part of commercial offer. Any price benefit in the products, licenses, software, services & equipment should be passed on to OICL within the contract period.	Please cap the addition/deletion quantities as its very difficult to support major differential quantity on the same rate	As per the Terms of the RFP
415	80	7.1.3 Service Level Criteria	Incident Resolution SLA: Critical - 60 minutes High - 90 minutes Medium - 120 minutes	Expected SLA is very aggressive, please relax it to: Critical - 4 hours High - 8 hours Medium - 16 hours  Beside please share the low priority incidents resolution expected timeline	As per the Terms of the RFP
416	83	7.1.3 Service Level Criteria	Bidder is expected to provide this service 24/7 basis. Management and administration of all in-scope security devices and/or solutions	Please share the required/expected timelines to execute configuration/policy management changes	Please be guided by the RFP
417	263	10.1.1 SIEM (19)	Solution should support integration with big data storage configuration such as Hadoop etc.	Please provide the technical details of big data solution that is deployed or planned to deploy, as the integration efforts may differ	Clarification: Currently OICL has no big data solution in place. As and when implemented bidder is required to integrate the proposed solution during the contract period
418		10.1.1 SIEM	Senior Management should be able to view compliance to SLA for all SOC operations		As per the Terms of the RFP
419		Additional Clause	Request to ADD the Clause as "Provides a wide range of access control mechanisms, including downloadable access control lists (dACLs), VLAN assignments, URL redirect, and Security Group Access (SGA) tagging."	Solution should support Downloadable ACLs as this would allow to keep the ACL changes consistent across the network (wired/wireless/vpn), as solution would be dynamically able to deliver redirect ACL there would be no need of deploying solution at multiple places to intercept TCP or UDP traffic. This would enable Solution do more with less appliances.	As per the Terms of the RFP
420		Additional Clause	Request to ADD the Clause as "The Solution should have capability to see endpoints attribute data via passive network telemetry or alternatively from the infrastructure via device sensors on switches at Core, Distribution and Access Layer."	Solution would allow using the capabilities of underlying routing/switch infrastructure providing visibility into endpoints connected on network without having to deploy any additional appliance close to network admission device (wired/wireless)	As per the Terms of the RFP

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421		Additional Clause	Request to ADD the Clause as "Solution should have capability which allows users to add a device on a portal, where the device goes through a registration process for network access. Should allow users to mark as lost any device that you have registered in the network, and blacklist the device on the network, which prevents others from unauthorized network access when using the blacklisted device. Should have capability to reinstate a blacklisted device to its previous status in Device Portal, and regain network access without having to register the device again in the Devices Portal. Should also support removing any device in the enterprise network temporarily, then register the device for network access again later."	Same appliance would support full BYOD workflow with inbuilt CA server, this would remove dependencies on PKI/Certificate provisioning teams, end user would have secure and complete control on BYOD workflow	As per the Terms of the RFP
422		Additional Clause	Request to ADD the Clause as "Solution should support automatic provisioning of NAC agents"	Support automatically downloading the required settings and configuring the endpoint without human intervention. This would help keep the endpoint settings centralised and consistent throughout the network.	As per the Terms of the RFP
423		Additional Clause	Request to ADD the Clause as "The NAC solution should support any SAML V2 compliant solution. "	SAML would allow to use single sign on to board network which is required as best practice	As per the Terms of the RFP
424		Additional Clause	Request to ADD the Clause as "The NAC solution should be able to block unauthenticated/rogue machine without giving any access to the network."	Solution works in preconnect mode, ensuring the best of security without allowing any packet from the endpoint. Solution working in post connect mode would need time between identification of machine/users and leave the network vulnerable during that period.	As per the Terms of the RFP
425	117	9.15 Annexure 15: Volumetric		We recommend that mobile threat protection solution for all employees and agents as they carries or access OICL related data from his/her mobile phone and tablet are prone to data theft and their mobile devices being getting compromised. This also pose for lateral movement of the threat and infect OICL critical users and assets . So every employee and agent should be protected with Mobile threat prevention who carries or access data of IOCL from mobile and tablet.	Bidder is required to propose the solution in order to comply with the requirements stated in the RFP



Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
426	77-84	SLAs & Penalties	<p>Incident Response Penalties</p> <p><b>Critical Events:</b>  ☑ 95-99%: 10% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost  ☑ 90-95%: 15% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost  ☑ &lt;90%: 20% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost</p> <p><b>High Priority Events:</b>  ☑ 95-99%: 5% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost  ☑ 90-95%: 10% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost  ☑ &lt;90%: 15% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost</p> <p><b>Medium Priority Events:</b>  ☑ 95-99%: 1% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost  ☑ 90-95%: 2% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost  ☑ &lt;90%: 5% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost</p>	<p>We request you to kindly cap the maximum penalty slab to 10% and amend as follows:</p> <p><b>Critical Events:</b>  ☑ 95-99%: 5% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost  ☑ 90-95%: 7.5% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost  ☑ &lt;90%: 10% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost</p> <p><b>High Priority Events:</b>  ☑ 95-99%: 2.5% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost  ☑ 90-95%: 5% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost  ☑ &lt;90%: 7.5% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost</p> <p><b>Medium Priority Events:</b>  ☑ 95-99%: 0.5% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost  ☑ 90-95%: 1.5% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost  ☑ &lt;90%: 2.5% of the Quarterly Maintenance (Including ATS &amp; AMC) Cost</p>	As per the Terms of the RFP
427	77-84	SLAs & Penalties	<p>Incident Resolution Penalties</p> <p>☑ Any violation in meeting the SLA requirements which leads to Critical incident, OICL shall impose a penalty 10% of the Quarterly Maintenance Cost for each 30 minutes delay up to 2 hours, beyond 2 hours penalty would be 10% of the overall Quarterly Maintenance Cost for each 20 minutes delay.</p> <p>☑ Any violation in meeting the SLA requirements which leads to High or Medium incident, OICL shall impose a penalty of 5% of the Quarterly Maintenance Cost for each 45 minutes delay up to 3 hours, beyond 3 hours penalty would be 10% of the overall Quarterly Maintenance Cost for each 30 minutes delay.</p>	<p>Kindly revise the penalties for Incident Resolution as:</p> <p>☑ Any violation in meeting the SLA requirements which leads to Critical incident, OICL shall impose a penalty 5% of the Quarterly Maintenance Cost for each 30 minutes delay up to 2 hours, beyond 2 hours penalty would be 10% of the overall Quarterly Maintenance Cost for each 20 minutes delay.</p> <p>☑ Any violation in meeting the SLA requirements which leads to High or Medium incident, OICL shall impose a penalty of 2.5% of the Quarterly Maintenance Cost for each 45 minutes delay up to 3 hours, beyond 3 hours penalty would be 10% of the overall Quarterly Maintenance Cost for each 30 minutes delay.</p>	As per the Terms of the RFP
428	77-84	SLAs & Penalties	<p><b>Report and Dashboard Penalties:</b></p> <p><b>Daily Reports:</b> Critical reports should be submitted as and when required. Timings will be mutually decided.  <b>Penalty</b>  Delay in reporting for daily report for more than 6 hour shall incur a penalty of INR 5,000 for each default</p> <p><b>Weekly Reports:</b> Every Monday of the subsequent week  <b>Penalty</b>  Delay in reporting by more than 3 days for weekly reports shall incur a penalty of INR 10,000 for each default</p> <p><b>Monthly Reports:</b> 5th of each month.  <b>Penalty</b>  Delay in reporting by more than 7 days for monthly reports shall incur a penalty of INR 15,000 for each default</p>	<p><b>Kindly amend the penalties for Report and Dashboard Penalties as follows:</b></p> <p><b>Daily Reports:</b> Critical reports should be submitted as and when required. Timings will be mutually decided.  <b>Penalty</b>  Delay in reporting for daily report for more than 6 hour shall incur a penalty of INR 2,000 for each default</p> <p><b>Weekly Reports:</b> Every Monday of the subsequent week  <b>Penalty</b>  Delay in reporting by more than 3 days for weekly reports shall incur a penalty of INR 3,000 for each default</p> <p><b>Monthly Reports:</b> 5th of each month.  <b>Penalty</b>  Delay in reporting by more than 7 days for monthly reports shall incur a penalty of INR 5,000 for each default</p>	As per the Terms of the RFP

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429	77-84	SLAs & Penalties	<p><b>Penalties for Vulnerability Assessment and Penetration Testing (External &amp; Internal)</b></p> <p>☒ Delay in performing VAPT scan and providing final report by more than 7 days from the specified timelines shall incur a penalty of 10% of Quarterly Maintenance Cost</p>	<p><b>Kindly amend the Penalties for Vulnerability Assessment and Penetration Testing (External &amp; Internal) as:</b></p> <p>☒ Delay in performing VAPT scan and providing final report by more than 7 days from the specified timelines shall incur a penalty of 5% of Quarterly Maintenance Cost</p>	As per the Terms of the RFP
430	77-84	SLAs & Penalties	<p><b>Penalties for Continual Improvement</b></p> <p>Delay in providing quarterly reports shall lead to 2% of Quarterly Maintenance Cost</p>	<p><b>Kindly amend the Penalties for Continual Improvement as:</b></p> <p>Delay in providing quarterly reports shall lead to 1% of Quarterly Maintenance Cost</p>	As per the Terms of the RFP
431	77-84	SLAs & Penalties	<p><b>Penalty for Periodic Review</b></p> <p>☒ A delay of more than three days will incur a penalty of 1% of Quarterly Maintenance Cost.</p>	<p><b>Kindly amend the Penalty for Periodic Review as</b></p> <p>☒ A delay of more than three days will incur a penalty of 0.5% of Quarterly Maintenance Cost.</p>	As per the Terms of the RFP
432	77-84	SLAs & Penalties	<p><b>Penalty for Security Device Management and Administration</b></p> <p>☒ For more than 1 hour delay (after OICL confirmation) for rule modification in any of the security devices / solutions will incur a penalty of INR 10,000 for each default.</p> <p>☒ For wrong rule modification in any of the security solutions will incur a penalty of INR 10,000 for each default.</p> <p>☒ For a wrong rule modification in any of the security solutions by which OICL incur any service disturbance will incur a penalty of INR 20,000 for each default.</p>	<p><b>Kindly amend the Penalty for Security Device Management and Administration as follows:</b></p> <p>☒ For more than 1 hour delay (after OICL confirmation) for rule modification in any of the security devices / solutions will incur a penalty of INR 5,000 for each default.</p> <p>☒ For wrong rule modification in any of the security solutions will incur a penalty of INR 5,000 for each default.</p> <p>☒ For a wrong rule modification in any of the security solutions by which OICL incur any service disturbance will incur a penalty of INR 5000 for each default.</p>	As per the Terms of the RFP
433	77-84	SLAs & Penalties	<p><b>Penalties for Manpower</b></p>	<p><b>Kindly cap the maximum penalties for manpower as follows:</b></p> <p>Program Manager: Rs.50,000 for each default  Staff transition period (Handover period)- Delivery Manager - Rs.5,000,  Other Staff - Ra.1000/-  Resource availability - INR 2,000 for every 2% default or part thereof below the agreed threshold</p>	As per the Terms of the RFP
434	85-86	7.2 Penalty	<p>i OICL will impose a penalty, of Rs. 20,000/- (Rupees Twenty thousand only) per week or part thereof, for delay in not adhering to the time schedules for closing the intimated gaps for the proposed solutions identified through VAPT Report.</p>	<p>Kindly cap penalty to a maximum of Rs.10,000/- and amend as follows:</p> <p>i OICL will impose a penalty, of Rs. 10,000/- (Rupees Ten thousand only) per week or part thereof, for delay in not adhering to the time schedules for closing the intimated gaps for the proposed solutions identified through VAPT Report.</p>	As per the Terms of the RFP
435		Appendix 2 Bill of Material		Request to please share the complete Bill of Materail in XL sheets	As per the terms of the RFP

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436		Appendix 2 Bill of Material	Any additional number of items (hardware or software) and services will be procured by OICL in future on pro-rata basis on the rates provided in the Bill of Material	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any additional Hardware under the Agreement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	As per the Terms of the RFP
437	47	2.5 Warranties	iii. Warranty for the supplied hardware will commence from the date of acceptance of the hardware by OICL and software warranty will commence from the date of the respective solution Go-Live. Bidder is required to track of the product warranties and support from OEMs for all the supplied solution and hardware and submit the report to OICL	We request that Warranty for the supplied hardware & software shall commence from the date of delivery .	As per the Terms of the RFP
438			Deemed Acceptance	Products/Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. It is further clarified that any payment linked with acceptance will be released by OICL	As per the Terms of the RFP
439			additional clause required"Site not ready"	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	As per the Terms of the RFP
440	65	4.30 Limitation of Liability	Limitation of Liability ("LOL"):	To make the contract feasible and commercially viable;	As per the Terms of the RFP
441	65	4.30 Limitation of Liability	Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.	Neither party shall be liable for any indirect, special, punitive, exemplary, speculative or consequential loss or damage.	As per the Terms of the RFP
442	22	2.2 Scope of Work	All updates/upgrades/patches has to be applied in the UAT Environment within 15 days of release of updates/upgrades/patches by the OEM and approved by OICL.	To create UAT environment some basic hardwares/software may require. Please clarify whether OICL will provide the same infrastructure or not.	Bidder is required to propose all the hardware and Software in order to meet the requirement stated in the RFP
443	30	2.4 Detailed Scope of Work	1. Server/Appliance Management at DC and DR	Please clarify the expected scope of work. Maintaining domain / Server infrastructure is a large scope and based on the SoW necessary skill set required additionally.	Please be guided by the RFP
444	39	2.4.4.4 Privilege Identity management (PIM) (iii)	Management of password vault for all types of users with single-sign-on functionality for all types of resources (OS / DB / Application / Network / Security). The vault must be highly secured and fail-safe.	Please specify No. of servers,Application and devices required.	Please refer Section Annexure 15-Volumetric

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445	40	DAM / 2.4.4.5-Sol Imp	Deploy the DAM for DC and DR locations for the in-scope databases	Do you require any policy replication from DC to DR ?	DR Environment should be 100% replica of DC Environment and it should be in continuous sync with DC Environment
446	40	DAM	Generic	Do you require a individual DAM server and DB Sensor to Communicate with DAM Server	Bidder is required to adhere to the Scope and SLA mentioned in the RFP.
447	40	DAM	Generic	Do you require DAM Server to be integrated with Centralized Management Tool like ePO	Bidder is required to adhere to the Scope and SLA mentioned in the RFP.
448	41	2.4.4.6 Security Information & Event Management (SIEM) Solution Implementation Pt. v	Develop parsing rules for non-standard logs	Please confirm Tentative count for non-standard applications and sources for non-standard logs	Please refer Section Annexure 15-Volmetric , further details will be shared with the successful bidder
449	263	10.1.2 DAM	The solution should be Database agnostic and should support at least the following databases	Does it mean DAM will only support the listed DBs in RFP or do you have any other DBs as well to support and tentative total number of databases to support	The list provided is only indicative, solution should support all the databases and also if any database is deployed in future
450		Insurance	There is no mention on the Insurance of the Hardware deliverables in the RFP.	Kindly provide clarity on the requirement & the period to be covered.	New Clause: The equipment (hardware, software etc.) supplied under the contract shall be fully insured by the successful bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. The period of insurance shall be up to the date the supplies are successfully delivered to OICL. The successful bidder shall ensure that the insurance policy is in force and make necessary arrangement for renewal of the policy whenever required. The bidder shall not hold OICL responsible for rejection of the insurance claims of the bidder by the insurer
451	34	2.4.3AMC and ATS Support , Point v	If OICL buys any other supplemental hardware which is of the same OEM and is OEM recommended from a third party vendor and installs it within these hardware under intimation to the bidder then the warranty of hardware and software should not become void. However, the warranty will not apply to such supplemental hardware installed.	Most of the hardware OEM do not permit installation of any third party component in their Equipments, else warranty gets void. We request bank to remove this clause, or bank should get necessary approvals in such cases from Hardware OEM in advance to keep warranty active even with installation of third party component.	As per the Terms of the RFP
452	42	2.4.4.6 Security Information & Event Management (SIEM),Storage	The bidder is responsible for automated online replication of logs (online/ archival) from DC to DR for redundancy	Please Clarify, OICL is looking for Host Based Replication or Storage based Replication?	Bidder is required to provide the solution adhering to the requirement mentioned in the RFP.
453	47	2.5 Warranties, Point xi	In case of shifting of any appliance supplied by the bidder at any location of OICL, wherever the appliance has to be shifted from one OICL location to another, the bidder is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to OICL	Please share a figure, how many times this may happen to factor the efforts based on that.	Shall be shared with the successful bidder
454	49	2.5 Warranties, 4th Point (Installation & configuration)	Gap Assessment	Bidder understand that the GAP Assesment will be done using VAPT solution on the deployed equipment as per the RFP.	Clarification: The Gap Assessment mentioned in the referred clause is related to installation and configuration of the proposed solutions and infrastructure.
455	75	7.1 Service Level	The Bidder shall monitor and maintain the stated service levels to provide quality service. Bidder to use automated tools to provide the SLA Reports. Bidder to provide access to OICL or its designated personnel to the tools used for SLA monitoring.	Do bidder need to provide tools with the solution for generating SLA reports?	Clarification: Bidder is required to integrate the solution with OICL provided EMS and Ticketing tool, required reports will be generated through the provided EMS and Ticketing Tool.

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
456	100	9.10 Annexure 10: OICL Present IT Setup, DITSM	OICL has implemented following centralized solutions in in Data Centres:- Microsoft Active Directory Symantec Antivirus Solution Sapphire EMS & Sapphire Helpdesk Solution	Kinldy provide the details of the Sapphire EMS and Helpdesk Modules deployed at OICL.	Currently OICL has Sapphire v4.86
457	261	Appendix 1: Technical and Functional Specifications, Point 58	The solution should be able to store both normalized and RAW logs	Please provide the clarity on the normalized and raw logs	Clarification: Normalized logs are the logs which are formed after the correlation of logs from log correlator, however the raw logs are the logs of different applications
458	261	Appendix 1: Technical and Functional Specifications, Point 60 - SIEM	The Tier I and II storage should have the capability to authenticate logs on the basis of time, integrity and Origin	Bidder understands this is part of the SIEM Solution, as Storage has no capability to authenticate logs. Please relook the clause. Bidder Understands Tier1 storage is on All Flash and for production Environment and TierII storage is on SAS/NLSAS and will be used for archival purpose.	Clarification: The solution should have the capability to authenticate logs on the basis of time, integrity and Origin
459	262	Appendix 1: Technical and Functional Specifications, Point 79 - SIEM	The solution should have high availability feature built in. There should be an automated switch over to secondary SIEM in case of failure on the primary SIEM.	Bidder understands, OICL requires HA in DR as well. Please Clarify	Clarification: The Bidder is required to propose the SIEM with standalone instance at DC & DR, except log collector which should be in HA at DC and HA at DR.
460	21	2 Scope of work, 2.2 Overview of Scope, Point xi	OICL will provide the network bandwidth for the in-scope solution. However bidder is required to study the existing bandwidth at OICL Premises and then need to suggest OICL with the bandwidth requirement for in- scope solution, if any upgrade is required in terms of bandwidth bidder is required to provide OICL with necessary documentation and support in order to upgrade the bandwidth(if required, OICL will upgrade the Bandwidth post review of the submitted documents and bidder is not required to factor in any cost for upgrade of bandwidth). It is expected that the proposed solution to consume minimal bandwidth, so that it should not impact OICL day to day business operations.	Please share the network architecture diagram in order to suggest any augmentation of bandwidth as part of existing solution	Shall be shared with the successful bidder
461	24	2.4 Detailed Scope of Work, Point iii	The bidder should provide the architecture for implementing the security solution on Existing and any New Network, which OICL may procure during the contract period. It would be responsibility of the bidder to coordinate with the OICL Existing or any new Network Service Provider to ensure the proposed Security solutions is properly tested and made to work in OICL Environment.	Would it be posible to share the network diagram at bidding stage to enable us minimize assumptions on sizing.	Shall be shared with successful bidder
462	25	2.4 Detailed Scope of Work, Point xi	Bidder shall be responsible for timely compliance of all audits and Vulnerability Assessment (VA) audit observations as and when shared by OICL.	Remediation of VA observations is excluded from scope of this RFP. Please confirm	Clarification: Bidder is required to close all the Gaps Identified for the proposed solution and infrastructure in the VAPT as and when conducted during the contract period at no additional cost to OICL. For the Gaps in the existing applications that is not procured through this RFP, bidder is required to ensure that issues/gaps identified are closed by the OICL vendor
463	25	2.4.2 Facility management, Point i	The Facility Management Services have to be provided for the tenure of the contract post successful Go-Live of security solutions.	Let us know expectations on delivery model. Dedicated, Remote or Hybrid	Please be guided by the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
464		Generic	Request to ADD the Clause as "The Solution should have capability to see endpoints attribute data via passive network telemetry or alternatively from the infrastructure via device sensors on switches at Core, Distribution and Access Layer."	Solution would allow using the capabilities of underlying routing/switch infrastructure providing visibility into endpoints connected on network without having to deploy any additional appliance close to network admission device (wired/wireless)	As per the Terms of the RFP
465		Generic	Request to ADD the Clause as "Solution should have capability which allows users to add a device on a portal, where the device goes through a registration process for network access. Should allow users to mark as lost any device that you have registered in the network, and blacklist the device on the network, which prevents others from unauthorized network access when using the blacklisted device. Should have capability to reinstate a blacklisted device to its previous status in Device Portal, and regain network access without having to register the device again in the Devices Portal. Should also support removing any device in the enterprise network temporarily, then register the device for network access again later."	Same appliance would support full BYOD workflow with inbuilt CA server, this would remove dependencies on PKI/Certificate provisioning teams, end user would have secure and complete control on BYOD workflow	As per the Terms of the RFP
466		Generic	Request to ADD the Clause as "Solution should support automatic provisioning of NAC agents"	Support automatically downloading the required settings and configuring the endpoint without human intervention. This would help keep the endpoint settings centralised and consistent throughout the network.	As per the Terms of the RFP
467		Generic	Request to ADD the Clause as "The NAC solution should support any SAML V2 compliant solution. "	SAML would allow to use single sign on to board network which is required as best practice	As per the Terms of the RFP
468		Generic	Request to ADD the Clause as "The NAC solution should be able to block unauthenticated/rogue machine without giving any access to the network."	Solution works in preconnect mode, ensuring the best of security without allowing any packet from the endpoint. Solution working in post connect mode would need time between identification of machine/users and leave the network vulnerable during that period.	As per the Terms of the RFP
469	65	4.29 Rights reserved by OICL	<p>i. Company reserves the right to accept or reject any or all Bids without assigning any reasons.</p> <p>ii. Company reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar the Bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary.</p> <p>iii. OICL reserves the right to issue a fresh RFP for this project at any time during the validity of the contract period with the selected Bidder.</p>	<p>i. Company reserves the right to accept or reject any or all Bids without assigning any reasons.</p> <p>ii. Company reserves the right to verify the validity of information given by the Bidders. <del>If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar the Bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary.</del></p> <p>iii. <del>OICL reserves the right to issue a fresh RFP for this project at any time during the validity of the contract period with the selected Bidder.</del></p>	As per the Terms of the RFP
470	67	5.3 Earnest money (security deposit )	In case of the successful BIDDER a clause would also be incorporated in the article pertaining to performance bond in the purchase contract that the provisions of sanction for violation shall be applicable for, forfeiture of performance bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.	Request deletion of this clause	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
471		Credit Period	Clause not present in RFP	All the invoices submitted to Purchaser should be paid with in 15 days from the date of submission of the invoice.	As per the Terms of the RFP
472		Termination	Clause not present in RFP	<p>Either Party shall have the right to terminate this Agreement at any time:            With Cause – in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days.</p> <p>In the event of termination by owner, the Bidder shall be paid for the:</p> <ol style="list-style-type: none"> <li>1. goods delivered</li> <li>2. services rendered</li> <li>3. work in progress</li> <li>4. unpaid AMCs</li> <li>5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts</li> <li>6. unrecovered investments shall be paid by customer as per termination schedule till the date of termination.</li> </ol>	As per the Terms of the RFP
473		Change Orders	Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.	As per the Terms of the RFP
474		Taxes	Clause not present in RFP	Any variation in applicable taxes, whether resulting into increase in rate of taxes or levy of new taxes or reduction in rate of taxes or abolition of existing taxes, shall be borne by the Customer.	As per the Terms of the RFP
475		Savings Clause	Clause not present in RFP	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	As per the Terms of the RFP
476		Intellectual Protection	Clause not present in RFP	No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to the Customer.	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
477		SNR	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	As per the Terms of the RFP
478		Risk and Title	Clause not present in RFP	Notwithstanding anything to the contrary contained elsewhere in the contract, The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	As per the Terms of the RFP
479		Deemed Acceptance	Clause not present in RFP	Products/Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Wipro within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Wipro shall have 15 days time to correct in case of any rejection by Customer.	As per the Terms of the RFP
480		Pass Through Warranty	Clause not present in RFP	Wipro shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Wipro shall not provide any additional warranties and indemnities with respect such products.	As per the Terms of the RFP
481		Additional Hardware	Clause not present in RFP	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any additional Hardware under the Agreement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	As per the Terms of the RFP
482		Upgrades/Enhancements	Clause not present in RFP	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any upgrade/enhancement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	As per the Terms of the RFP
483	42	2.4.4.6 Security Information & Event Management (SIEM)	Switches of the RO and Branches are managed and maintained by the other Vendors of OICL, Bidder is required to coordinate with the OICL Vendors to collect the logs manually and capture & ship the same in the SIEM Solution in order to provide comprehensive analysis of the logs. Frequency of the Log capturing has to be mutually discussed during the time of SRS Preparation and Signoff	Apart from manual log capture and log collection at DC & DR, Are there any other Sites where SIEM collector has to be deployed	Clarification: Collector will only be centrally placed in OICL Datacenter and Disaster Recovery Center. However, proposed solution should have the capability to forward/capture the logs to/from multiple destination.



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484	43	2.4.4.6 Security Information & Event Management (SIEM)	The Bidder is required to right size the EPS Count based on the solution proposed through this RFP in order to handle the EPS count generated through the supplied Solutions/hardware. The EPS Count provided in the RFP is catering to the available solutions/ devices with OICL. In case the supplied solutions and/or appliance is unable to maintain the requirement during the contract period the bidder is required to augment the solution and/or hardware at without any additional cost	<p>EPS is approximated based on the number of factors like applications/solutions being monitored, logging level, application usage, etc. It would increase based on these factors like increase in logging or application usage and cannot be fixed based on Day 1 EPS count.</p> <p>Hence the cost of software or underlying hardware &amp; storage cannot be frozen upfront and any augmentation based on increase in EPS count will incur additional cost.</p>	As per the Terms of the RFP
485	258	10.1.1 SIEM (22)	22. Solution should be able to perform the following correlations (but not limited to): Rule based, Vulnerability based, Statistical based, Historical based, Heuristics based, Behavioral based etc	The mentioned 3 requirements - Integration with Identity Access Management, PIM & LDAP; Behavioral based correlation and User activity reports, along with additional capabilities, are provided as User Behavioral Analytics. We recommend that client should specifically ask for User Behavioral Analytics capability to be provided by the proposed SIEM.	As per the Terms of the RFP
486	259	10.1.1 SIEM (33)	33. The solution should generate the following reports (but not restricted to): User activity reports		As per the Terms of the RFP
487	262	10.1.1 SIEM (71)	71. Integrate with PIM and other Directory solution to relate security events to user activities		As per the Terms of the RFP
488	260	10.1.1 SIEM (37)	37. The solution should allow creating and saving of ad hoc log queries on archived and retained logs.	<p>Ad-hoc Queries can be done by SIEM on compressed or uncompressed logs stored online or nearline BUT logs which have been archived (not meaning compressed), and moved to some external storage say Tape Drive can be queries only once they are restored.</p> <p>Pls rephrase this requirement as - "The solution should allow creating and saving of ad hoc log queries both on compressed &amp; un compressed logs as well as retained and archived logs post restoration of archived logs"</p>	<p>Clarification: The solution should allow creating and saving of ad hoc logs queries both on compressed &amp; un-compressed logs as well as on the retained and archived logs post restoration of archived logs.</p>
489	260	10.1.1 SIEM (38)	38. The solution should provide event trace back/ playback for forensic analysis	<p>Are you looking for SIEM Incident Forensic solution to be included as part of the proposed solution, If yes,</p> <ol style="list-style-type: none"> <li>Pls explicitly specify that SI should include Incident Forensic components as part of the proposed Solution BOM.</li> <li>For Incident Forensic analysis &amp; event playback, SIEM solution needs to include Network Packet Capture components which can capture network packets from live network interfaces.</li> <li>For Network Traffic Capture sizing, kindly specify the number of days for which the Network Packet Capture data needs to be retained, Bandwidth of the Network, and the Number from network interfaces from which live Network Packet capture is required.</li> </ol>	Please be guided by the RFP

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490	261	10.1.1 SIEM (56)	56. The solution should offer a means of escalating alerts between various users of the solution, such that if alerts are not acknowledged in a predetermined timeframe, that alert is escalated to ensure it is investigated.	SIEM can create/notify incidents, track their closure; BUT alerts not getting acknowledged or escalations are capabilities not offered by SIEM BUT Incident Response Management or Ticketing solutions, SIEM can have bi-directional integration with such Incident Response/Ticketing solutions.  Pls specify if you want the SI's to include any Incident Response Management/Ticketing solutions as part of the overall solution	Please be guided by the RFP
491	266	10.1.2 DAM (38)	38. The solution should provide Sarbanes-Oxley module, PCI DSS and any others(Specify)	Are you looking for out of box accelerators provided by DAM corresponding to these standards like PCI-DSS to be included as part of the BOQ of the proposed solution	Please be guided by the RFP
492	283	10.1.5 MDM (5)	Open enterprise platform technology (.NET, Microsoft SQL, Windows Server)	Need more clarification on this point what is the expectation of this requirement	Clarification: The Proposed Solution should support Open enterprise platform technology (.NET, Microsoft SQL, Windows Server)
493	283	10.1.5 MDM (14)	Automatically email user to enroll based on being added to an LDAP/AD group	Does this requirement imply email notification during enrollment	Please be guided by the RFP
494	285	10.1.5 MDM (23)	Windows 10 support including streamlined deployment ( bulk enrollment, add work account), health attestation, conditional access, encryption policies, Windows Hello and Passport integration, update management	Does the Windows 10 deployment include Desktops as well? Pls specify which all Windows 10 devices.	Clarification: Windows 10 Devices here refer to Laptops, tablets, Mobiles and Phablets.
495	285	10.1.5 MDM (36)	Detects hardware-based jailbreak or rooting before allowing enterprise resource access	Is the requirement to detect Jailbroken or Rooted devices?	Please be guided by the RFP
496	286	10.1.5 MDM (43)	Support for multi-factor authentications	Which multi-factor authentication is available with OICL?	<b>Clarification:</b> Currently, No Multi-factor authentication (MFA) is in place. As and when OICL provides the Multi-factor authentication (MFA) the bidder should integrate with the solution.
497	286	10.1.5 MDM (44)	Remote troubleshooting and Administration	Pls clarify if the requirement is for remote view / Remote control or only Remote administration?	Please be guided by the RFP
498	286	10.1.5 MDM (52)	Pre-configured policy reports (Compliance, asset management, applications, email, content, certificates, etc.)	What is expected from the pre-configured policy reports on email, content, certificates?	Please be guided by the RFP
499	286	10.1.5 MDM (53)	Real time device data reporting and dashboard views	What is expected real-time duration?	Please be guided by the RFP
500	287	10.1.5 MDM (77)	Global search across corporate repositories	Pls share the list of available corporate repositories?	Please be guided by the RFP
501	287	10.1.5 MDM (83)	Whitelist or Blacklist file types to determine what can be uploaded or synced	This functionality is part of Content Management & should be out of scope of MDM.	As per the Terms of the RFP
502	288	10.1.5 MDM (85)	Limit number of downloads for shared content links	This functionality is part of Content Management & should be out of scope of MDM.	As per the Terms of the RFP
503	288	10.1.5 MDM (95)	Supports administrator console password policies	When integrated with AD, the policy will adhere to AD password policies	Clarification: Solution should have administrator console password policies, however when integrated with AD the password policies of AD should be adhered.

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504	288	10.1.5 MDM (96)	Provides two-factor authentication for container access	Which 2 factor authentication is expected here?	Bidder is required to right size and propose in order to meet the requirement stated in the RFP
505	288	10.1.5 MDM (97)	Provide user self-service portal to manage their own devices and corporate access (GPS, Policy and Security Management, Compliance visibility)	GPS, Policy and Security Management, Compliance visibility can not be controlled by user as they have to be governed by Administrator	Yes your understanding is correct
506	56	3.1.11 Payment terms	Payment Terms	1.For HW/SW - Expected Billing 100% on delivery. Customer willing to own the assets?.	As per the Terms of the RFP
507	56	3.1.11 Payment terms	Payment Terms	2.For ATS - Payment mentioned as Post warranty period - When do we get the payment?	As per the Terms of the RFP
508	56	3.1.11 Payment terms	Payment Terms	Request payment terms to be within 30 days from Invoice date	As per the Terms of the RFP
509	56	3.1.11 Payment terms	Payment Terms	Request Payment of Hardware to be: 90% cost would be payable on successful postdelivery inspection of the product 10% cost would be payable on successful installation and acceptance testing of the product	As per the Terms of the RFP
510	56	3.1.11 Payment terms	Payment Terms	Request Payment of FM Support to be: Quarterly in Advance	As per the Terms of the RFP
511	56	3.1.11 Payment terms	Payment Terms	Request Payment of AMC to be: Quarterly in Advance	As per the Terms of the RFP
512	77,78,79	7.1.3 Service Level Criteria	Service Level Criteria	Request maximum penalty for Incident Response, Incident Resolution to be capped at 7%	As per the Terms of the RFP
513	63	4.21 Resolution of disputes	Dispute	1 month of Annual service charges to be proposed; Legal to comment further	As per the Terms of the RFP
514	64	4.25 Taxes & Duties	Taxes and Duties	This will be on actual at the time of billing	As per the Terms of the RFP
515	66	4.33 Repeat Order	Repeat Order	Price to be fixed as an additional requirement at the time of purchase due to technical and financial implications (Since the contract duration is 5 years)	As per the Terms of the RFP
516	52	3 Terms & Conditions 3.1.2.9	Right to alter quantities	Bidder wishes to clarify that any alteration in quantities shall be mutually agreed, including the price variation.	As per the Terms of the RFP
517	53	3.1.5 Conditional bids	Conditional Bids	Bidder wishes to clarify that the Bidder may submit their clarifications/understanding/deviations to the clauses along with their proposal and the same shall be considered during the stage of contract negotiate, which shall be mutually agreed.	As per the Terms of the RFP
518	54-55	3.1.10 Delay in Bidder's performance	Delay in Bidder's performance	Bidder wishes to clarify that any delay in bidder's performance of the mutually agreed timelines shall only result in the imposition of the mutually agreed liquidated damages. However, such liquidated damages shall only be levied if such delay is solely attributable to the bidder and shall be OICL's only remedy against the bidder for such delay. No forfeiture of the performance security or termination of the contract shall be done.	As per the Terms of the RFP
519	57	3.1.13 Penalties and Delays in Bidder's performance	Penalties and Delays in Bidder's performance	Bidder wishes to clarify that any penalties shall only be levied if such failure in meeting the mutually agreed SLAs is solely attributable to the bidder and shall be OICL's only remedy against the bidder for such failure.	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
520	57	3.2 3.2 Other RFP Requirements (b)	Technical Inspection and Performance Evaluation	<p>Please note that cost of any travel, stay or any other cost incurred due to such travel shall be borne by OICL and Bidder shall not be liable to OICL for any such costs. Further, such audits/inspection 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.</p> <p>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.</p> <p>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.</p>	As per the Terms of the RFP
521	58	4.2 Ownership, Grant and Delivery	Ownership, Grant and Delivery	<p>Please note that the terms and conditions of the supply of software shall be mutually agreed at the time of the contract. However, the licenses are not assignable and shall not be used for any purpose beyond which it is supplied for.</p>	As per the Terms of the RFP
522	58	4.4 Compliance with all applicable laws	Compliance with all applicable laws	<p>Please note that the Bidder shall comply with all the laws that are applicable to its business as an IT service provider in India. Further, in case of any default, the bidder shall be directly liable to such statutory authorities and shall be not be indemnifying OICL.</p>	As per the Terms of the RFP
523	58	4.4 Compliance	Compliance in obtaining approvals/permissions/licenses	<p>Please note that Bidder and OICL shall mutually agree on the approvals/permissions/licenses required to be obtained by the respective parties. However, there shall be no indemnity provided.</p>	As per the Terms of the RFP
524	60	4.10 Solicitation of Employees	Solicitation of Employees	<p>Bidder requests for the deletion of the clause.</p>	As per the Terms of the RFP
525	60 and 61	4.12 and 4.14	Sensitive Information and Confidentiality	<p>Please note that any information that is sensitive and/or confidential in nature has to be marked or identified as confidential/sensitive and a separate non-disclosure agreement shall be executed between OICL and the bidder for the exchange of any confidential/sensitive information.</p>	As per the Terms of the RFP
526	66	4.32 Violation of terms	Violation of terms	<p>Bidder requests that this clause shall be mutual.</p>	As per the Terms of the RFP
527	7	Service Level Agreement	Service Level Agreement	<p>Bidder wishes to clarify that any penalty shall be levied only for reasons solely attributable to the bidder. Penalty shall constitute the OICL's sole and exclusive remedy against the bidder for such defect/delay.</p>	As per the Terms of the RFP
528	96	Annexure 7, Statement of No Deviation	Annexure 7, Statement of No Deviation	<p>Bidder wishes to clarify that the Bidder may submit their clarifications/understanding/deviations to the clauses along with their proposal and the same shall be considered during the stage of contract negotiate, which shall be mutually agreed.</p>	As per the Terms of the RFP
529	31	Section 2.4, Scope of Work	Section 2.4, Scope of Work	<p>Bider wants to understand, who will provide monitoring tool. If already existing, then kindly share the make/model etc details.</p>	OICL will provide the EMS tool for the proposed infrastructure, bidder is required to integrate the solution with the provide EMS tool
530	16	1.6 Eligibility Criteria, Sr No 1	The Bidder should be a Government Organization/ PSU/ PSE or a public/private limited company registered in India	<p>Kindly change the clause to below :- The bidder should be a registered corporate in India registered under the Companies Act, 1956 or A company/statutory owned by Central/State Government. [Provide documentary proof body in respect of this]</p>	As per the Terms of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
531	16	1.6 Eligibility Criteria, Sr No 2	The bidder should have an annual turnover of Rs.200 crore (Rupees Three Hundred Crores) per annum for last 3 financial years (i.e. 2014-15, 2015-16 and 2016-17).	Kindly change the clause to below :- The bidder should have an annual turnover of Rs.500 crore (Rupees Three Hundred Crores) per annum for last 3 financial years (i.e. 2014-15, 2015-16 and 2016- 17).	As per the terms of the RFP
532	14	1.4 Schedule of Events	Consortium : Not Allowed	We would request Consortium to be applicable for this RFP.	As per the Terms of the RFP
533	23	2.2 Overview of Scope	OEM Effort should be at least 20% of the total implementation effort spanning across implementation phase.	Kindly remove this clause since effort can not be quantified easily.	As per the Terms of the RFP
534	23	2.3 Geographical Location	For the purpose of solution/equipment implementation, the location of different sites is DC & DRC	Does this mean solution need to be supplied, installed & commissioned at both the sites.	Bidder to propose the required hardware and software in order to meet the requirement stated in the RFP
535		General		In case bidder needs to monitor the SIEM alerts, threats etc. we would recommend to increase the manpower sizing.	The Manpower mentioned in the RFP is minimum, bidder is required to propose the hardware, software and services in order to adhere to the requirement stated in the RFP
536	284	7 of 10.1.5 MDM	Secure tiered-architecture (database server securely on internal network and not in DMZ)	We can address the security concerns in a way more efficient manner using our NetScaler component, which would only allow secure and encrypted access	Bidder to propose the required hardware and software in order to meet the requirement stated in the RFP
537	284	8 of 10.1.5 MDM	Same functionality / platform for on-premise and cloud deployments (no gap in feature time to market)	Need to understand the approach and preference between on-prem and cloud. For new features, cloud has a zero-day update, on-prem if on the same version as Cloud will provide same feature matrix	OICL is not looking for any cloud based solution.
538	284	9 of 10.1.5 MDM	Multi-tenant architecture to support multiple active LDAP/AD, Exchange, PKI, etc. integration services	Need to understand the different type of authentication mechanisms being used in the environment	Shall be shared with the successful bidder
539	285	20 of 10.1.5 MDM	Support shared device deployments (one device that multiple users can login and receive their appropriate content)	Need to understand where the data is located and what content do we need to make available for users	Clarification: Data is available on the device and network. Content that is relevant to the user and is available on the device and network for that particular user
540	286	50 of 10.1.5 MDM	Customizable compliance levels (define 1-n compliance tiers)	Compliance related to which products are required	Bidder is required to propose the solution and infrastructure for MDM complying with the requirement stated in the RFP
541	287	72 of 10.1.5 MDM	User-level microsegmentation that extends security from the device to the data center	With NetScaler, we can create a micro VPN from app to the Datacenter. Need to understand about what measures of Security are needed	Bidder to propose the required hardware and software in order to meet the requirement stated in the RFP
542	288	90 of 10.1.5 MDM	Uses SCEP for certificate distribution	Need to understand about the certificates being used in the environment for authentication purposes	Shall be shared with the successful bidder
543	289	104 of 10.1.5 MDM	Solution should support multiple authentication types with one single installation. Any Open source LDAP v2 and above, Active Directory and Azure	LDAP and open source authentication mechanisms are not supported	Revised Clause: Solution should support multiple authentication types with one single installation. Any Open source LDAP v2 (and above) / Active Directory / Azure
544	289	109 of 10.1.5 MDM	The solution should be load balancer agnostic - should work with any load balancer should support - DNS round Robin, Session or cookie persistent session.	With NetScaler certain features can be leveraged which cannot be leveraged with other load balancers.	As per the terms of the RFP
545	290	PIM	Additional Compliance	Any security solution should meet basic feature of compliance to meet guidance for PIM like Solution should be EAL2+ certified, certificate need to submit along with Bid	As per the terms of the RFP
546	290	PIM	Additional Compliance	Any security solution should meet basic feature of compliance to meet guidance for PIM OEM both must be ISO 9001 and ISO 27001 or higher certified, certificate need to be submitted along with Bid	As per the terms of the RFP
547	290	PIM	Additional Compliance	The product should be in Gartner's Leader or Challenger magic quadrant for any of the last three years or The product should be in Forrester's Leader or Strong performer quadrant for any of the last three years	As per the terms of the RFP